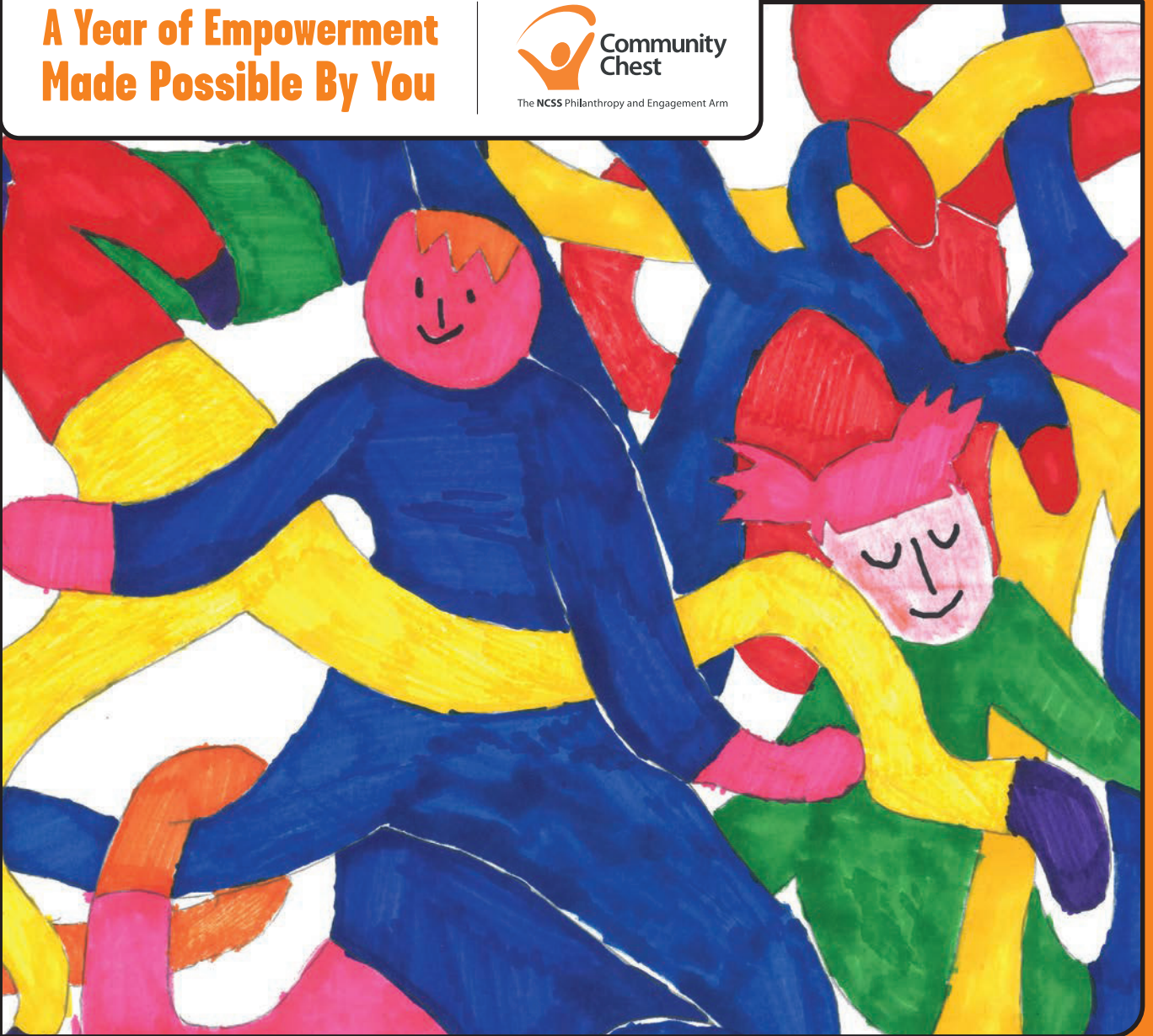


BY COMMUNITY CHEST FOR FY2020

Impact Report

**A Year of Empowerment
Made Possible By You**



Cover art created by: Joshua Lim, The Art Faculty. Inspired and influenced by imagery from Midnightblues/Shutterstock.com

Contents



Our cover artist

Joshua Lim



The cover art by Joshua is inspired and influenced by imagery from Midnightblues/Shutterstock.com. It depicts the collaboration within the community, as seen from the joining of hands, while the vibrant colours showcase the efforts at innovation. By innovating solutions through collaborative partnerships, we will be able to reimagine the future of the social service sector.

When Joshua was 6 years old, he started drawing comics and illustrating his own stories. He filled many notebooks over the years. His talent for art was discovered at age 15 when he was a student at Pathlight School. Joshua was then invited to join the school's Artist Development Programme (ADP), a signature programme that aims to uncover and develop artistic talents in students. Now at age 22, Joshua has since ventured beyond pencil sketching and colouring with markers to painting confidently with acrylic on canvases. In 2015, during Joshua's participation in the workshop "Ceramic Indulgence with Chef Leong", it was discovered that Joshua has a natural flair for ceramic art. Joshua specialises in abstract art and his original creation of robotic creatures. One of Joshua's artworks was exhibited at "The Art of Gifting" exhibition at Paragon Shopping Centre in 2016. Later in 2019, Joshua's interpretation of artworks on the books – "Don Quixote" and "Kim" was featured in "A Book A Day Vol III" by YP Li.



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Community Chest Committee (2020 to 2022)



We are grateful for our Committee members who volunteer their time to provide strategic direction and guidance for Community Chest to grow and improve.

Chairman

Mr Phillip Tan, PJG, JP, BBM(L), BBM, PBM

Advisor

Ms Jennie Chua, JP, PJG, BBM, PPA(P), PBM

Vice-Chairmen

Mr Chew Kwee San, PBM
Mr Chew Sutat
Ms Pearlyn Phau
Mr Tan Puay Kern, PBM, PPA(P), AMBCI

Honorary General Secretary

Mr Latiff Bin Ibrahim, BBM, PBM

Honorary Treasurer

Ms Tan Khiaw Ngoh, JP

Members

AC Serene Chiu
COL Koh Ee Wen, PPA(P)(T)
Mr Andrew da Roza
Ms Audrey Tan, PPA(G)
Mr Chris Chong
Mr Danny Koh
Mr Foo Say Thye
Mr Puvan Ariaratnam, PPA(P), PBS, PPA(G)
Mr Robert Chew, BBM, PBM
Ms Lee Mui Ling
Mr Mark Shaw, BBM, PBM
Ms Ng Ling Ling, PPA(P)
Mr Sim Gim Guan PPA(P), PBS, PPA(P)(T)
Mr Tan Kwang Hwee
Mr Yang Tse Pin
Mr Yek Boon Seng
Ms Yeoh Chee Yan PPA(P), PPAE, PBS
Ms Young Jin Yee

From Our Chairman & Managing Director



2020 was a trying time for many, the effects of which were most keenly felt by the social service sector. But it was also in 2020 where Singaporeans generously offered their time and resources to volunteer, and donate to causes in support of those affected by the pandemic. The people, private and public sectors also innovated and collaborated to find new ways to fundraise and volunteer amidst restrictions, so that those in need amongst us could continue to receive support.

Through these efforts, Community Chest raised more than \$87 million in donations in FY20. These funds supported not only our five causes – children with special needs and youth-at-risk, adults with disabilities, families in need of assistance, seniors in need of support and persons with mental health conditions – but also individuals and social service agencies impacted by the pandemic.

This fundraising achievement, a record in Community Chest's history despite a poor economic outlook and constraints with physical fundraising events, is symbolic of a tremendous community spirit, and gives us the confidence that we will be able to weather any challenges ahead as one nation.

As economic headwinds persist, so will the challenges facing the sector. Moving ahead, Community Chest will not only continue to rally support to help social service agencies meet their immediate needs, but also build capability and capacity. By future-proofing SSAs, we will be able to strengthen and sustain the social service ecosystem, and enable the sector to effectively address the challenges that face us in the longer term.

Sincerely,

Phillip Tan
Chairman
Community Chest

Charmaine Leung
Managing Director
Community Chest

Community Chest

The Hallmark of Care & Share



1 Purpose

to raise funds and engage the community so that social service agencies can focus on developing and delivering quality solutions and empowering the lives of those in need.



5 Causes

to ensure that all groups of the community are cared for, including children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions, seniors and families in need of support.



38 Years of service

and partnership with the people, private and public sectors to create a collaborative and impactful social service ecosystem.



More than 100 social service agencies

are supported through Community Chest to ensure that emerging needs and service gaps are met.



100% of your donations

goes towards helping the disadvantaged, as all fundraising and operating costs are covered mainly by Tote Board.



Over 200 critical services

are offered to those in need, including special education, youth programmes, adult disability support, family service centres, eldercare and caregiver support.

Join us to make a difference by choosing to:



Donate

as an individual or organisation through outright or regular giving.



Partner

us in our philanthropy goals and advocate our causes and educational efforts.



Volunteer

at our charities or events, or lend your expertise and skills.

Children with Special Needs and Youth-at-Risk



As our nation progresses, the social service needs have also evolved. In view of this, NCSS conducted the Quality of Life (QOL) Study in 2016 to examine the various communities in need through a person-centred and holistic approach. The next few pages highlight some of the trends and changing needs across the various groups that support at Community Chest.



15% annual increase of autism cases aged up to 6 years, from 2015 to 2019.



About 32,000 students with special needs, 80% of them in mainstream schools and 20% of them in the 19 special education schools in Singapore.



4 new special education schools for students who have autism spectrum disorder with intellectual impairment, to begin operations at their permanent sites between 2022 and 2024.



↓ 43.3% fall in number of youth offenders between 2010 & 2020, but **↑ in total number of youth drug abusers +** an upward trend in the number of youths who committed outrage of modesty and rape offences between 2016 and 2020.

Sources: Enabling Masterplan 3; The Straits Times: More kids with autism, raising demand for school places, 21 Aug 2019; The Straits Times: Where kids with and without special needs learn together – and it's not in Singapore, 30 Sep 2019; ChannelNewsAsia: Three new special education schools to open for students with autism to meet growing demand, 8 Nov 2019; The Straits Times: 7 special education schools to progressively operate at permanent sites from 2022, 10 Dec 2020; Report on Youth Delinquency 2021; The National Committee on Prevention, Rehabilitation and Recidivism.

In the QOL Study on persons with disabilities, close to 1,000 persons with disabilities aged 18 and above were surveyed. The study revealed that persons with disabilities want to be empowered towards independence through greater and more accessible opportunities, and achieve social inclusion by participating actively and meaningfully in society.



Adults with Disabilities



3.4% of adults
aged 18 to 49 in Singapore
have a disability.



About 29%
average resident employment rate
for persons with disabilities aged 15-64.



88 organisations
recognised under the Enabling Mark,
the first national-level accreditation framework for their inclusive hiring practices to integrate people with disabilities into the workplace.



Social inclusion
was found to have the greatest impact
on improving quality of life
of persons with disabilities.

Source: Enabling Masterplan 3; National Council of Social Service. (2017). Understanding the quality of life of adults with disabilities; ChannelNewsAsia: They have the skills and qualifications. So why can't these disabled people find good jobs?, 22 Mar 2020; The Straits Times: New accreditation for firms hiring people with disabilities, 9 Oct 2020; Ministry of Manpower's (MOM) Comprehensive Labour Force Survey; The Straits Times: 88 organisations lauded for efforts in integrating people with disabilities into workplace, 27 Aug 2021

Persons with Mental Health Conditions



1 in 7 Singapore residents are affected by mental health conditions at some point in their lives.



The latest Singapore Mental Health Study found that young adults aged 18-34 are most vulnerable to mental health conditions.



26,000 calls made to National Care hotline, from April to August 2020, indicating concerns on mental health, marital, family, emotional or financial support needed.



The suicide incidence rate among those aged 10 to 19 has risen by 37.5% in 2020 (from 2019).



The QOL study surfaced the need and desire of persons with mental health conditions to improve the psychological well-being, level of independence and social relationships to help them achieve their potential.

Source: Singapore Mental Health Study 2010 and 2016; National Council of Social Service. (2017). Understanding the quality of life of adults with mental health issues; Today Online, Covid-19: Suicide rate among 10-19 age group rises in 2020 year-on-year, 28 Jul 2021; Today Online, Mental illness more prevalent among young adults, OCD one of top disorders in S'pore, 14 Oct 2019.



Experts say social isolation and the difficulties seniors face in coping with the pandemic may have been contributing factors to the alarming suicide rate, which was the highest for their age group in 2020.

Seniors and Families in Need of Support



Social satisfaction levels fell and sense of social isolation increased

for seniors aged 55 to 75 years during circuit breaker.



2020 held the highest number of suicides

among elders aged 60 and older, since 1991.



Impact of COVID-19 pandemic on low-income families:

A study found that the median household income among applicants for a financial assistance scheme fell by 69 per cent.



Multiple layers of support are required to help families in need,

from education support for children, to work training for the adults to gain employment.

Source: Department of Statistics & Epidemiology and Disease Control Division, MOH; Tan, T. (2014, 2 March) More Singaporeans Living Alone; Trend Seen Rising; The Straits Times, Social satisfaction levels fell for seniors during circuit breaker, 29 Aug 2020; Today Online, Suicides Singapore reach 8-year high in pandemic-hit 2020, with elderly suicides highest since 1991, 8 Jul 2021.

Empowering Lives Through Opportunities, Potential & Inclusion

To keep the social service sector relevant and prepared for future challenges, the Social Service Sector Strategic Thrusts (4ST) vision was developed as a 5-year roadmap to identify opportunities and strategies to guide the development of the sector.

With this vision in mind, the National Council of Social Service developed a framework in 2018 to understand the social needs of our vulnerable populations through three dimensions - **Opportunity, Personal Potential** and **Social Inclusion**.

This framework encapsulates the impact of your support in enabling our social service users to achieve the desired outcomes.

4ST VISION

Every Person Empowered to Live with Dignity in a Caring and Inclusive Society



Opportunity

To provide every person with a chance to live life to the fullest through improved availability and access to resources.

Opportunity + Personal Potential

"I can now fulfil my potential through work and I am able to provide for my family because of the support and resources made available to me."

Mdm Ainiah, beneficiary of AMKFSC Community Services



Personal Potential

To ensure that abilities of every person are developed so they can achieve their potential.

Personal Potential + Social Inclusion

"In the face of economic uncertainties due to the COVID-19 situation, we are grateful to receive continued support for our service users. The funds received from Community Chest had assisted persons with disabilities in their rehabilitation journeys, and empowered our beneficiaries to not just lead independent and meaningful lives but to be a part of the community as well."

Mr Abhimanyau Pal, Chief Executive Officer of SPD



Social Inclusion

To support every person to be accepted, involved and able to contribute to society.

Social Inclusion + Opportunity

"In this COVID-19 climate, Lions Befrienders has been diligently adapting and implementing solutions to meet our seniors' evolving needs by innovating care through technology, virtual befriending sessions and Artificial Intelligence on mental health (through Facial Analysis Correlation of Emotions programme), amongst others. These efforts provide our seniors with the opportunity to stay connected to society and curb the issue of social isolation amongst them, thus enhancing their quality of life."

Karen Wee, Acting Executive Director of Lions Befrienders Service Association

Providing Opportunities

Your support has enabled thousands of social service users to achieve their full potential through **improved availability and access to resources and opportunities**. With this, they were integrated into the community and empowered to contribute back to society.

The components of providing opportunities include:

-  **To acquire new information and skills**
-  **To access services**
-  **To achieve potential**
-  **To get around**
-  **For recreation and leisure**

These are some examples of what it means to measure impact by the social dimension - Opportunity.



Opportunity To acquire new information and skills

A child with special needs is supported with the opportunity to receive quality education which will equip him with new skills, new knowledge and therapy to help him live independently.



Opportunity To achieve potential

An inclusive employer empowered an adult with disability by providing an opportunity for him or her to contribute to society and achieve his or her fullest potential.



Opportunity To access resources and services

A family in need is provided access to suitable support network and resources, such as childcare options or work training, to help them stay resilient in times of difficulty.

Developing Personal Potential

With effective social service programmes, our service users were empowered to live autonomously, improve their work capacity and develop their personal potential.

The components of developing personal potential include:

- 📌 Psychological well-being
- 📌 Autonomy
- 📌 Capacity to work
- 📌 Financial adequacy
- 📌 Self-Belief

These are some examples of what it means to measure impact by the social dimension
- Personal Potential.



Autonomy

A senior is supported to make his or her own decisions in day-to-day choices and to live independently within the community.



Psychological well-being

A person with mental health conditions has built stronger self-esteem and positive feelings with the support from rehabilitation services or counselling.



Capacity to work

A person with disability is supported through work training to develop the necessary skills that enable him or her to be employed in the workforce.



Improving Social Inclusion

With strong social support and united efforts to build an inclusive community, our social service users were able to participate and contribute meaningfully to society.

The components of improving social inclusion include:

- 📌 **Social participation and contribution**
- 📌 **Social acceptance and respect**
- 📌 **Social network and interaction**
- 📌 **Meaningful personal relationships**
- 📌 **Support from family & friends**

These are some examples of what it means to measure impact by the social dimension - Social Inclusion.



Social participation and contribution

Families who have benefited from a strong support system of resources are able to be actively involved in community activities and give back through helping other families.



Social network and interaction

Seniors are active and meaningfully engaged through various befriending events and initiatives that integrate them into a support system.



Social acceptance and respect

Persons with mental health conditions are accepted by the community and their experiences are valued to help others in their road to recovery.

Empowering Children with Special Needs and Youth-at-Risk

Reach Through Social Service Ecosystem

Community Level

75,585 people reached through events and nationwide initiatives of Sharity to raise awareness and promote caring and inclusive attitudes.

Organisational Level

- **19** special education schools supported to provide quality education for children with special needs or disabilities.
- **27** social service agencies enabled to provide support and outreach services for children or youth-at-risk.

Individual Level

Opportunities	500 children with special needs had opportunities to achieve potential
Personal Potential	<ul style="list-style-type: none"> • 967 children and youth experienced improvement in well-being and/or developed life skills for positive youth development • 343 children with special needs experienced improvement in functional skills for greater independence
Social Inclusion	<ul style="list-style-type: none"> • 212 children and youth developed positive and sustained relationships with peers and mentors • 298 children with special needs had social support to integrate in community settings

Examples of Outcomes Met:

Special Education Schools

6,708

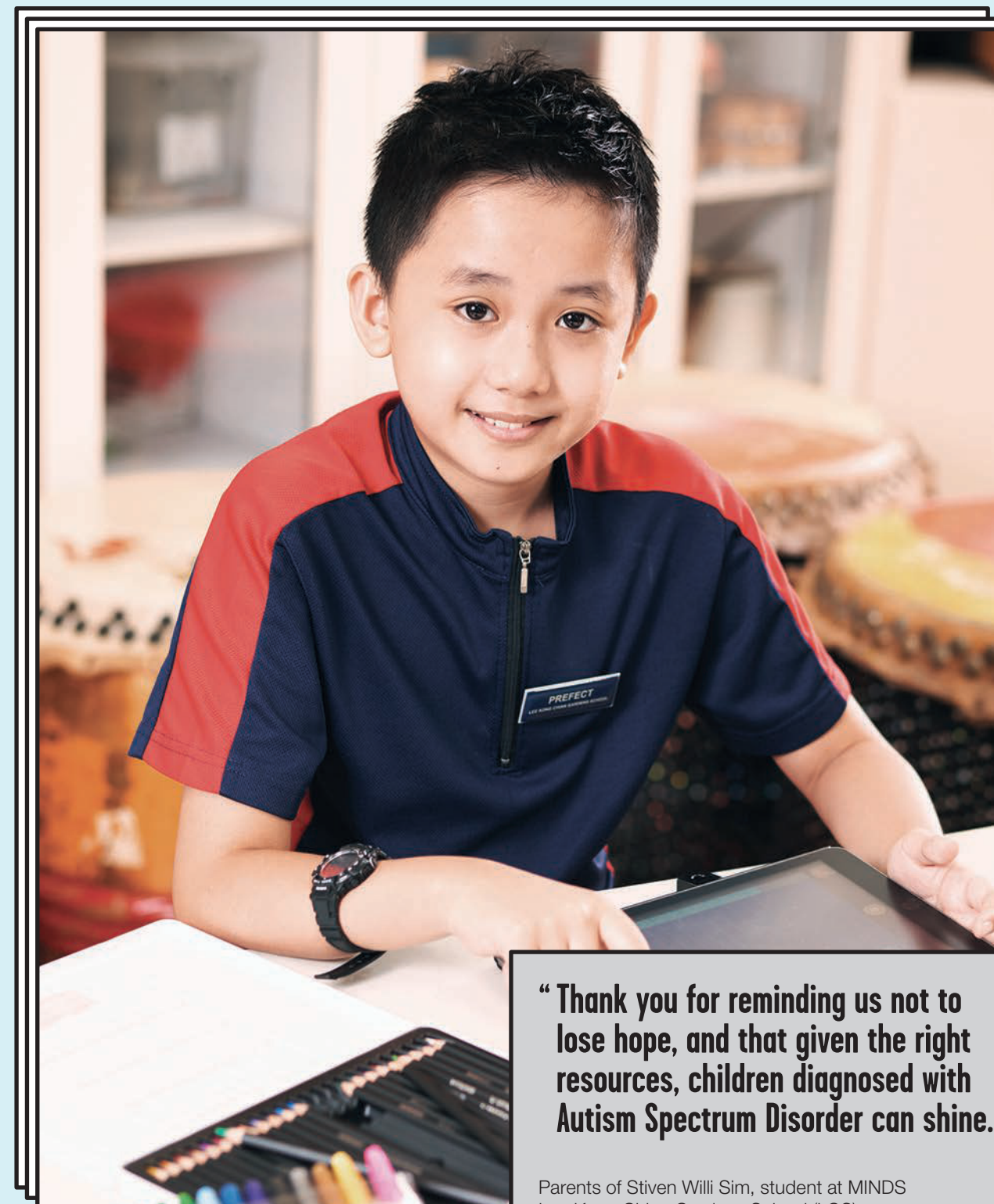
children with special needs received education and training in independent living skills. Out of 500 graduates, 91 graduates attained open employment or supported/customised employment. Another 36 graduates were placed in internships and are likely to be employed in the next year.

Note: MOE continues to monitor progression to employment (open and supported) and post-secondary education as proxies for the maximum level of independence in living and working possible for SPED graduates. However, we know that not all SPED graduates can access such settings and for such graduates, the quality of life for their families through independent and supported living options are paramount. Developing the qualities to learn continuously, live independently and work productively begins in school and must continue through quality adult services.

Development Programme

1,080

school-going children and youths (with and without special needs) developed self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships.



“Thank you for reminding us not to lose hope, and that given the right resources, children diagnosed with Autism Spectrum Disorder can shine.”

Parents of Stiven Willi Sim, student at MINDS Lee Kong Chian Gardens School (LGS)

Building Strong and Resilient Families

Reach Through Social Service Ecosystem

Community Level

Over **500** volunteers mobilised through Community Chest Fu Dai 2021 to pack and deliver 6,700 festive bags containing household essential items to 4,200 families in need of assistance.

Organisational Level

45 family service centres enabled to provide critical support services to families in need and help them stay resilient through their challenges.

Individual Level

Opportunities	10,332 families have been successfully linked with appropriate services
Personal Potential	18,483 families were more self-reliant to deal with issues
Social Inclusion	300 families improved skills and familial relationships for better family functioning

Examples of Outcomes Met:

Family Service Centres

Out of the families served,

5,169

enhanced their self reliance and resilience capacity.

5,923

showed ability to meet needs and/or manage risks.

Family Violence Specialist Centres

4,301

victims and their family members were able to manage issues of family violence and build safe relationships.



“Thank you for empowering me to take charge of my life and take care of my family.”

Mdm Ainhah, social service user at AMKFSC Community Services (pictured with her son and grandson)

Engaging and Caring for Seniors in Need of Support

Reach Through Social Service Ecosystem

Community Level

Over **2,500** seniors received festive bags, containing food and household essential items at the Community Chest Fu Dai 2021.

Impact on Organisations

- **2** senior day care centres and homes enabled to provide counselling and other support services to keep seniors meaningfully engaged in the community.
- **6** social service agencies enabled to provide eldercare services.

Impact on Individuals

Personal Potential	269 seniors' well-being was maintained to contribute in community settings
Social Inclusion	827 seniors gained access and/or participated in social / community networks

Examples of Outcomes Met:

Befriending + Counselling

755

seniors were less isolated and felt supported to age in place. This is through achieving an improved sense of social and psychological well-being and access to contacts and sources of help.

Caregiving Support

231

caregivers learnt to provide better care for their loved ones and were able to put their newly acquired skills to use at home.



“I am grateful to be able to interact and care for other seniors as it makes this world a less lonely place.”

Mdm Kamala, social service user at Lions Befrienders

Integrating Adults with Disabilities into Society

Reach Through Social Service Ecosystem

Community Level

121,577 people reached through digital platforms to showcase empowerment of persons with disabilities through Community Chest's We Are The Generation publicity campaign.

Organisational Level

10 employment development centres were supported to equip adults with disabilities with skills and improve their employability through training and support programmes.

Individual Level

Opportunities	60 persons with disabilities were given opportunities to achieve potential
Personal Potential	1381 persons with disabilities experienced improvement in functional skills for greater independence
Social Inclusion	262 persons with disabilities were given social support to integrate in community settings

Examples of Outcomes Met:

Sheltered Workshop

1,453

clients were actively engaged in sheltered workshops and were able to stay gainfully employed for at least 3 months.

Integration Support

1,828

persons with disabilities showed an improvement in daily living skills, gained greater independence and were able to participate in the community.

1,602

persons with disabilities had access to resources to enhance their physical and psychological well-being.



“I hope to inspire others like myself to lead an independent life. I aim to achieve my goal of being employed in IT-related work.”

Low Wee Kiat, social service user at SPD

Supporting Persons with Mental Health Conditions

Reach Through Social Service Ecosystem

Community Level

36,716 people reached through digital platforms to showcase talents and abilities of our service users, including persons with mental health conditions through Community Chest's We Are The Generation publicity campaign.

Organisational Level

4 social service agencies supported persons with mental health conditions to overcome challenges through rehabilitation services and counselling.

Impact on Individuals

Opportunities	12 persons with mental health conditions accessed opportunities to achieve potential
Personal Potential	862 persons with mental health conditions acquired skills to better manage their condition
Social Inclusion	77 persons with mental health conditions were given social support to integrate in community settings

Examples of Outcomes Met:

Integration Support

279

persons with mental health conditions were better able to cope with their issues and/or improved in their mental health condition.

1148

caregivers indicated that they have acquired a more positive mindset towards caregiving and have also gained knowledge and skills in caring for persons with mental health conditions.

409

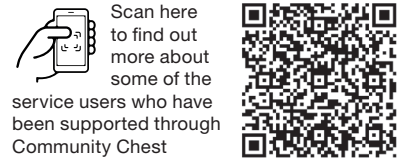
persons with mental health conditions were supported in their employment journey and integrate into society.



“I feel supported and valued working at Club HEAL, and I am thankful to be able to put my love for language to good use here.”

Mdm Yohanna, Rehab Executive and Content Specialist at Club HEAL

Impact Stories



Children with Special Needs

Stiven Willi Sim

Supported by **Movement for the Intellectually Disabled of Singapore (MINDS)**

Children are inquisitive by nature and Stiven is no exception. However, he struggled with his inability to communicate his curiosity with others. At the age of 8, Stiven's persistent aversion to speaking up and trying new things was worrying. He was later diagnosed with Autism Spectrum Disorder (ASD). Stiven often shied away from attention, preferring to make requests by gesturing instead of speaking, and rejected doing tasks. To help Stiven realise his potential, he was enrolled into MINDS Lee Kong Chian Gardens School (LGS), a special education school supported by Community Chest. The programmes provided by LGS boosted his academic progress and enabled him to verbalise his requests and interact with his peers. On Stiven's journey of discovering the world, he has explored horse-riding with the Riding for the Disabled Association and now excels in it after overcoming his initial fear.



Families in Need of Assistance

Mdm Ainiah

Supported by **AMKFSC Community Services**

An independent working mother to 5 children and grandmother to an 18-month-old grandson, Mdm Ainiah is the sole provider for her family and leads a life vastly different from 14 years ago, before she was introduced to the services at Cheng San FSC (under AMKFSC Community Services). Back then, Mdm Ainiah had struggled financially to support her family and had been in dire need of emotional support as occurrences of family violence took place. Upon obtaining the necessary practical support to ensure that basic needs were met, as well as benefitting from financial assistance schemes that supported her family, Mdm Ainiah could cope better emotionally and felt less stressed. Her familial relationships were also enhanced through the bonding activities and outings organised by the FSC. Subsequently, a better supported Mdm Ainiah actively took steps to improve her life and give back. She was involved in grassroots work, where she conducted block visits and outreach to residents in need, before sharing her story to other single mothers as an Alumni member of Celebrating Mothers, a programme run by AMKFSC Community Services. Today, Mdm Ainiah works with Robotic Technology and assists in Disinfection Tasks at her company of 6 years. She aspires to pursue a career in event management in the future and is excited to move into her new home with her family soon.



Seniors in Need of Support

Mdm Kamala Devi

Supported by **Lions Befrienders**

Loneliness may be one of the worst feelings for seniors. For Kamala, she feels more lonely as she ages. Widowed and with her family residing overseas, Kamala used to spend most of her days holed up at home watching television. Kamala was seriously injured after a fall and her temporary loss of independence forced her to further reduce her social interactions. Thankfully, Lions Befrienders, a social service agency supported by Community Chest that reaches out to seniors at risk of social isolation, helped her to reintegrate into the community after her discharge. The care and support she received inspired her to help other seniors like her. When loneliness hit the elderly hard during the circuit breaker and social visits were halted, Kamala stepped forward to look out for her elderly neighbour by buying her food and ensuring her well-being. Volunteers of Lions Befrienders continue to visit Kamala weekly and monitor her welfare. Matched to a digital volunteer, Kamala has since learned to use a smartphone to keep in touch with her family.



Adults with Disabilities

Low Wee Kiat

Supported by **SPD Ability Centre**

Born with cerebral palsy, Wee Kiat is not able to walk or run. However, disability is no obstacle to him in pursuing his aspirations. After his studies at the Cerebral Palsy Alliance Singapore, Wee Kiat was referred to the sheltered workshop at SPD, an organisation supported by Community Chest that serves persons with disabilities, to equip him with skills and improve his employability. With the support from the workshop, he found a good fit in computer-based work and often stepped forward to help fellow trainees with simple IT troubleshooting. Through the workshop, Wee Kiat overcame his fears of using a motorised wheelchair. With his newfound independence, he looks forward to buying his meals and going on outings with his family and friends. The confidence that Wee Kiat has built up over time encourages him to take on new challenges. Once a person with low self-esteem, Wee Kiat now aspires to bring positive impact to people with disabilities by sharing his experiences. He is also working toward his goal of securing employment in an IT-related setting in the mainstream workforce.



Persons with Mental Health Conditions

Mdm Yohanna Abdullah

Supported by **Club HEAL**

Getting help for mental health conditions can be difficult, and no one should have to struggle through it alone. Yohanna developed Bipolar Disorder when she faced marital and financial challenges. She experienced manic episodes and was hospitalised multiple times at the Institute of Mental Health (IMH). There was light at the end of the tunnel when she discovered Club HEAL, an organisation supported by Community Chest that assists and empowers people with mental health conditions. In the warm and supportive environment, she found renewed hope and strength to recover. As a Rehab Executive and Content Specialist, Yohanna now inspires others like her to express their thoughts and emotions through the arts. She has written five books on mental health and contributes to the HEAL Newsletter. Having travelled the rocky road, she believes that "life is a rollercoaster, you just have to ride it".

Overview of Your Impact



67 more school-going children and youths (with and without special needs)

developed self-confidence to deal with changes and challenges, and improved their personal and social skills in relationships in FY2020 as compared to the last year.



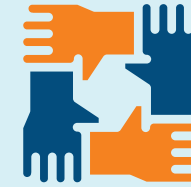
271 more persons with mental health conditions were given opportunities

to achieve their personal potential in FY2020 as compared to the year before.



6,708 children with special needs received education

and training in independent living skills. Out of 500 graduates, 91 graduates attained open employment.



755 seniors

were less isolated and felt more supported to age in place, through better access to resources, improved sense of well-being and satisfaction with services received.



18,483 families

became more self-reliant to deal with issues



1,893 more persons with disabilities

benefited from integration support in FY2020 than in the previous year.



Explored innovative ways of digital fundraising through collaboration with the community



Approximately \$2 million was channelled towards supporting 38 smaller charities through Charity Support Fund

Charity Support Fund

The Community Chest Charity Support Fund was established to support smaller charities and those with less financial support to run programmes that empower social service users and families, support their capital expenses to improve service quality and efficiency, and build their capability for community engagements to benefit the service users.

In FY2020, the Charity Support Fund supported the following different charities:

Abilities Beyond Limitations and Expectations

Alive Community Network
Babes Pregnancy Crisis Support Ltd.
Bethel Community Services
Blossom Seeds Limited
Brighton Connection
Brahm Centre
Child At Street 11 Ltd
Clarity Singapore Limited
Community Justice Centre
Concern & Care Society
Cornerstone Community Services

Counselling and Care Centre
Cycling Without Age Singapore
Deaf Sports Association (Singapore)
Down Syndrome Association (Singapore)
EMCC
Extra-Ordinary People
Halogen Foundation (Singapore)
HEB - Ashram Halfway House
HELP Family Service Centre
Hope Centre (Singapore)
Image Mission Ltd.
Jia Ying Community Services Society
Loving Heart Multi-Service Centre
Morning Star Community Services
New Hope Community Services
Psalt Care
Resilience Collective
SADeaf
Singapore Disability Sports Council
SUN-DAC
Promisedland Community Services
RiverLife Community Services Limited
Singapore After-Care Association
Singapore Hospice Council
Social Health Growth Ltd
Very Special Arts

Looking Ahead

Innovative Efforts for a Stronger Social Service Sector

To help future-proof the social service sector and ensure that it receives the sustainable support it needs to weather any upcoming challenges, Community Chest continues to form strategic partnerships with the community through innovative initiatives.

Launch of the Change for Charity initiative

In March 2021, Community Chest announced the Change for Charity initiative, which aims to encourage individuals to give as part of their daily lives, by partnering businesses to provide opportunities for customers to donate to Community Chest through their payment platforms. These giving capabilities include subscription giving, donating full or partial proceeds, redemption of rewards, and donating at payment checkout. By making it fuss-free for consumers to give back, Community Chest hopes to make the act of giving back a social norm, infused in all aspects of living.

Through Change for Charity, the Government will provide a matching grant of \$0.50 for every dollar donated by customers through participating businesses' payment platforms, and an additional \$0.50 for every dollar matched by the businesses to their customers' donations. This means a total of \$3 will be donated to Community Chest for every \$1 donation.

For more information, visit www.comchest.gov.sg/changeforcharity.

**Change
for Charity**

Rallying support for the Community Capability Trust

While rallying donations for supported social service agencies and their critical programmes continues to be the main focus of Community Chest, it recognises that demand for social services is set to increase in both scale and complexity, especially post-COVID. There is a need to help social service agencies build their capabilities and capacity, so that they are able to make use of resources more sustainably and deliver better service outcomes.

As such, it will also be rallying donations for the Community Capability Trust (CCT), which will fund social service agencies for sustainable growth in a coordinated and integrated manner. The CCT will provide funding support to social service agencies to help them strengthen organisational capabilities, such as in HR, innovation, financial management, strategy and governance; improve productivity and manpower; and enhance infrastructure.

To encourage community support for the CCT, the Government and Tote Board will match two dollars for every dollar donated from FY2021 to end-FY2025, and the Government will provide dollar-matching from FY2026 to end-FY2030. This means that in the first five years, donations to the CCT will benefit from a 3x multiplier effect, thus helping donors to increase their impact to the sector.

In the long run, the CCT will be the main driving force in transforming social service agencies, which is in line with the SSA3.0 vision: a sector that constantly seeks ways to deliver services in more effective forms; is adaptive to leverage technology and innovation; invests in building up leadership, manpower and organisational capabilities; and which is able to harness the strengths of the community to deliver effective outcomes for service users.

For more information, visit www.comchest.gov.sg/CommunityCapabilityTrust.

**COMMUNITY
CAPABILITY
TRUST**

Creative Collaboration with the Community for Greater Impact

Despite restrictions that affected fundraising and volunteering activities, Community Chest was able to continue to engage its community and corporate partners to raise funds and pivot volunteering activities online.

With these collaborative efforts, Community Chest raised over \$87 million in total donations in FY2020. The funds supported the community, including children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions, seniors and families in need of support, as well as social service agencies and individuals affected by the pandemic.

Fundraising through new digital means

In the lead-up to the inaugural, virtual **One Heart, One People ComChest Night 2021**, Community Chest launched a 14-week digital initiative 'Hearts As One', which helped fundraise more than \$50,000 that benefited the communities in need. 19 local influencers, chefs and celebrities rallied the community to raise funds for 'Hearts As One' through livestreaming sessions. More than \$2.7 million was raised in total. **Community Chest Heartstrings Walk 2021** also went virtual for the first time, rallying the community to be part of the walk at one route around Marina Bay with an interactive experience at five selected checkpoints, and the other at any location of the participant's choice. More than 2,000 participants took part in the virtual walk. The success of these digital initiatives was a testament to the giving spirit of Singaporeans, who made a collective effort to care for those in need amongst us despite challenges.

Bringing festive cheer to the community

Held in conjunction with SG Cares Giving Week, the **Community Chest On A Great Street Light-Up Ceremony** expanded to include lighting up 13 CapitaLand malls across Singapore for the first time in a bid to bring festive cheer closer to the heartlands and homes of Singaporeans. The event was accompanied by three innovative digital fundraising initiatives, where partners CapitaLand Malls and Takashimaya Shopping Centre gave shoppers a chance to win lucky draw prizes and rewarded them with shopping vouchers with every donation to Community Chest. DBS Bank also pledged to match up to \$100,000 of the donations made to Community Chest via PayNow or DBS PayLah! QR. In total the **On A Great Street Light-Up Ceremony 2020** raised more than \$1.6 million.



Engaging in volunteerism safely

The restrictions that resulted from the COVID-19 pandemic did little to dampen the spirits of the 500 volunteers at **Community Chest Fu Dai 2021** annual volunteering and fundraising event, as the community and corporate partners helped to pack and deliver bags of festivities for the less fortunate in accordance with safe-distancing measures. In line with the theme of "Give Hope and Share Joy," the festive bags contained various essential household and food items aimed at spreading cheer to families and seniors living alone, who may feel lonely and isolated particularly during the festive season. Co-organised by volunteer group Heartwarmers for the 8th year running, Fu Dai 2021 not only raised \$2 million, it also saw 6,700 bags of blessings and joy shared with lower income seniors and families in Singapore.

Sharing volunteer management resources

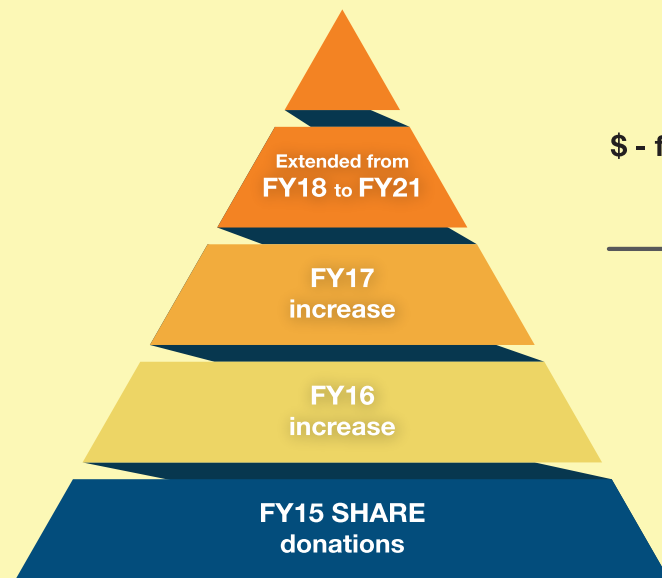
To ensure that social service agencies and corporate partners alike were kept up to speed in key practices of volunteer management in view of emerging needs that affect the sector, NCSS organised a series of **Volunteer Management Network** events. More than 20 speakers shared their knowledge, experience and tips on effective volunteer management with over 300 participants from social service agencies, corporates and public agencies. Separately, a corporate volunteering guide was also launched to help corporates develop and implement service-based volunteering programmes.

Building a Culture of Sustained Giving

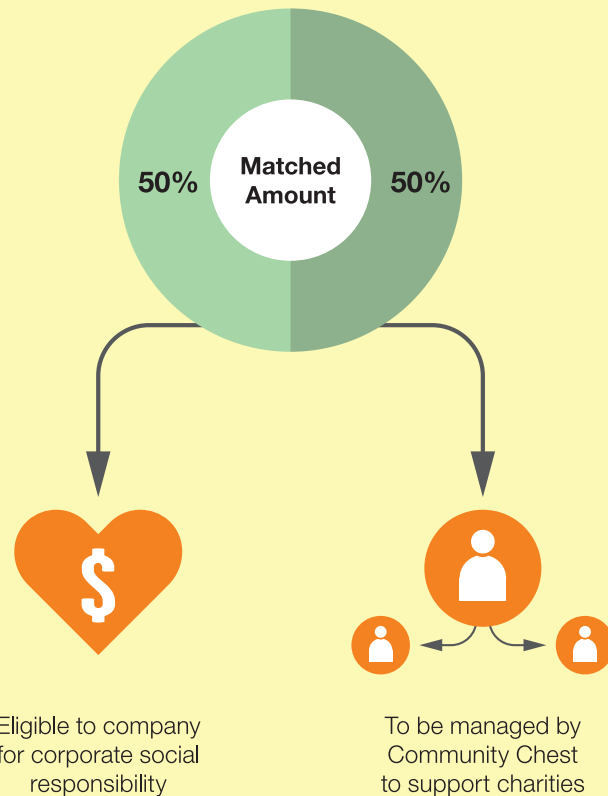
SHARE, the regular giving programme of Community Chest, is powered by a community of informed givers who share regularly. No amount is too small to make a difference.

Through the collective efforts of dedicated donors, SHARE is one of Community Chest's largest stream of giving. **100% of your donation** goes towards the social service agencies supported by Community Chest.

Under the **SHARE as One (SAO) programme**, the Government is providing dollar-for-dollar matching for any additional donations through SHARE, over and above the amount donated in FY2015.



\$ - for - \$



In 2021, the SAO programme was extended for another 2 years till FY2023. The extended scheme will provide dollar-for-dollar matching for any additional donations from companies, employees, and individuals through SHARE over and above donation levels of the preceding year.



Seniors

\$15

can provide one week of befriending services to help ensure that a senior is meaningfully engaged.



Persons with Mental Health Conditions

\$20

can provide one day of training, job placement and support services for a person with mental health conditions.



Families

\$25

can provide half a day of social work intervention through case management, group work and/or community work for a family.



Adults with Disabilities

\$35

can provide one day of job training in the sheltered workshop for an adult with disabilities.



Children with Special Needs and Youth-at-Risk

\$65

can provide half a day of special education in academic, social-emotional, daily living, vocational, arts and physical education for students with special needs.

The Year in Summary

For Financial Year 2020,

we disbursed

\$58.7* million

to support

158 agencies**

for Capability and Capacity Building***, COVID-19 support and

268 programmes

*Does not include amount disbursed from funds like The Courage Fund and The Invictus Fund

**Agencies include charities, member agencies

***Includes allocation ring-fenced for specific purposes

Your sustained support has enabled us to engage the community to fundraise and volunteer. With the aim to enable every individual to live with dignity within a caring and inclusive society, we support more than 100 social service agencies to meet underserved and critical social needs. 100% of your contributions goes towards empowering the lives of:

Children with Special Needs and Youth-at-Risk

Adults with Disabilities

Families in Need of Assistance

Persons with Mental Health Conditions

Seniors in Need of Support

AMOUNT DISBURSED	% OF TOTAL DISBURSMENT	TOTAL NO. OF PROGRAMMES	DESCRIPTIONS OF SOME PROGRAMME TYPES	OUTCOMES
\$21.9m	37.3%	93	<ul style="list-style-type: none"> • Early Intervention to provide therapy and education support services for children who are 6 years and below and have been diagnosed with special needs. • Special Education (SPED) to provide quality education to develop the potential of children and youth with special educational needs. • School-based programmes to complement the school system through preventive, developmental and remedial initiatives to strengthen social and emotional resilience among students at risk. 	To empower children with special needs and youth-at-risk
\$11.6m	19.8%	39	<ul style="list-style-type: none"> • Sheltered Workshop to provide employment and/or vocational training to adults with disabilities who do not possess the competencies or skills for open employment. • Integration Support (Disability) for assistance, resources and access to support networks for persons with disabilities in their everyday lives. 	To integrate adults with disabilities into society
\$10.9m	18.6%	88	<ul style="list-style-type: none"> • Family Service Centres as a community-based focal point of resources that provide social support to families in need. • Counselling Centres to provide professional counselling and therapy services for individuals, couples, groups and/or families facing emotional, mental and relationship problems. • Family Violence Special Centres to provide community-based services for persons affected by family violence. 	To build strong and resilient families
\$6.4m	10.9%	13	<ul style="list-style-type: none"> • Integration Support to offer various support services to assist persons with mental health conditions to reintegrate into the community. • Day Activity Centre to assist persons with mental health conditions to reintegrate into the community by helping them to improve their management of their conditions and realise their potential. 	To support persons with mental health conditions
\$6.1m	10.4%	35	<ul style="list-style-type: none"> • Befriending & Counselling programmes to enhance the social and psychological well-being of seniors through provision of professional counselling services and regular visits. • Senior Home Care to offer a range of services that meet the basic needs of seniors with little or no caregiver support at home. • Caregiving Support to equip caregivers with the skills and knowledge to look after their loved ones. 	To care for seniors in need of support
\$1.8m	3%	38	<ul style="list-style-type: none"> • Capability and Capacity Building for agencies to start, develop or expand new or existing capabilities and capacity to provide quality social service solutions. 	

The Year in Summary

In FY2020 at the onset of the pandemic, Community Chest rallied the community to donate generously towards COVID-related causes that rendered assistance to communities in need of support.

The Courage Fund

First set up in April 2003 to help victims of Severe Acute Respiratory Syndrome, healthcare workers and their families, as well as the wider community affected by widespread infectious disease, The Courage Fund was extended in 2020 to support groups affected by the pandemic, such as healthcare workers in the line of duty, frontline workers and community volunteers, and lower-income individuals and families.

As of 31 March 2021





-  **2,254 households** supported
-  **105 healthcare** and frontline workers supported
-  **28 families** of victims supported
-  **\$18.4 million** collected
-  **\$2.52 million** disbursed

Enhancement of support of TCF in August 2021 to provide additional assistance to households who have been affected by quarantine order, stay-home notice or leave of absence more than once and continue to face protracted job or income loss

The Invictus Fund

The Invictus Fund (TIF) was launched to help social service agencies (SSAs) better cope with challenges arising from the pandemic and maintain operations so that they could continue providing critical social services. Funds were used to support agencies' operating expenditures, development of digital solutions, business continuity incorporating safe management practices, and service continuity.

As of 31 March 2021

-  **90 social service agencies** supported under TIF1.0*
-  **\$10.1 million** collected
-  **\$9.1 million** allocated** from TIF1.0 to social service agencies
-  **\$18.3 million top-up** from the Fortitude Budget for TIF 2.0 to drive transformation efforts for effective service delivery




*TIF 1.0 was established by NCSS to marshal private donations to support social service agencies in maintaining service delivery and serving clients safely and effectively during the pandemic, while TIF 2.0 taps on the Government top-up to drive transformative efforts for effective service delivery in the new normal.

**Includes \$2.1 million allocated for the Transformation Support Scheme, which provides funding support to agencies to recruit manpower for capability-building projects, leading to organisational transformation.

IMDA Digital Access Programme

Community Chest also rallied donations for the IMDA Digital Access Programme, which supported efforts to provide appropriate digital and connectivity tools to underprivileged groups such as lower-income households, students and seniors, so that they are given equal opportunities to access information in a timely manner.

As of 31 July 2021

-  **Close to 21,000** low-income households and individuals supported with digital access like broadband access, computer ownership, subsidised smartphones and mobile plans.
-  An estimated addition of **2,300 low-income** households and individuals to be supported by end of FY2021
-  **>\$3.5 million** collected

Thank You For your support

Together, we can make a positive and lasting impact
in the lives of those we serve.

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