

KAMPONG KAPOR FAMILY SERVICE CENTRE

(FOR THE PERIOD 1 APRIL 2014 TO 31 MARCH 2015)

MANAGEMENT COMMITTEE

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MANAGEMENT STAFF

Executive Director	Ms Jessica Chan Rho Szu
Principal Social Worker	Ms Lee Yean Wun

Kampong Kapor Family Service Centre has embarked on a journey of transition in the past year. The implementation of Code of Social Work Practice (CSWP) for the FSC sector has impacted our team as we are one of the first four centres selected to kick off the implementation process.

INFORMATION & REFERRAL SERVICES

As at 31 March 2015, we attended to a total of 921 enquiries, of which 221 were opened as cases. The remaining enquiries were either closed with information given, advice & consultation provided or referral made. Since the beginning of 2015, we have collaborated with the implementation of CSWP (Code of Social Work Practice) and further helped enhanced the services by streamlining the process.

We formed an Information and Referral Team in May 2014, comprising the more experienced workers, to attend to all the phone and walk-in enquiries. The objective of forming the Team is to improve our work processes to enable us to better engage, clarify expectations, identify risks and refer clients to the relevant services when necessary.

We have also been networking and working closely with our community partners in ensuring that help to clients is more coordinated and accessible. In November 2014, we started to refer cases to Social Service Office (SSO) @ Jalan Besar for financial assistance under a Greenlane framework where our own staff instead of officers from SSO performs

the assessment. This provides us better leverage in working with clients and shortens the processing time for applications.

Casework & Counselling Services

In the year the Centre attended to a total of 748 cases, of which 188 were new cases opened during the year. A total of 3842 sessions were conducted by our team of 17 professional workers. 380 cases were closed during this period. Of these cases; 348 reported achievement of at least 1 outcome.

Outcome Achieved on Closed Cases in the Period

Enhanced Problem Solving & Coping skills	286
Enhanced relationships / networks that improve their situation	298
Improved ability to manage on his or her own (For all FA cases)	259
Did not meet any outcome	32

Client Satisfactory Report

A total of 276 client satisfaction feedback was conducted with the 380 closed cases. Only 11 clients (4%) indicated a rating of below 3.5 out of a maximum rating of 5. We did not get a response or were unable to contact 104 (27%) of the closed cases. This could be due to death, moving out of the community, homeless clients who do not have a stable mode for contact or non-response from clients.

Key Achievements

Our Centre was one of the four FSCs selected for the 1st wave of the implementation of the CSWP in family service centres in Singapore. Staff had undergone intense preparation in the form of training, formation of internal practice teams and deployment of Master Social Workers, Choy Puay Wun and Han Yah Yee to help staff acquire the needed skills for the implementation.

Our professional supervisory team's strength increased from 5 to 7 staff. This greatly eased the work load of the supervisors to ensure staff are supervised and received sufficient one-to-one supervision. Mr Benjamin Chua Jin Wei, Senior Social Worker and Ms Jessica Chan Rho Szu, Executive Director, recognised as Practice Leaders in the FSC sector conducted the new On-boarding training for the FSC sector.

Family Violence Team Report

During the past year, the Family Violence (FV) Team focused on aligning its administration to be similar to centre-based cases and using the billing process for chargeable programmes.

To support staff managing MCP cases, we implemented a peer supervision process with staff taking turns to share their cases and colleagues providing inputs.

At the community level, an outreach event is being organized by the Tanglin Family Violence Workgroup and this will take place in August 2015.

Elderly Case Co-ordination(ECC) Team Report

ECC is a programme targeted to work with elderly residents living alone (or with little and limited family support) in the community. As at 31 March 2015, we are managing 30 active cases.

During the past year, the ECC team has also collaborated with Kampong Kapor Methodist Church Mandarin Ministry, King Georges Senior Activity Centre, donors and volunteers, to organise activities.

ECC team is also in collaboration with SATA Mobile Clinic services, Joy Connect and Peace Connect (both community based support and services for elderly residents), to increase the elderly awareness of the various services available for them as well as connect them to relevant and appropriate support and services on a timely to improve their quality of life and enhance their community life.

PROGRAMMES

Children & Youth: Lighthouse

Lighthouse had a total of 25 students and 11 mentors (volunteers) in the past year. It was a year where we were able to see the children interact with their mentors and share experiences with one another in their journey as we strived to keep the 2:1 student to mentor ratio.

The highlight of the year was the Family Day, a joint project with Farrer Lodge. The students and their families were able to build bonds together through a sand castle building activity. The Family Day also showcased the singing from the Primary 3 to Primary 5 students who had gone through vocal training as part of their life-skills workshop to build confidence.

The Primary 3 to Primary 5 students also attended a 3-days day camp "Life Explorer", to encourage them to be curious in their learning journey. The Primary 6 students went through the "Moving Up!" workshop to prepare them for their PSLE. For the secondary school students, they had workshops on handling relationships with their parents and peers.

An important element for the success of Light House in 2014 was the relationships built between the students and their mentors. It has been a joy and privilege for the team to

work with the volunteers, as together we see the students grow in character through the programme.

Children & Youth: Farrer Lodge (FL)

2014 was the last year that Farrer Lodge was in operation. A new operator was engaged by the school. All of the students were given a place at the new student care centre. The FL team and social workers worked with the new operator to ensure a smooth transition for the families. These are families that our Centre are working with as they are known cases that are still active. Farrer Lodge has been blessed and privileged to have the support from the school management and various students' volunteers groups for the past 5 years.

Besides the joint project with Lighthouse of Family Day at East Coast Park, Farrer Lodge also participated in a community service project organised by Pek Kio CC Youth Committee in June. They helped to pack welfare packs for the needy residents living around the neighbourhood. It was a good opportunity for the students to learn about giving back and being appreciative of what they have received.

To round off the year, a party was organised for the children during the December holidays for the students and FL team to have a good closure.

Children & Youth: School Social Work- Enhanced Step-Up Programme(ESU)

Farrer Park Primary School referred 8 students for Enhanced Step-Up Program in 2014. With the 2 existing cases, we attended to a total of 10 cases. The students referred were from Primary 1 to Primary 4 and the key concern was mainly irregular attendance.

In view of the changes to the FSC sector and to focus the intervention efforts of the whole professional team, we decided to stop providing ESU service from 2015. The team has worked closely with the school to transfer students needing follow-up to the school's new ESU partner. The remaining cases that do not need any more follow-up were closed successfully. As many of the students' families are also known to our Centre, we will continue to work together with the school and partners for the wellbeing of these families. As the referral process with school has already been set up, the school will continue to refer relevant students, whose families can benefit from the support and services of our Centre.

Learning Centre (LC)

13 students graduated from the LC programme. 25(71.4%) of the total number of 35 students showed improvement in their marks for English in the final-year 2014 examinations.

As at end March 2015, there were 22 students attending the English Remedial 1-to-1 Programme and 6 students attending the English Remedial GroupWork.

As part of the Learning Centre (LC) programme, every LC student (Primary Level) has to attend a 5 sessions Lifeskill Workshop annually. The workshop aims to help the students build a better self-esteem and self-confidence to equip them to better cope with school and life experience and succeed in school. The students were divided into two groups: 9 children from the Primary 1 and 2 cohort and 13 children from the Primary 3 and 4 cohort.

15 students from the Primary 2 to 4 level from the LC programme were invited to experience different medical specialisations at 'Hospital Land' - an interactive and educational carnival at Mount Elizabeth Novena Hospital on 27th September 2014. It was an enriching and hands-on learning experience for them, in celebration of Children's Day and the official opening of the hospital. They were offered a fascinating glimpse into the real-life job demands of professionals in a medical setting and even get to role-play some of these roles.

The Year-End Graduation Party on 29 Nov 2014 was held at the City Square Mall (Level 6, Sky Park). About 102 people, including the parents turned up for it. Economic Development Board and other private sponsors contributed to this event. It was an important platform for our students to showcase their talents and the team was very encouraged to see the students perform with great passion.

kidsREAD CLUB - kRC

The 2014 kRC completed its yearly session early, by mid-November. Towards the last few sessions, children, parents and volunteers were requested to fill in the evaluation forms. Overall, all 27 children enjoyed the activities. 24 children believed that their English has improved. 15 parents also noted that reading became an activity during free time at home. All the 6 volunteers also expressed great joy in volunteering for this programme and they felt very satisfied working with the children. They also observed that the children's spoken and written English have improved.

The staff coordinators also observed that towards the end of the programme, most of the children had shown marked improvements. As a follow-up, a transition workshop, "I Am Going to Primary 1", was conducted on 26 November 2014 for the 10 children participating in the kRC.

The Mothers' Support Group was successfully conducted from 10 Feb to 10 Mar 2015 (4 sessions) with 10 mothers signing up. Parenting skills and family bonding topics are the most concerned topics from this group of mothers. 9 mothers completed the evaluation forms of which 78% (7 mothers) were able to state at least one new skill learnt and all were able to indicate various ways the group had supported them.

2014 was also the 10th Anniversary Celebration for NLB kidsRead Club. Our Centre has been awarded the "10 years support" plaque from NLB kidsREAD Club on 4 October 2014 at Ang Mo Kio Public Library. The Guest-of-Honour was our Prime Minister, Mr Lee Hsien Loong.

Strength To Empower Mothers (STEM)

Strength To Empower Mothers (STEM) is a programme developed to reach out to mothers with young children through practical needs provision, befrienders support, workshops and groupwork sessions. There were 4 sessions of workshops and 4 sessions of support group designed for the participants.

There were a total of 11 parents who registered for this programme and 9 completed the programme. We had 17 KKMC members, who volunteered to befriend the parents and their children. Some of the volunteers had a meal with the families outside their scheduled monthly visits. Out of the 17 volunteers, 5 of the KKMC members had decided to volunteer for a second year.

There was a participant, whose husband decided to join in as a support for his wife. In response to his supportive participation, the programme name was changed to Strength To Empower Parents (STEP). After this interesting turn of events, the team has also decided to explore involving fathers, who may be struggling with parenting of young children in our community.

Overall, it was a joy to see that the families have benefitted from the workshops, support group sessions and outing. The provision of milk and diaper to the families had also helped them in a very practical level. And it was a good learning experience for the team to relook at the programme structure and design to include the fathers in the future.

COMMUNITY WORK

Kampong Play

Our Centre has started Kampong Play last FY as a way of reaching out to the Community in a space that is fun and to engage each other in conversations not saturated with problems and concerns. Its aim is also to encourage children and parents to engage in play in a safe and stimulating environment. 2014 was our second run of Kampong Play and we ran a total of 6 Kampong Play days in FY14/15. We observed that the children in the community have

begun to recognise us and have decided to spend more time playing together whenever they came.

We distribute fridge magnets with information to serve the purpose of reaching out to the community and to publicising our contact number.

We had the privilege to collaborate with 2 venue partners, Kampong Glam Community Club and the Resident's Committee at Block 46 Owen Road. Game stations were manned by student volunteers from either Singapore Polytechnic or Ngee Ann Polytechnic and First Aid was provided by students from Ngee Ann Polytechnic Red Cross Youth Chapter. An average of 80 participants came for each play day. There were zero incidents of any injury on all of the play days.


We also included 2 more new games to increase our repertoire of games. We definitely enjoyed playing together with the children and families in the community. And believe that a community that plays together grows together.

COMMUNITY IN BUILDING

In 2014, we were actively involved in the implementation of the Code of Social Work Practice (CSWP) as one of the selected 1st wave of family service centres in Singapore. This gave our team a great opportunity to look at our work practice in detail and to refine it. The team first focused to see if the Practice benefits residents living in our Community with this new change. Secondly it looked at ways to build the Community. And lastly to enhance our practice and service delivery in a more coordinated manner with fellow partners. The unexpected outcome was the building of a practicing community amongst the family service centres in the 1st wave. These have given us the opportunity to collaborate and to learn from each other.

We intend to build an environment which encourages continual learning and meaningful practice, a key factor in retaining valuable practitioners and developing potential practitioners. This has been evident in our practice team as the environment created has been noted by them and they have given positive feedback in relation to growth and development.

In conclusion, activities the past year have focused on delivering good and relevant services and programmes to the Community that we want to serve amidst the changes. We are confident that this focus will remain as a guiding principle for us to follow in the future.


Wong Quek Hin
Chairman

August 2015

Jessica Chan Rho Szu
Executive Director



