



ANNUAL REPORT
KAMPONG KAPOR FAMILY SERVICE CENTRE
FOR THE PERIOD 1 APRIL 2016 TO 31 MARCH 2017



OUR MISSION

THE KAMPONG KAPOR FAMILY SERVICE CENTRE SERVES TO PROMOTE AND IMPROVE THE WELL-BEING OF INDIVIDUALS AT EVERY STAGE OF LIFE AND BE A PART OF A COMMUNITY THAT CARES AND SUPPORTS ITS MEMBERS. WE WORK TO STRENGTHEN THE COHESION OF VULNERABLE FAMILIES, WHILE EQUIPPING THEM WITH ABILITIES TO SOLVE PROBLEMS AND COPE WITH CRISES.

Kampong Kapor Family Service Centre was set up as an independent society on 5th February 2010, although our beginnings go back to 1987. We were registered under the Charities Act on 1st April 2010.

Unique Entity Number: T10SS0030D

Registered Address: Block 2 Kitchener Road #03-89, Singapore 200002

MANAGEMENT COMMITTEE

Chairperson	Mr. Yeo Oon Chye
Vice-Chairperson	Mr. Wong Quek Hin
Honorary Secretary	Mr. Lim Fang How
Honorary Treasurer	Ms. Goh Poh Gek
Assistant Honorary Treasurer	Mr. Chia Ping Kheong
Members	Mr. Richard Fong
	Mr. Koh Tien Gui
	Mr. Ho Chee Nen
	Mr. Alan Soon
	Ms. Yvonne Tan Peck Hong

MANAGEMENT STAFF

Executive Director – Kampong Kapor FSC	Ms. Jessica Chan Rho Szu
Executive Director – Whampoa FSC	Ms. Trina Tan Li Lian
Master Social Worker	Ms. Lee Yean Wun
Operations Manager	Mr. Richard Lee

AUDITOR

Baker Tilly TFW LLP
Chartered Accountants of Singapore

REVIEW OF FINANCIAL YEAR 2016

Kampong Kapor Family Service Centre (KKFSC) entered a new growth phase in **FY2016**. Having established a strong base of service to the community since 1987, we are expanding our social impact through new programmes.

The **Whampoa Family Service Centre (WFSC)** began operations on 1st March 2016, as an extension of the work of KKFSC, to serve the needs in the Whampoa community. Since then, it has been growing steadily, reaching out extensively to potential clients and community partners. The effort of the new WFSC team resulted in a rapid build-up of cases that it now manages.

In February 2017 the Ministry of Social and Family Development (MSF) through a bid process, appointed KKFSC to provide the **Safe and Strong Families-Preservation (SSF-P)** service to the community. This new service provides intensive support for families with child protection concerns, so as to minimise the necessity for removing children from their families due to protection issues. It is an area of work that KKFSC has been working on for the past 7-8 years. SSF-P will begin operations in May 2017 with a team of trained practitioners.

As we grew our services, KKFSC continued to strengthen our services to our clients and the community. We reviewed our services and processes to align with the Code of Social Work Practice (CSWP) which we adopted in the previous year. This has led to consolidation and streamlining of our practice into casework, group work and community work services. We now have the advantage of tapping on two teams of experienced FSC professionals to create synergies across KKFSC and WFSC, to generate new ideas, and to capitalise on shared learning.

In FY2016, we invested in additional resources to build a stronger organisation, recognising that the potential of the FSC professionals can only be maximised if they are backed with good practices in corporate support functions such as finance, human resource and administration.

KAMPONG KAPOR FAMILY SERVICE CENTRE PROGRAMMES AND SERVICES

CASEWORK & COUNSELLING SERVICES

Through Casework and Counselling Services, our social work professionals provided help and support to individuals and families to work through the personal, social and emotional challenges in life. KKFSC managed a total of 632 cases, including new cases opened during the year. 145 cases were closed during this period. At the end of FY2016, we had 394 active cases.

Information & Referral Services linked families with needs to appropriate agencies and community resources. With the streamlining of referrals from various parties to relevant services in accordance with the CSWP, KKFSC attended to a total of 583 enquiries. This led to the opening of 187 new cases.

Family Violence team underwent changes after the Mandatory Counselling Programme (MCP) was incorporated into the CSWP model. There were 13 new MCP referrals and at the end of the FY, we had 23 open cases. The Family Violence team has a representative working with the Tanglin Family Violence Workgroup.

Elderly Case Co-ordination (ECC) focused on elderly residents living alone with limited or no family support. At the end of FY2016, KKFSC had 32 active cases. Members from the ECC team also participated in Groupwork and Community work addressing the needs of elderly residents in the community.

Famworks is a team approach to work with high risk vulnerable families, often involving young children and family violence. The cases are usually complex. A review of its processes and methods of intervention is in progress, and changes are targeted to be implemented in the next FY.

GROUPWORK

Under the CSWP Groupwork was introduced as a method of social work intervention to bring about changes in individuals and/or families through a group setting. A Groupwork team was formed with staff from both KKFSC and WFSC. Being new to Groupwork as an intervention method, time was spent in FY2016 to familiarise staff to it. Existing services were also reviewed to integrate casework with it. There has been positive feedback from staff as well as participating clients.

The key highlights of Groupwork for FY2016 included the following:

“Stories Lived”. This is an Elderly Groupwork in collaboration with King George Seniors Activity Centre. The overall goal was to increase the mental well-being of the participants to prevent social isolation. It was a mix of individual and group sessions. An average of 9 participated in every session over a period of 8 weeks from August to October 2016. The participants gave positive feedback with an average overall programme evaluation of 4 out of 5. They reported that at the end of the Groupwork they felt less isolated and felt better about themselves. Many of them hoped to participate in a health based group in future.

“Family Affairs”. This is a Groupwork with reconstituted families. The overall goal is to help strengthen the relationships among parents, step parents and children in these families. Through eight group and individual family sessions, participants were led through areas such as changes in family structure, grief and loss over the previous family composition, loyalty conflicts, and bonding in the new families. Issues that surfaced during the sessions helped the case workers to better address the needs of those families. There were 4 adults and 4 children aged between 7 to 14 years old who participated.

Lighthouse is a mentoring and academic support programme to help equip children of KKFSC clients with life skills. They are assigned mentors who serve as role models and provide academic support so that they are better able to face the challenges ahead of them. KKFSC served 24 primary school students under this programme, and involved 24 volunteers acting as mentors for the children.

A host of activities consisting of groupwork, workshops and family events were organised for the children and their families. The annual family day was held on 4th June 2017 with 60 participants consisting of children and their families. We had the help of volunteers to work with the Lighthouse children to plan and organise this school holiday program. The process enabled volunteers to build closer relationships with the children. We are thankful to the volunteers from the Singapore Polytechnic as well as those from the Kampong Kapor Methodist Church members and students from other tertiary institutions.

COMMUNITY WORK

Community Work is a social work method, now part of the Code of Social Work Practice, that taps on resources in the community to achieve the goals of the FSC to address the needs of individuals, families and target groups in the community. At the same time, it purposefully enhances social connections to build up a social support network to respond to those needs.

In FY2016, the KKFSC and WFSC teams worked jointly to build up community work as an intervention method, so that with the other components of the FSC's work there is one integrated practice to achieve our goals. Various existing programmes, activities and network groups were reviewed and realigned to the Community Work objectives. This included volunteer development and connection with various community partners.

The key highlights of Community Work in FY2016 are as follows:

Kampong Play. This is a community event that KKFSC has been holding in the past two years to reach out to residents in the community and to build up social network. One Kampong Play was held in FY2016 with the support of volunteers and community partners from the Kampong Kapor Methodist Church; Singapore Polytechnic's Rotaract Club, Red Cross Society and students; BP-Ngee Ann Polytechnic Mentoring Club; Kampong Glam Community Club; and Owen Road Residents Committee.

kidsREAD Club is a reading and activity-based programme initiated by the National Library Board to promote the love of reading and to cultivate good reading habits among young Singaporeans. KKFSC has been a partner for this programme since its beginning. Weekly sessions of reading and fun activities for the children were conducted with the support of volunteers. In FY2016, we had 27 students who "graduated" from the kidsREAD programme.

Two of our volunteers were presented with the Gold and Bronze awards for their dedicated service at the annual kidsREAD Club Volunteers Appreciation Award ceremony held in July.

A transition workshop, "I am going to Primary 1" was conducted on 28th November 2016. The 10 children who came for the workshop entered Primary 1 in 2017.

It's About T.H.E.M. The acronym T.H.E.M. stands for “Things” (needed by clients), “Hope”, “Expertise” and “Money”. It is KKFSC’s initiative to help clients, both individuals and families, of KKFSC and WFSC through difficulties, challenging periods, and issues of their lives, in an effort to improve overall quality of life. As the name suggests, T.H.E.M. brings together resources to address gaps that are not met by existing funds and services. It includes tangible assistance like expedited one-off relief assistance for emergencies, as well as intangible assistance via programmes to raise awareness and increase knowledge in topics such as financial management and nutrition.

The programmes and initiatives include the followings:

Milk and Diapers Programme. A group of volunteers from Society of St Vincent de Paul, introduced the “Milk And Diapers” programme (M.A.D.) for low-income families to KKFSC. In January 2017, we started a pilot with them, providing monthly supply of milk and diapers to 5 low-income families with complex needs. At the end of FY2016, it was assessed that this programme was effective in assisting families tangibly via milk and diapers provision as well as provision of intangible support to families via befriending. In FY2017, we plan to expand the reach to more families.

Habitat for Humanity - Project HomeWorks. Project HomeWorks aims to improve the living conditions of the elderly and people with physical disabilities living in one- and two-room rental flats. In collaboration with KKFSC, Habitat for Humanity cleaned a total of 6 homes in FY2016. Through this programme, these families gained a better living environment through services such as bed bug fumigation, repainting of walls, cleaning as well as purchase of needed furniture.

Life Care Society – Project Home Team. Among KKFSC’s cases, case workers periodically meet clients receiving care and counselling who also require dire help with housekeeping. A new collaboration, Project Home Team, between Life Care Society and KKFSC to mobilise volunteers to clean and/or paint the homes of such clients was launched in January 2017. The team assisted one client in cleaning and painting in February 2017. We expect more clients to benefit from this project in FY2017.

Life Care Society – Project WISH. This is another new collaboration initiative put in place in FY2016 between Life Care Society and KKFSC. When KKFSC’s case workers assist clients who have need for various home appliances, such as washing machines and refrigerators, they will be referred to Project WISH. Those needs will then be assessed and matched to donors from the Singapore Life Church (which is the parent organisation of Life Care Society). Project WISH will kick off in FY2017.

Interactive Nutrition Workshop. In collaboration with Cummins Pte Ltd, this workshop was conducted in March 2017. The aim of the workshop was to help participants plan their grocery shopping to maximise the nutrition value in spite of having limited budgets. There were 25 participants with 14 children, who agreed that they were more aware of how to choose healthier foods at the end of the workshop. They received food packs kindly sponsored by donors. Out of the 25 participants, 9 families were shortlisted and took part in the Grocery Shopping Programme after the workshop.

OTHER SERVICES

SAFE AND STRONG FAMILIES-PRESERVATION (SSF-P)

In FY2016 the Ministry of Social Service and Family Development (MSF) invited KKFSC to bid for the Safe and Strong Families-Preservation (SSF-P) programme to provide intensive “in-home” services for cases with child protection concerns. The target client group for SSF-P is one that KKFSC has been working with for the past 8 years under various programme names such as the Intensive Case Management (2009), more recently, Famworks which focused on highly vulnerable families with complex issues. Our track record helped us to be successful in our bid. The newly formed SSF-P team, comprising of experienced practitioners from the KKFSC team led by a Lead Social Worker, had a steep preparation curve to be operational by May 2017.

LEARNING CENTRE

For several years, KKFSC has been providing services under the Learning Centre programme to help children from low-income families between K2 and P3 in mainstream school with learning difficulties. In FY2016, 40 students received remedial help for English.

The management team reviewed the programme in FY2016. The Learning Centre however has been a highly resource intensive programme. Due to the nature of the education system, only limited outcomes could be achieved. Since this programme was not in line with the scope of FSC services as defined by MSF, the Management Committee took a hard decision to wind down the programme and to cease operations in June 2017.

THE STRAITS TIMES SCHOOL POCKET MONEY FUND

The Straits Times School Pocket Money Fund (STSPMF) is a community project initiated by The Straits Times, with the aim of providing children from low-income families with pocket money to attend school.

As a STSPMF disbursing agents, KKFSC and WFSC handed out \$51,435 and \$49,740 to 118 and 46 beneficiaries respectively in FY2016.

MILK (MAINLY I LOVE KIDS) FUND / CARE & SHARE FUND

On behalf of MILK Fund, KKFSC administered to 13 students in FY2016 including 4 new awardees. The MILK Scholarship is awarded to students who cannot afford to finance their fulfilment of their tertiary education.

Of the \$56,728 disbursed, \$46,728 was supported by the Care & Share Fund.

WHAMPOA FAMILY SERVICE CENTRE PROGRAMMES AND SERVICES

The new Whampoa Family Service Centre (WFSC) became operational on 1st March 2016, with an initial team of 6 staff to serve needs in the Whampoa community.

It has been making good progress, having started work on the ground even before its operational date. It has established links with key stakeholders such as the Social Service Office (SSO) at Jalan Besar, the Advisor for Whampoa Mr. Heng Chee How, various social service partners in Whampoa area, and grassroots leaders.

The KKFSC and WFSC teams are working closely together sharing resources, experiences and partnering in various joint projects, especially in group work and community work.

CASEWORK & COUNSELLING SERVICES

Information and Referral Services link families with needs to appropriate agencies and community resources. WFSC had a total of 336 enquiries, of which 149 were opened as new cases to manage. The number of active cases at end FY2016 was 128.

Financial Assistance was the most common issue among the cases for WFSC. There were 78 of these cases. Most of them were clients who came to the FSC on their own, or were referred to us by the Whampoa Community Club. There were 9 additional cases which faced accommodation or shelter issues.

Family Violence was the second most common issue among the cases in WFSC. Only trained practitioners are allowed to take on Mandatory Counselling Programme (MCP) cases referred to us by the Family Court. WFSC has two trained practitioners to manage such referrals. 12 such cases were referred to WFSC for the MCP, and at the end of FY2016, there were 10 open cases still under management.

Elderly, Parenting, Family Issues were the next most common problems presented for casework and counselling. We managed 11 cases of elderly and caregiver stress; 13 cases of parenting, childcare and child management problems; and 5 cases with family issues.

GROUPWORK

Being new, WFSC focused on building connections and collaborations with the community. We collaborated with the KKFSC team for the Groupwork component of our FSC service, with our practitioners leading and/or supporting the Groupwork conducted in KKFSC. One such area was the Elderly groupwork.

COMMUNITY WORK

Outreach. Kampong Play was held 6 times in FY2016 to reach out to the community so as to enable them to better understand the services of the FSC, and if anyone has a need for these to seek assistance from the FSC. The venues were at the foyer of Whampoa Community Club, and the void decks of selected clusters of blocks in Whampoa. An average of 80-100 individuals attended each event.

Kampong Play activities featured games like soccer, tic-tac-toe, hopscotch, table games to enable families to interact and play together. Many of the participants fed back that they would participate in future events.

A secondary objective of Kampong Play was to engage community partners in the work of the FSC. We appreciate very much volunteers from the Singapore Polytechnic Library Club and the BP Ngee Ann Polytechnic mentoring Club, Kampong Kapor Methodist Church, and individual volunteers, as well as the support of the Whampoa Community Club and various Residents' Committees. They helped to make Kampong Play a success.

Networking. As part of Community Work, there are two aims in Networking:

- a) to work with partners to facilitate the referral of clients in need to appropriate agencies; and
- b) to raise awareness among other stakeholders (such as other VWOs, community clubs, residents committees, grassroot organisations and Members of Parliament) of the areas of needs that the FSC can intervene to assist, and to inform them of the referral process.

WFSC built a number of connections and collaborations with providers of service to the Elderly, such as the Committee for Successful Ageing (ComSA) from Tsao Foundation and TOUCH.

We also connected with the various PAP Community Foundation kindergartens, primary and secondary schools in the Whampoa area to inform them of our referral process and how we can assist students in need and their families to support their learning environment.

We have also linked up with other social service agencies like Beyond Social Services, National Kidney Foundation (NKF), AWWA FSC with the intention of collaborating with them in order to better serve clients and residents in the area.

Community Resources. Recognising that there is a wide variety of community resources that could be brought to bear in the services of the FSC, we worked to connect with the neighbourhood clinics, bakeries, businesses and merchant association to explore the availability of these resources and the potential opportunities for collaboration.

We also looked to tap on existing community resources to meet identified needs. They include the MILK Scholarships; "It's About T.H.E.M." Fund; the Milk-And-Diaper (M.A.D.) Fund; and Community Chest's Care & Share Fund.

GROWING PEOPLE AND THE ORGANISATION

People Development

KKFSC believes that continually investing in the development and growth of our team is critical for us to succeed in our Mission of helping our clients. Staff were sent on various training programmes to enhance competencies and build up new skills needed to serve our clients and community. They include leadership development programmes, certification in working with Family Violence, and Asset-Based Community Development (a working model for community development).

Three of our team members from KKFSC and WFSC participated in the Social Service Research Mentorship Programme. The programme offers an experiential learning opportunity, with regular guidance by assigned mentor, for participants to pick up skills and knowledge to conduct small scale research projects. The team received the “Most Impactful” award and have been invited to take part in a larger scale research project on low-income issues in Singapore.

Organisation Development

In FY2016 KKFSC brought in more resources to build a stronger organisation. We are participating in the NCSS-sponsored “Growing with People” project to enhance our people practices in line with our focus on our “People”. The project is in progress and has thus far, helped us to identify our strengths, and where we need to give priority for development.

THE JOURNEY FORWARD

FY2017 is filled with exciting opportunities as we grow our services and social impact. We place high priority to ensure our new programmes (WFSC and SSF-P) start off on strong foundations, and grow steadily thereafter, always keeping our eyes on the clients and the community we serve.

We will continue our journey to grow our organisational capability, and put more investment into this necessary area as our resources permit. We expect it will take a number of years to achieve our desired state.

We will strengthen our governance system in FY2017 to meet the enhanced Code of Governance recently set by the Charity Council.

It is a privilege and honour for **TeamKampong** to be given these opportunities to serve and build the community around us. We will strive to do our best.

OUR DEEPEST APPRECIATION

We are always indebted to our sponsors, donors and volunteers whose involvement in our programmes and events have been critical for their success. All our achievements in FY2016 would not have been possible without your help and support. We deeply appreciate your generosity. In the end, it is our clients and the community that have benefited and gained. We look forward to continue partnering with you for these goals in FY2017.


Yeo Oon Chye
Chairman


Jessica Chan Rho Szu
Executive Director

7 August 2017

Annex 1 Financial Statement

Annex 2 Additional Disclosures

Annex 3 Our Sponsors, Donors and Volunteers

ADDITIONAL DISCLOSURES

(As required for Institutions of a Public Character under the Charities Regulations)

GOVERNANCE CHECKLIST

Kampong Kapor Family Service Centre has complied with all the applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). The full checklist may be viewed at www.charities.gov.sg

POLICIES

Conflict of Interest

“Whenever a member of the Management Committee in any way, directly or indirectly, has an interest in a transaction or project or other matter to be discussed at a meeting, the member shall disclose the nature of his interest before the discussion on the matter begins.”

[Source: KKFSC Constitution]

Procedure Regulating Supply and Provision of Goods or Services by Related Parties

“Any member of the Management Committee or staff member who desires to supply or provide goods or services, either directly or indirectly, must declare his/her interest in writing to the Chairman, with copy to the Treasurer.

If decided that the member may participate in the quotation/tender exercise, he/she must not be involved in any way with the administration, evaluation and award of supply. A record must be kept of such deliberations/decisions.”

[Source: KKFSC Finance Manual]

Reserve Policy

“Kampong Kapor Family Service Centre’s Reserve Policy is to maintain cash reserves of at least one year, but not more than two years of annual operating expenditure.”

[Source: KKFSC Audited Financial Statement]

OUR SPONSORS, DONORS AND VOLUNTEERS

We express our deepest appreciation to the following foundations, organisations and individuals for your generous sponsorships, donations in cash and in kinds, and volunteer support, all of which are essential for our services to our clients in the past year.

CORPORATE DONORS

EDB Recreation Club
Kampong Kapor Methodist Church
Life Care Society
Love Singapore Fund
Malda Esco Pte Ltd
The Community Foundation of Singapore (MILK)

INDIVIDUAL DONORS (of amounts above \$1000)

Chin Lee Lian

VOLUNTEER SUPPORT

BP NP (Ngee Ann Polytechnic) Mentoring Club
Kampong Glam Community Club
Kampong Kapor Methodist Church
Owen Road Residents Committee
Singapore Polytechnic Red Cross Club
Singapore Polytechnic Rotaract Club

We extend our deepest appreciation too to any donor whom we may have inadvertently omitted, to all our anonymous donors, and to all our individual volunteers.

