

COMMUNITY CHEST'S

*Report for
Philanthropists*

Empowering children with special needs and youth-at-risk to develop their fullest potential **2020**

EXECUTIVE SUMMARY

This report aims to educate philanthropists on Singapore's trends and gaps among children with special needs and young individuals facing disadvantaged characteristics. These characteristics could arise from predisposing situations such as family backgrounds or acquired over their life courses due to environmental factors.

Through information derived from national policies, national studies and landscape information undertaken by the National Council of Social Service (of which the Community Chest is a part of), five emerging trends with regard to children with special needs and youth-at-risk have been identified for greater community's responsibility:

1. **Enhancing social mobility** for children from low resourced family backgrounds
2. **Developing** children with special needs **holistically**
3. **Promoting the inclusion** of children with special needs in our community
4. **Tackling cyber-related issues** threatening youths' developmental years
5. **Improving outreach and intervention services** in light of the rise of mental health related conditions

This report also highlights how Community Chest has been involved in tackling these issues through collaboration with philanthropic foundations.

As the Singapore Government takes on an important and active role in bridging the critical issues listed in this report, there remains many opportunities for contributions by philanthropic foundations in driving long-lasting social change:

1. **Scale the impact by co-funding initiatives** which the government is already supporting
2. **Kickstart the idea of sustainability** by funding service providers' capability to **innovate, pilot and sustain alternative funding models**
3. **Extend your resources beyond monetary terms** in the form of expertise, experience and networks to advance the programmes' success

FOREWORD

Dear Philanthropist,

As we constantly strive to foster partnerships with like-minded philanthropists in raising funds to initiate and support worthwhile and impactful programmes, we asked ourselves, *'what would our donors like to see most when they are looking for causes to support, and how can we make their decisions easier and more impactful?'*

Having gleaned insights from many of our generous donors, they all share a common goal with regard to their philanthropy: a greater understanding and clarity about the landscape into which they are donating; where are the changes that their generosity has and can make, and what is the social impact their support has achieved.

Within this report, we provide insightful trends, data and opportunities regarding youth-at-risk and children with special needs sector - a cause which Community Chest is making a difference in. We hope that through this report, we will be able to

enable donors like you to make better informed and effective decisions with regard to your philanthropic capital.

As the social ecosystem is constantly evolving, we must also continue to innovate and adapt to provide for the changing and increasingly complex needs of service users. This is the first in a series of Donor Reports, with subsequent versions to be published to cover the many causes supported by Community Chest. In each report, we will be highlighting programmes that foster real social change, and identify challenges and opportunities within the identified causes that can bring the community together to achieve greater social impact for the social service users. We hope this report will inspire more philanthropists and funders to journey with us at Community Chest. We invite you to connect with us as we endeavour to remain steadfast in delivering sustainable and scalable solutions for a more caring and inclusive society.



PHILLIP TAN
Chairman, Community Chest



CHARMAINE LEUNG
Managing Director, Community Chest

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A GROUP OF PHILANTHROPISTS

Mr Foo Say Thye

LORINET FOUNDATION

Mr Pierre Lorinet, Founder & Chairman

QUANTEDGE FOUNDATION

Mr Lee Yin Chao, Chairman

TRAFIGURA FOUNDATION

Mr Vincent Faber, Executive Director

TRAFIGURA PTE. LTD.

Mr Tan Chin Hwee, APAC CEO

AWWA LTD.

Mr Benjamin Wong, Social Worker
Ms Ng Pei Ying, participant of ELEVATE

METHODOLOGY

This report is put together using information from:

- NCSS' Services Landscapes for children with special needs, and youth-at-risk
- NCSS' Quality of Life, and Public Attitude towards Persons with Disabilities studies
- NCSS' Monitoring and Evaluation statistics
- Interviews with donors, service providers and service users
- Scan QR code for more references



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All information is correct at time of publishing.

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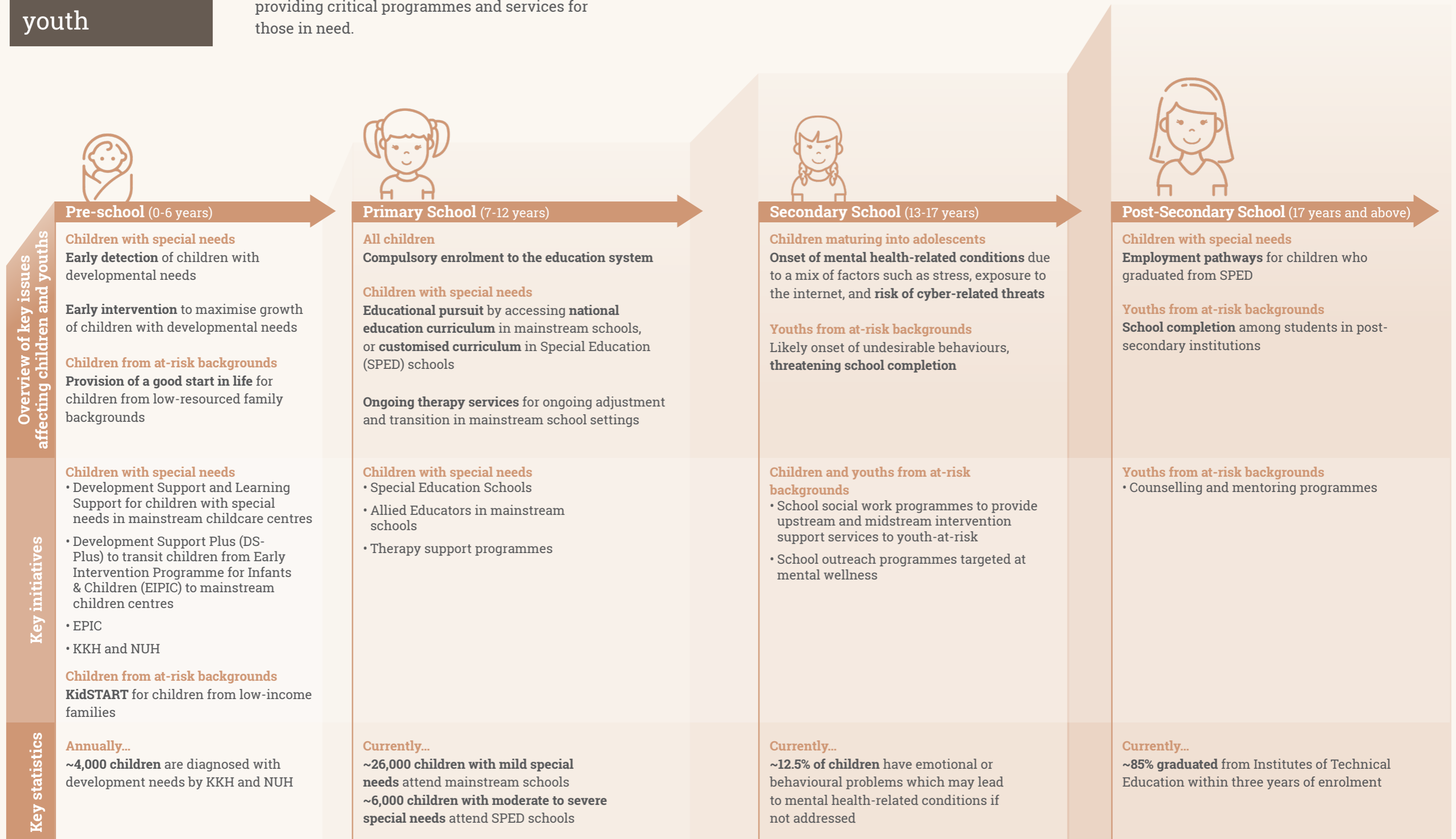
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Conversations with ONEfor10 Philanthropists

Singapore's social service system supporting children and youth

The needs of children and youths can be categorised by their schooling phases. Community Chest was set up in 1983 with the mission to raise funds for social service agencies (also known as Non-Profit or Non-Governmental Organisations in international terms) so that they can focus on providing critical programmes and services for those in need.

We have mapped out an overview of the schooling phases children and youths undergo, as well as identified key stakeholders and initiatives involved in uplifting the lives of these young ones:



Identifying children and youth with vulnerabilities

“Disability reflects the interaction between features of a person’s body, and the society in which he or she lives in.”

World Health Organisation

Types of Disabilities



Developmental

Diverse group of conditions that occur during the developmental period of a child, resulting in difficulties in personal, social, academic or occupational functioning

Physical

Total or partial loss of bodily functions or a part of the body



Multiple

Having more than one type of disability, commonly refers to physical and developmental disability

Sensory

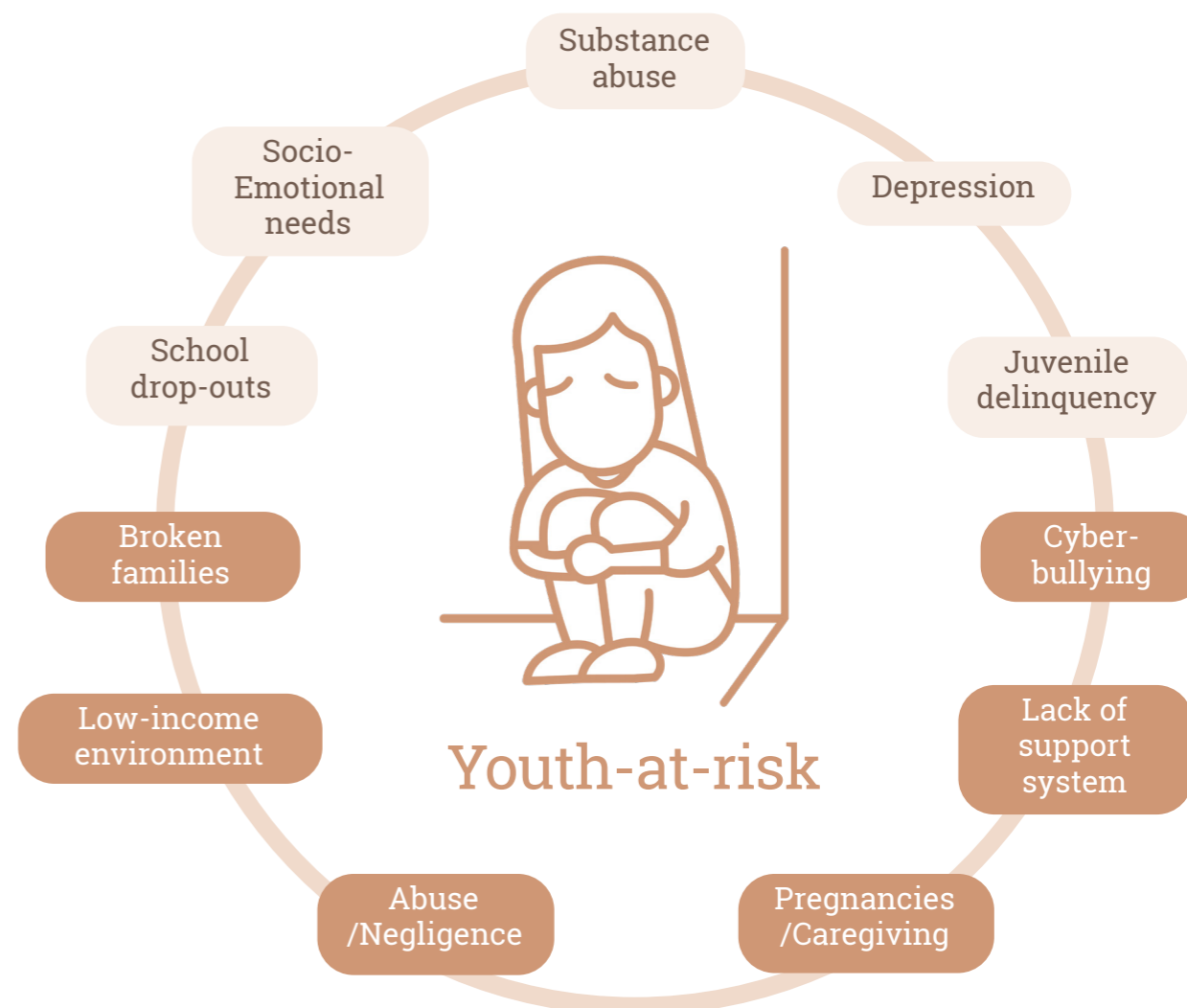
Impairment in the senses – sight, hearing, smell, touch, taste and spatial



“Youth who have been subjected to a combination of interrelated biological, psychological, and social factors that result in a greater likelihood for the development of problem behaviours such as delinquency, substance abuse, or other related anti-social and self-destructive behaviours.”

National Committee on Youth Guidance and Rehabilitation, 2016

This is an overview of potential risk factors leading youths to at-risk situations as well as potential behaviours should adequate support and intervention not be provided early.



Ensuring social mobility for children

1



“A child from a disadvantaged family can still do well in life. But the challenges are greater. The child needs to overcome a wider gap and the probability of breaking out of disadvantaged circumstances are simply lower. The fact is that children from high-income households have significant advantages in terms of access to opportunities and consequently will have a higher probability of achievement. The converse is true for children from low-income households. We may not be able to eliminate these gaps entirely, but a fair-functioning society needs to be mindful of the gap and strive to reduce the differences in opportunity sets.”

Mr Lee Yin Chao
Chairman, Quantedge Foundation

WHY this matters?

Disparities arising from low-resourced families at the early stages of these children may have an adverse effect on child's development in 3 ways:



Inadequate care for children by caregivers in terms or difficulty to make greater investments in their development



Caregivers' caregiving capacity negatively affected due to significant psychological distress due to situation



Increased likelihood of exposure to traumatic experiences arising from stress, thereby affecting brain and hormonal system development

WHO are these children?

Young children from low-resourced family environment such as:



- Financial constraints (low-income)
- Families identified for support by social service agencies
- Absentee caregivers (e.g. lack of positive adult role model)

WHERE are they?

The immediate touchpoint for low-income families would be **Social Services Offices** or **Family Service Centres** where ComCare financial assistance aid is provided for short-to-medium term.



There are no figures on the number of low-income families with children but about 37,400 households benefitted from various ComCare schemes in 2018. Of which, an average of 39% of households have children.

Transforming *lives* with KidSTART

Giving every child a good start



THEN...

Mr Mustakem used to struggle with disciplining his children who had additional learning needs such as slower speech development.

NOW

KidSTART taught him how to be more involved with his children, in terms of education and allowed him to bond better with his children.

“KidSTART taught me to be more patient, keep eye contact with them, and discipline them by telling them what is right and what is wrong.”

Mr Mustakem Mohamed
Parent of 2 children

What KidSTART aims to provide



Upstream support for child development from the ante-natal period through the preschool years.



Work with parents to raise awareness and knowledge of the early years, and improve parent-child interactions and family functioning



Facilitate earlier enrolment and regular attendance in preschool

Promising results tracked in pilot between 2016 and 2019

- ✓ Better child-development and health
- ✓ Improved parent-child interaction
- ✓ Higher preschool enrolment and regular attendance
- ✓ Improved family functioning

National Developments

At National Day Rally 2019, the Government announced plans to expand KidSTART to more families with young children who will benefit from the programme.

“KidSTART is a good programme. I am confident we are on the right track. We still need to follow up for a few more year, to assess more exactly its benefits. But for each new cohort babies, there is no time to lose. So we will expand KidSTART to reach another 5,000 children over the next three years. Then we will take stock again how to expand KidSTART further.”

Mr Lee Hsien Loong
Prime Minister of Singapore

EMERGING TREND 1 Ensuring social mobility for children

Impact of Community Footprints in enhancing social mobility to date

With the unwavering resources pooled together by different partners in the community, Community Chest has been able to fund-raise for programmes supporting children and youths whose safety and developmental needs are affected by the low-resourced backgrounds.

WHO do we support?	Input and Activities	Output	Outcomes (annual indicators)	Impact (mid to long-term social change)	In partnership with
Children from low-income households and/or households lacking in positive adult supervision	<ul style="list-style-type: none"> • One-to-one befriending and mentoring • Psycho-educational activities in group settings • Structured activities to meet developmental needs of children • Bonding activities among children, parents in incarceration and other family members 	>700 children and youths mentored	>70% demonstrated self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships	Children and youths developed resilience and self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships.	<ul style="list-style-type: none"> • Friends of Children and Youth by Life Community Services Society • Kids in Play by The Salvation Army • MightyKids, Families and Community by Life Community Services Society
Children in need of protection due to abuse and neglect	<ul style="list-style-type: none"> • Counselling support • Referral support to safe environments • Skills building to ensure continual safety 	>1,400 children and youths supported to access a safe environment	>40% New cases registered indicated ability to manage issues of family violence and build safe relationships	Children and youths' safety and well-being are ensured Reduce risk factors and increase in protective factors in families	<ul style="list-style-type: none"> • Big Love by Monfort Care • HEART@Fei Yue by Fei Yue Family Service Centre • Safe Space by PAVE

Transforming lives with **MightyKids, Families & Communities**



Provides a range of preventive, developmental, and remedial services to children and youth in the community with the aim to protect and nurture them.

Why this programme matters



Research indicates that after-school programmes involving constructive activities have a positive impact on the success of disadvantaged children in school



A lack of adult supervision and interaction puts children at risk of anti-social behaviour as they look beyond the home to establish meaningful relationships



The centre is a safe place for latchkey children

“Even at the age of 10, I was not able to read simple words like, ‘Chair’, ‘Walk’, ‘How’. I was falling behind, and I would also get into fights and squabbles in school. I could not control myself.”

Dennis (not real name)
Service User

About Dennis (not real name)

It was also the year I joined Life Community. I had Befrienders assigned to me who tutored me in my studies, especially in the area of phonics. They were so patient, caring and encouraging; I felt they accepted me for who I am and truly wanted the best for me. With their guidance, I took interest to learning. I was also growing in my self confidence; could control myself more starting respecting others; and begin to share what I have with others. My Befrienders say that I am more sensible and teachable boy now!

I also passed my PSLE! I am happy, my parents are very happy, so are the Befrienders at Life Community. I am in secondary school now and I know I will do well. I have also been appointed as Student Councilor, something I did not think I could be three years ago!

HOW can you make a difference?



DONATE

- Stretch the impact that the Government is effecting by co-funding initiatives.
- Offer to top up CDA accounts for families with very young children

TALENT

Tap on business assets to provide non-monetary resources. These include donation-in-kind items such as diapers and dental kits

TIME

Volunteer as a befriender or mentor

Call for holistic development of children with special needs

2

WHO are these children?



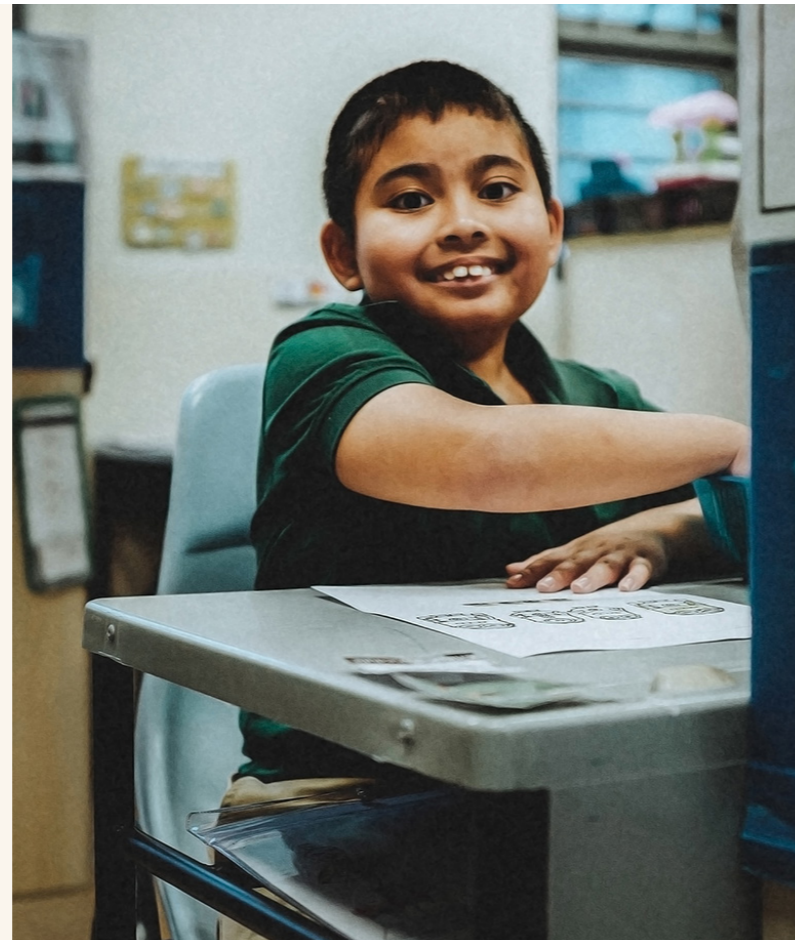
2.1% of children are diagnosed with special needs, with an increasing trend in enrolment in special education (SPED) schools

Transforming lives with Eden School

At Eden School, students with autism like Noraidil learn life skills that are crucial to their long-term independence and improved quality of life. These include self-help skills, social communication and interaction, functional academics and employability skills training.

“I wish for Noraidil to be independent and have a job.”

Mdm Anneyta, Noraidil's mother



WHY this matters?

The number of children diagnosed with developmental issues **increased by almost 76% from 2010 to 2014**, which means a corresponding higher need for care services to support these children.

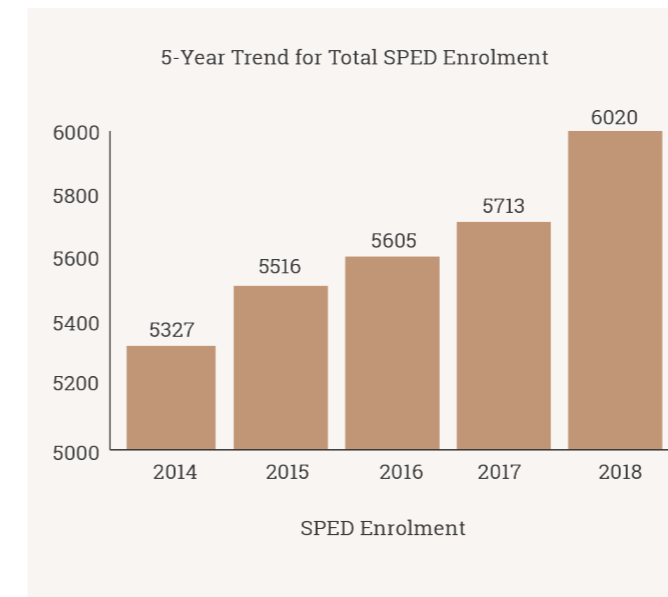
Without **programmes** and a **clear support system in place**, these children remain on the **fringes of society**, leading to **segregation, stigma** and **limited future prospects**.

Education is crucial in helping persons with special needs **fulfil their aspirations and potential**: it **develops their abilities and strengths**, thus providing them **access to opportunities** otherwise untenable.

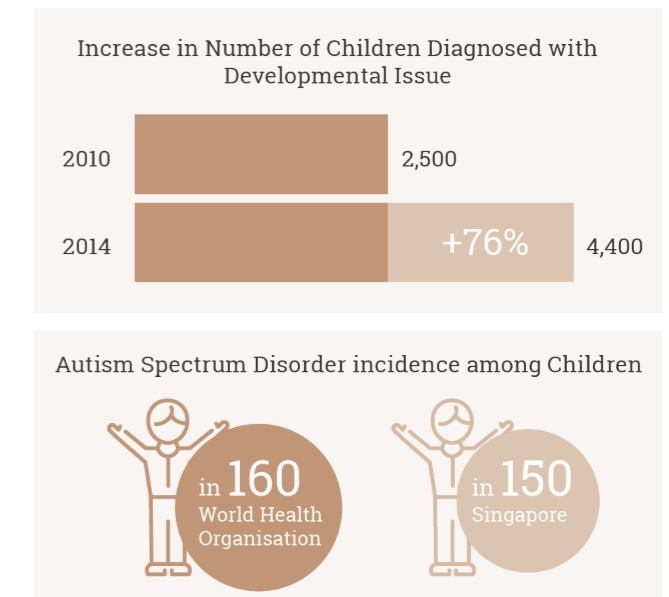
The **Special Education (SPED) schools** play a critical role in preparing students with moderate to severe education needs to be **independent, confident** and **adept** when they enter adulthood.

In addition to providing holistic educational support, the learning environment should **facilitate interaction and skills** for persons with special needs to **interact with their peers to promote inclusiveness**.

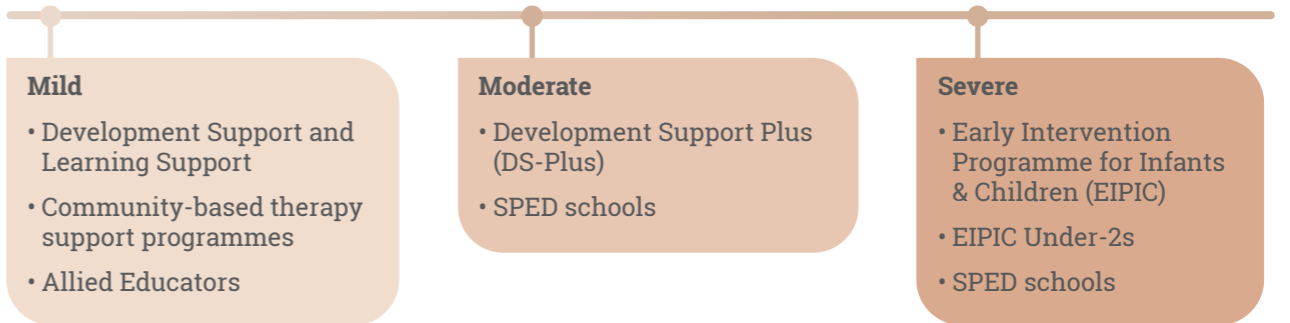
Increasing trend of students with special needs enrolled in SPED schools



The school enrolment figures is a reflection of the increased detection rate of children with developmental delays



An overview of initiatives to support children with varying severity of disability



National Developments



Pre-schoolers

Increased opportunities for early intervention under EIPIC Under-2s for children with moderate to severe disability, and **new EIPIC centres**

Increased access to mainstream childcare services under DS-Plus for children with mild to moderate disability



School-going children

Extension of Compulsory Education Act to all children including those with special needs with effect from 2019

7 new SPED schools to be built to cater to steady rise in demand for SPED schools, especially for students with moderate to severe special education needs and have Autism Spectrum Disorder

EMERGING TREND 2

Call for holistic development of children with special needs

Impact of Community Footprints in holistic development of children with special needs

Prior to the extension of the Compulsory Education Act to children with special needs, The Ministry of Education, NCSS and community partners raised awareness on the need for equal access in the education and development spaces in 1971.

WHO do we support?	Input and Activities	Output	Outcomes (annual indicators)	Impact (mid to long-term social change)	In partnership with			
Students attending SPED schools	<ul style="list-style-type: none"> • Customised activities revolving living, learning and working outcomes • Therapy support • Other intervention from psychologists and social workers • Parent support groups 	<p>>6000 Students underwent training to develop independent living skills and education goals</p> <p>~500 new enrolments annually (steady increase in past five years)</p>	<p>~500 Students graduate at 18 years old</p> <p>A mix of graduation pathways:</p> <ul style="list-style-type: none"> • Employment or further vocational training opportunities • Further education in Post-secondary Education Institutions • Adult services such as Day Activity Centres, residential or home-based care 	<p>Children with special needs are nurtured holistically and able to live as independently as possible.</p> <table border="0"> <tr> <td> <p>Daily Living:</p> <ul style="list-style-type: none"> • Take care of personal living needs • Make choices • Participate in the community </td> <td> <p>Learning:</p> <ul style="list-style-type: none"> • Acquire relevant skills and qualifications • Be engaged in continuous learning </td> <td> <p>Working (if suitable):</p> <ul style="list-style-type: none"> • Build foundation to secure employment • Sustain employment </td> </tr> </table>	<p>Daily Living:</p> <ul style="list-style-type: none"> • Take care of personal living needs • Make choices • Participate in the community 	<p>Learning:</p> <ul style="list-style-type: none"> • Acquire relevant skills and qualifications • Be engaged in continuous learning 	<p>Working (if suitable):</p> <ul style="list-style-type: none"> • Build foundation to secure employment • Sustain employment 	<p>19 SPED schools with 12 social service agencies</p> <ul style="list-style-type: none"> • Association for Persons with Special Needs • Autism Association (Singapore) • Autism Resource Centre (Singapore) • AWWA Ltd • Canossa Mission Singapore • Cerebral Palsy Alliance Singapore • Metta Welfare Association • Movement for the Intellectually Disabled of Singapore • Presbyterian Community Services • Rainbow Centre, Singapore • Singapore Association of the Visually Handicapped • St Andrew's Mission Hospital
<p>Daily Living:</p> <ul style="list-style-type: none"> • Take care of personal living needs • Make choices • Participate in the community 	<p>Learning:</p> <ul style="list-style-type: none"> • Acquire relevant skills and qualifications • Be engaged in continuous learning 	<p>Working (if suitable):</p> <ul style="list-style-type: none"> • Build foundation to secure employment • Sustain employment 						
Students with mild special educational needs in mainstream schools	<ul style="list-style-type: none"> • Therapy support • Transitional support to adjust to mainstream school environment • Reading workshops 	<p>>880 Students received dedicated therapy support</p>	<p>>70% Fully integrated into mainstream school settings</p> <p>Made progress in at least one aspect of development area (e.g. functioning skills)</p>	<p>Children with special needs experienced improvement in functional skills for greater independence in mainstream schools</p> <p>The ecosystem of teachers and parents supporting the holistic development of children is strengthened</p>	<ul style="list-style-type: none"> • Community Integration Programme by AWWA Ltd • CPAS Therapy Rehabilitation by Cerebral Palsy Alliance Singapore • Learning and Social Support Programme by SHINE Children and Youth Services • SAdeaf Community Integration Support for the Hearing Impaired – Itinerant Support Service by The Singapore Association For The Deaf 			

HOW can you make a difference?



Treasure

Donate to:

- Education and learning resources
- Infrastructural needs as new SPED schools are built

TALENT

Volunteer in befriending activities by SPED schools

TIME

Advise colleagues or employees to engage with our service providers:

- Create awareness on the employability
- Offer work internships or employment opportunities

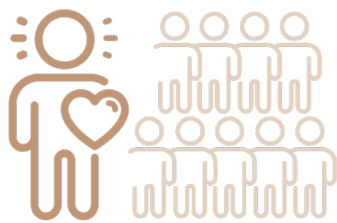
Call to socially include children with special needs in common spaces

3

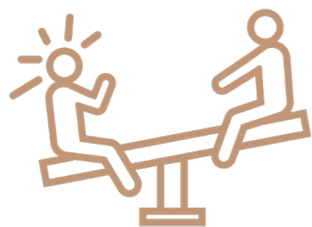
WHY this matters?

Expanding on Emerging Topic 2 - the holistic development of children with special needs, it is important for these children to feel included and part of the society. This builds their confidence and sense of belonging, encouraging them to participate in the community, build healthy relationships, as well as discouraging anti-social behavior.

The Inclusive Attitudes Survey by Lien Foundation (2016) found that:



Only 1 in 10 Singaporeans are sure about how to interact with children with special needs



64% Singaporeans are willing to share public spaces with special need children, but are unwilling to interact with them

To facilitate a more inclusive society, a suite of opportunities involving social, arts and cultural activities have been actively created:

In SPED

As part of SPED's holistic learning, living and working curriculum, children with special needs are offered customised curriculum which takes into account considerations of integrating into mainstream society.



Two students from the **Eden School** were selected to participate in **Special Olympics World Games Abu Dhabi 2019**, winning 2 out of 4 gold medals for Singapore



A student from the **APSN Chaoyang School** was awarded the Lee Kuan Yew Exemplary Student Award



31 students from **AWWA school** set a new world record in indoor tandem skydiving



Student from **CPAS School** attained **22 medals** during the National Youth Para Championship and National inclusive Championship



In community spaces:

Existing outdoor playgrounds lack the appropriate physical structures as well as accessibility for children with special needs. In 2015, NCSS launched its first inclusive playground at Bishan-Ang Mo Kio Park (River Plains).

Transforming lives with Inclusive Playgrounds

"We believe that the community can create more opportunities for children with and without special needs to interact and socialise with each other. The Inclusive Playground Project has achieved this meaningful purpose and we are proud to be a part of it through Community Chest."

Mr Foo Say Thye,
on behalf of a Group of Philanthropists

13 inclusive playgrounds, as well as a variety of inclusive play facilities have been built since 2015. They include:

- Beach wheelchairs, kayaking, sport climbing and abseiling activities at PA Water-Venture (Pasir Ris)
- Toy Libraries for children with special needs learn to learn and support for each other through play



HOW can you make a difference?



TREASURE

Donate to initiatives that promote social inclusion, ranging from infrastructural needs, programmatic needs and event-based initiatives

TIME

Support opportunities which encourage interaction between children with and without special needs

TALENT

Education, awareness and exposure are all key factors in promoting an inclusive society. For example, consider activities at places such as the inclusive playgrounds or libraries when taking your young children out.

Rise in cyber-related threats among youth

4



National Developments

A **Media Literacy Council** has been set up in 2012 by the Government to promote astute and responsible digital citizenship. This is achieved through ongoing public education on media literacy and cyber wellness amongst other ongoing efforts.



Tackle Cyber Security & Risk

Key Challenge

How do we tackle the downstream effects of cyber threats in youth?

Cyberbullying is on the rise worldwide, and with Singapore's **increased use of technology, the internet and social media**, it's prevalence is spreading like a virus.

A report by DQ World in 2017 revealed that, on average, 9-year-olds in Singapore spend an average of 24 hours before a screen every week; while 12-year-olds spend an average of 46 hours. 54% of children aged 8 to 12 years are exposed to at least one cyber risk. And 1 in 2 of those exposed to online risks have been victimised through cyber bullying in the past year.

With children and youth **spending more time online**, coupled with a **lack of parental awareness**, the **impacts of cyberbullying** are only increasing: loss of confidence, less interest in going to school, solitude, more susceptible to engage in anti-social activities and future psychological problems.

HOW can you make a difference?

Cyber-related issues are extremely complex, involving a joint effort from multiple stakeholders. While there are a few cyber-related programmes implemented, there remains a large opportunity for philanthropists to make a real difference by pooling their resources to develop a cohesive action plan over a mid to longer-term period.

Learning from our pilot efforts HELP123 (www.help123.sg)

In response to the rise in cyber related challenges faced by children and youths today, NCSS piloted Singapore's first one-stop platform for youth cyber concerns, HELP123, in 2017. This single touch point provides:

- Self-supported information & resources via the website
- Interactive support and e-counselling via the phone, email or webchat

Awareness of this programme has been ramped up heavily on several fronts with community partners through schools and parent support groups, as well as corporate stakeholders involved in the social media space, such as Google, DBS and DQ World. Despite high outreach efforts, HELP123 still fell short of the targeted figures. NCSS ended this pilot project in consultation with key partners after close to three years.

A key learning drawn from this pilot was how fast the cyber landscape changes, requiring constant revision and renewal in the support services available to youths. Despite heavy outreach efforts and responses, statistics revealed the rising trend of online bullying and their associated negative impact on youths continued to escalate. A key feature of HELP123 was to rely heavily on the willingness of youths to first recognise they were subject to cyber bullying, and then to seek the desired help.

As a newly emerging social threat, there is often a lack of understanding and awareness, from both parents and society as a whole. There is a critical gap of youths who would like to seek help but unsure of where to go or who to approach without fear of stigmatisation. This consequently leads to low utilisation of essential services such as HELP123, and their ability to intervene and help is diminished.

To enable valuable programmes like HELP123 to flourish, those seeking help and resources need to be provided with adequate support and



information to understand how they can do so. In addition to promoting cyber security and safety, the opportunity exists to close this critical gap in information by connecting schools with social service agencies and community programmes to raise awareness of mental wellness, and to access the resources required to support those in need.

This pilot was made possible through a private-public-people partnership comprising a mix of service providers, content developers from Singapore Telecommunications Limited (Singtel), and ongoing feedback from youths on the cyber landscape gathered with Fei Yue Community Services and TOUCH Community Services.

An immediate follow-up post-pilot was to share relevant insights from the webchats into the development of a nationwide chatbot, Belle, under the Beyond The Label movement to promote mental wellness and help seeking behavior. NCSS will continue to work with the relevant service providers for opportunities to apply and incorporate relevant service.

Rise in mental health-related concerns among youths

5

WHY this matters?

There is an increasing trend in young children experiencing mental health related conditions, ranging from anxiety, depression to Attention Deficit Hyperactivity Disorder. An estimated 12.5% of Children aged 6 to 12 years have emotional or behavioural problems, based on parent, teacher and child reports.

If these conditions are left undiagnosed or untreated during childhood, it can lead to more severe mental illness and psychological inflictions in adulthood. Having mental health conditions is also a major risk for suicide.



WHAT do we know?

Based on NCSS' engagements with youths and social service agencies supporting these youths, there needs to be an emphasis on upstream intervention together with an expansion of options available to youths to navigate resources on their own.

Youths are...

- Curious about mental health issues
- Less aware of resources available to address mental health issues
- Willing to seek help when they are informed of resources
- Not aware how to support a friend dealing with mental health issues
- Concerned about when they should breach confidentiality
- Appreciative of school platforms where they are able to discuss mental health

What is MISSING?

- KNOWLEDGE**
 - Awareness of mental health issues
 - Where & how to seek help
- SKILLS**
 - Encouraging peers/family members to seek help
- RESOURCES**
 - Access to a physical space to seek help without fear of being identified by others
 - Access to safe, secure & reliable online resources that are anonymous, readily available and relevant



Communication flow for community touch points

- Synergise outreach efforts, with preference for a dedicated resource point which is accessible
- Social contact in a school-based setting is the most effective way to de-stigmatise mental health issues but there is a gap

Schools remain effective platforms to de-stigmatise mental health issues.

But schools may not be aware of external resource providers whom they can partner



Social service agencies may not know demand from schools, therefore are unavailable to:

- prioritise resources
- advise on available programmes
- roll out further services that meet youths needs

Transforming lives with Beyond The Label and Youth Alliance

Promoting awareness and early help seeking behaviour among the youth is a priority for the sector. In developing more sustainable approaches to these outreach efforts, **Youth Alliance** was set up to coordinate these efforts and ensure optimal impact.

Co-led by TOUCH Community Services and Campus PSY, Youth Alliance is part of the NCSS' multi-year

anti-stigma campaign, Beyond the Label. It works closely with community partners such as other social service agencies and educational institutes. Some of the outreach initiatives included the use of virtual reality for students to experience what persons with mental health go through and skit engagements

HOW can you make a difference?

All stakeholders need to focus on creating positive awareness, as well as being informed on the right intervention & support services if needed.



- TALENT** Offer your networks and professional skills sets to rebrand services
- TREASURE** Go beyond funding outreach initiatives by supporting dedicated intervention and therapy programmes
- TIME** Be a mental health ambassador by participating in the Beyond the Label initiatives. These include:
 - Walk the talk as a C-suite representative: Join the WorkWell Leaders Workgroup
 - HR professionals: Extend mental health education and training to your employees
 - General: Be a part of the Beyond the Label movement through our initiative

WHO do we support?	Input and Activities	Output	Outcomes (annual indicators)	Impact (mid to long-term social change)	In partnership with
Secondary school students	<ul style="list-style-type: none"> • Outreach to schools • Conduct educational workshops on mental health through use of virtual reality • Provide dedicated counselling support on needs basis 	>4,000 Youths educated on mental health issues (1.5 years of pilot)	75% showed improvement in mental health knowledge 90% reported increase in acceptance and empathy 94% reported increase in confidence to support a fellow peer	Children and youths developed resilience and self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships.	<ul style="list-style-type: none"> • Do You M.I.N.D by TOUCH Community Services

Promoting school completion among youth-at-risk

“From Singapore’s beginning, education has been seen as central to building both the economy and the nation. The objective was to serve as the engine of human capital to drive economic growth.”

Organisation for Economic Cooperation and Development (OECD), 2010



“The way to a dignified life is to have access to quality jobs, underpinned by a decent wage and fair working conditions. With employment comes the regular income that gives resources to plan for and enjoy life. We want to help youth, especially those who struggle to have access to equal opportunities, have the chance to build their own prosperous future.”

Mr Vincent Faber
Executive Director, Trafigura Foundation

Key Challenge

Provide every child with the access and opportunity to attend school, attain an education and improve their prospects for future employment

WHY this matters?






At its core, NCSS aims to ensure all children, irrespective of their background and disability, have access to schools and programmes that cater to their different learning needs. Providing these children with the opportunity to attain the best education in a safe, secure and holistic environment enables them to envision a future with the prospect of independence, inclusiveness and gainful employment.

Drawing from decades of experience of working with youths, NCSS is aware that at-risk behaviour begins in secondary school years, starting with early signs of poor school attendance, as well as exposure to delinquent peers and risk-taking behaviours. Across the five emerging topics highlighted, transcending social barriers, promoting inclusiveness of those with disabilities, tackling and mitigating the causes of mental health problems, including new and evolving factors such as cyberbullying, NCSS’ continuing and new initiatives target the population who are at risk of dropping out of school prematurely.

Through Community Chest’s fund-raising efforts and support from donors and strong efforts by the education and social support systems, the rate of school completion and students’ progression from primary schools to secondary schools, and from secondary schools to post-secondary institution options have increased and stabilised at 98.4% and 96.7% respectively.

While the Compulsory Education Act assures that all children have access to primary school education, new factors and threats that can derail youths’ education in the latter years (e.g. technological advances) continue to emerge.

Hence, NCSS/Community Chest remains mindful of the continual need to initiate and support programmes to maintain and improve school completion rates.

WHO do we support?	Input and Activities	Output	Outcomes (annual indicators)	Impact (mid to long-term social change)
 Youths who exhibit at-risk behaviours or have dropped out from secondary schools	 <ul style="list-style-type: none"> • Befriending and mentoring • School-based group work focused on positive youth development • Casework and counselling • Joint case management with schools’ personnel for high-risk situations • Parents’ engagements 	 >2200 Youths supported	 >1430 Developed positive youth development skills	 Children and youths developed resilience and self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships



In partnership with

Efforts targeted at secondary youths

- Enhanced STEP-UP services by **AMKFSC Community Services Ltd, Care Corner Singapore Ltd, Fei Yue Community Services, Lakeside Family Services, SHINE Children and Youth Services (SHINE), and Youth Guidance Outreach Services (YGOS)**
- The Scaffold Programme by **Children-At-Risk Empowerment Association (CARE) Singapore, and SHINE**
- Experiential Learning and Mentoring Programmes by **YGOS**
- Youth COP by **SHINE**

Efforts targeted at post-secondary youths

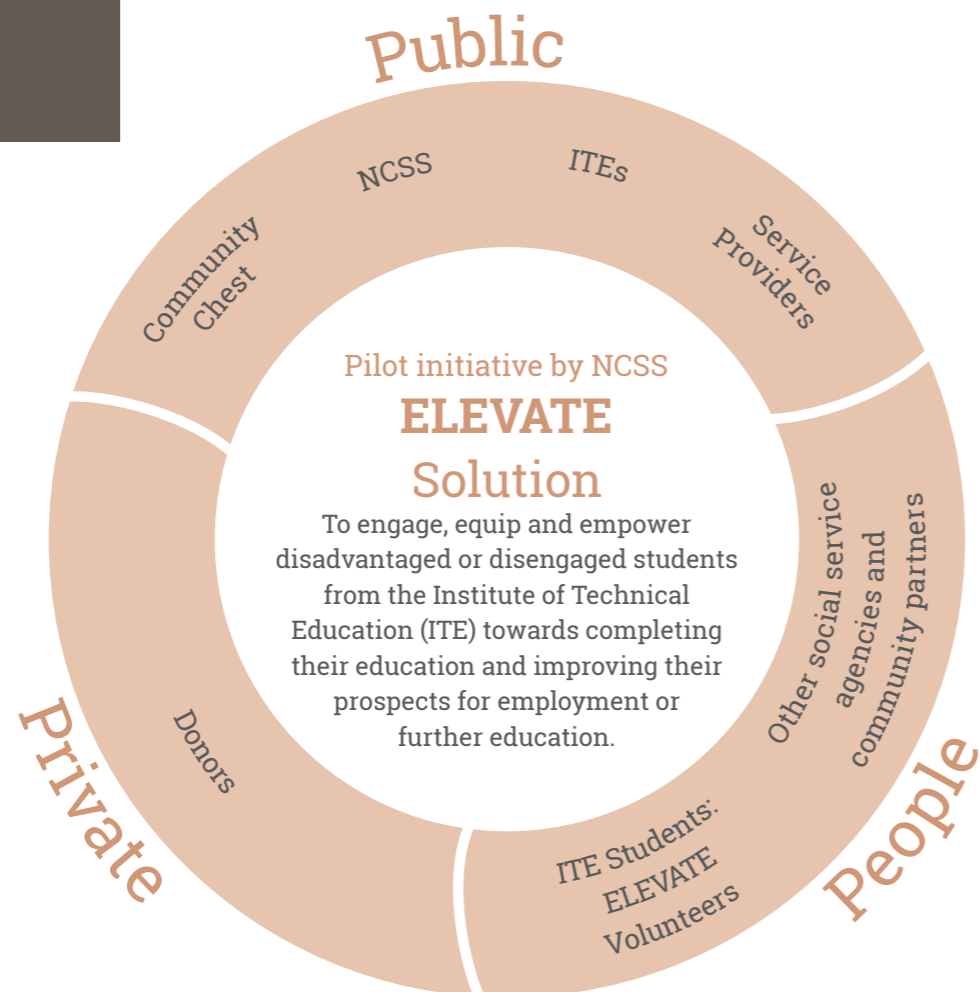
- Frenz by **Persatuan Persuratan Pemuda Pemudi Melayu (4PM)**
- ELEVATE by **AWWA Ltd, TOUCH Community Services and YMCA (Singapore)**

Transforming *lives* with The Scaffold Programme

Under The Scaffold Programme, social workers work with students to raise their personal aspirations of the future. Zi Yang, who participated in the programme, was such a youth who had low self-esteem and a difficult home life, having lost his father at an early age. As he attended secondary school, he had only seen a bleak future for himself, rarely attending school, and mixing with bad company. “To my father, boys must always support the family” so for Zi Yang this was his focus, rather than staying in school.

Input/Activities for Zi Yang	Output	Outcomes	Impact
<ul style="list-style-type: none"> • Positive role modelling with social worker and mentor, Shafik • Home visits • Relationship building through social activities like playing pool • Set personal goals 	<ul style="list-style-type: none"> • Opened up and shared personal troubles • Developed interests • Learnt responsibility 	<ul style="list-style-type: none"> • Envisioning a future for himself 	<p>“Without The Scaffold Programme, maybe I wouldn’t even graduate from secondary school” - Zi Yang</p> <p>“We believe that there is always a success story in every child - no matter how rotten you think you are, there is still always a star in you. You can always achieve more.” - Shafik, social worker from Scaffold Programme</p> <p>“About half of the students showed academic improvement, better able to build social relationships and set future goals” - NCSS Deputy CEO</p>

School completion among youth-at-risk



Achievements from Pilot



>540 Students successfully signed up for ELEVATE

>15 Community-based projects organised in partnership with non-profit partners

>65% Completed 100-hour commitment on top of school activities

Majority completed ITE or pursued further education after ELEVATE



“The idea of a pilot is to demonstrate results, which can then be sealed in partnership with the Government to achieve results at the national level.”

Mr Pierre Lorinet
Founder and Chairman, Lorinet Foundation

Transforming *lives* with **ELEVATE**

Transforming Lives Through Partnerships: Case Study - Pei Ying's Journey



Ng Pei Ying, a participant in the pilot run of ELEVATE, continued to volunteer after completing the programme. Seen in the photo is her interaction with children at Care Corner Student Care Centre which provides after-school support for children aged 7-14 and are mostly from low-income family backgrounds. At the centre, she teaches drawing and animation to these children.

What changes did you see in yourself through participating in ELEVATE?

I was originally very shy, but with ELEVATE I became much more confident and enjoyed taking on responsibilities, which is not something I was ever sure of doing previously.

What did you most enjoy about the programme?

Meeting my young students, being seen as a mentor and helping them discover their own interests and passions was really rewarding as I knew I could make a positive difference to their lives.

What do you think you learned through being a part of ELEVATE?

I realised how important it is to work with other people and listen to their ideas and perspectives. As I worked with my teammates, we went through similar journeys and became friends, learning how to support and motivate each other. This helped me find my purpose to want to continue helping the community.

How do you plan to use what you learned in your future?

Even after the initial 6-month project ended, I was inspired to continue volunteering and mentoring with AWWA, just like a lot of my peers. It gave me the motivation to become a social worker myself, and am speaking with career counselors on the next steps of how to further my learning and qualifications to join the social service sector.

“Being part of the ELEVATE programme gave Pei Ying a new perspective. It had become a space for her to mingle with new friends and learn new skills. I was very impressed with the commitment she showed to the project and the joy she brought to her service users”

Mr Benjamin Wong, Social Worker who was Pei Ying's mentor

To the Community Chest and the foundations who had helped to kick-start ELEVATE, Pei Ying would like to sincerely say “thank you” for the life-changing impact they made on her life.

OUR GIVING AND ACCOUNTABILITY CYCLE



National Council Social Service (NCSS)

The umbrella body over more than 470 member social service agencies in Singapore. It is set up with a mission to:

- Provide leadership and direction in social services,
- Enhance the capabilities of social service agencies, and
- Provide strategic partnerships for social services



Community Chest

The fund raising and engagement arm of NCSS. We raise funds for the nation's many social service agencies so that they can do what they are best at – providing critical programmes and services for those in need.

Guided by the NCSS Service Planning & Fund Allocation Group's analysis and monitoring efforts, we are currently actively fund-raising for over 80 social service agencies for about 200 programmes over 5 vulnerable populations:

- Adult with disabilities
- Children with special needs and youth-at-risk
- Families in need
- Persons with mental health conditions
- Vulnerable seniors



IDENTIFY SOCIAL NEED

We are informed of social service needs through:

- Landscape scans for vulnerable populations
- National studies (e.g. Quality of Life study)
- Needs assessments
- National masterplans, involvement in National Committees

Guided by efforts undertaken by the Service Planning & Fund Allocation Group



REGULAR REVIEW

We are guided by NCSS' Services Committee for:

- Reassessment of service need, performance and implementation
- Decision making for funding continuum, service review, scale, right-siting to alternate funding source or termination of funding support



EVALUATE

We put in place a regular monitoring and evaluation framework with appointed service providers (at least 6-monthly tracking) which includes:

- Monitoring process, output and outcome indicators
- Engagements of key stakeholders with services provided, which may include service users*
- Application of observations and data for continual learning and improvement

*May include, but is not limited to, focus group discussions, interviews and observations where appropriate

Surface funding needs to Community Chest: Accountability reporting back to donors through reports and engagements*

* scope of engagements may vary



CO-CREATE SOLUTIONS

We co-developed service concept and funding model for implementation with service providers:

- Develop programme objectives, intended impact and pathway of change for service users*
- Identify key measures and indicators
- Establish data collection and analysis approach

* Via Theory of Change unless otherwise stated

Funding needs are surfaced to Community Chest

ONE for 10

IMPACTING LIVES FOR BRIGHTER FUTURES

ONEfor10 is an initiative designed to create a connection between those who have the resources and abilities to give, and those who are vulnerable due to various disadvantages and difficulties in our community.

Be the one to enable

We at Community Chest would like to extend a private invitation for you to come on a philanthropic journey with us.

We are committed to help you identify your philanthropic needs and create a customised giving plan. There will be opportunities for you to gain insights and fulfilling giving experiences through exclusive lunches and round-table sessions with like-minded philanthropists and thought leaders.

In this section, we are pleased to feature three philanthropic foundations to share about their experiences partnering with Community Chest.

What our ONEfor10 partners say...



Having led international NGOs for the past 20 years, and helping Trafigura Foundation for the past 11 years as Executive Director, Mr Vincent Faber is a firm advocate of synergistic co-creation and collaboration between corporate and non-profits.

The Trafigura Foundation believes in Engaged Philanthropy. To achieve meaningful and sustained impact, Vincent believes tri-sector philanthropy, the collaboration between private, public and civic institutions leads to the sharing and shaping of ideas from sector experts to develop better programmes which provide beneficiaries with the tools to lead independent and fulfilling lives. This is why they chose to work with Community Chest.

Vincent emphasises their successful partnership with Community Chest stemmed from the trust and openness between all parties:



He observes that philanthropy is often seen through the lens of humanitarianism, which addresses the symptoms and does not delve deep into the root cause. Working with partners like Community Chest, who have vast experience and unique knowledge and insight of the sector, enables the Foundation to tackle social change in a much more systemic and sustained way.



“To us the best form of giving is to fulfil a role beyond money and cheques. It is about the sharing and shaping of ideas and helping our partners develop programmes that provide the means and tools for beneficiaries to prosper. Community Chest played a key role in identifying the social issues and resources needed, enabling us to brainstorm together a solution for creating impact in a long-lasting manner.

We are proud to share that more than 90% of students enrolled in ELEVATE have completed their ITE studies or remained in education, a first step towards employment and a significant victory for many, given the social and economic barriers faced.”

Mr Vincent Faber
Executive Director, Trafigura Foundation



Mr Tan Chin Hwee, APAC CEO of Trafigura Pte Ltd, a top Fortune Global 500 company, believes in investing to promote right values in others.

Since 2008, Trafigura has been allocating to the Trafigura Foundation close to 65 million USD (ca. 90 million SGD) for its philanthropic activities. Seen in the photo are Trafigura Pte Ltd's efforts in rallying its Singapore-based colleagues in Community Chest's annual Heartstring Walk in 2019.

What our ONEfor10 partners say...



After a 20-year career in banking and commodity trading, Pierre Lorinet decided to take a step back from his executive career to focus on other interests – including fulfilling a long-held desire to give back to society. In 2013, Pierre and his wife, Bolor, established the Lorinet Foundation.

Early childhood education and youth employment are core pillars of the foundation's work. They partnered with Community Chest through Project ELEVATE to address the needs of youth-at-risk in Singapore

Pierre is motivated by deploying his philanthropic capital to innovative pilots, that have the potential to address society's needs at scale and working with outcome-based models. This led them to partner with Community Chest/NCSS, who are aligned in this model, and focus on tracking and evaluating pilot programmes over the course of their duration to understand if they are achieving their intended outcomes.



“The idea of pilot is to demonstrate results, which can then be scaled in partnership with the Government to achieve results at the national level.”

Mr Pierre Lorinet
Founder and Chairman, Lorinet Foundation



Lorinet Foundation's impact journey is guided by three key values:

- **LEARNING** — creating impact is a learning journey
- **ACHIEVEMENT** — empower our service users to achieve their aspirations and our partners to achieve tangible impact
- **INTEGRITY** — our resources, people and processes are consistently deployed to create measurable impact

Project ELEVATE, in collaboration with Community Chest/NCSS, was a positive experience for the Foundation. Pierre highlighted Community Chest helped ensure the project was well designed from the beginning, with their social objectives aligned and a focus on the potential outcomes. As Pierre highly values transparency and sharing information, the partnership instilled a process of regular measurement, evaluation and engagement, ensuring a constant communication and feedback loop between them.

“Community Chest provides a crucial link to the knowledge and understanding of the sector, and has the capability of identifying real gaps, where there are needs not being met. It also has the ability to help transit programmes into something more sustainable and less reliant on private grants.”

What our ONEfor10 partners say...



Quantedge Foundation is a philanthropic foundation established by the principals of Quantedge Capital, one of the world's leading alternative asset managers with over US\$2bn under management. The Foundation seeks to deliver impactful solutions to a broad range of social challenges by designing and funding innovative programmes that transform lives, empower communities and catalyse change.

Quantedge Foundation's focus in Singapore is on improving social mobility, in particular equalising access to opportunities for children and youth from disadvantaged backgrounds. Its work is underpinned by the aspiration to do good better, and support programmes that have measurable, sustainable outcomes that tackle the root causes.

Mr Lee Yin Chao, Chairman of Quantedge Foundation (Singapore), is driven by his vision of a more inclusive and resilient society, where everyone has equal access to transformational opportunities that enable them to achieve their full potential.



“As the umbrella body for some 450 (member) SSAs in Singapore, NCSS has an excellent overview of the issues, gaps and developments across the various social service sectors. It is well positioned to uncover deeper insights into trends and opportunities within the sector. Through this collaboration, we have been able to make more informed choices and take more decisive actions to achieve our social mission.”

Mr Lee Yin Chao,
Chairman, Quantedge Foundation



Quantedge Foundation believes education to be a great social leveller. This belief drives its emphasis on projects that broaden education access for the disadvantaged, and has led to collaborations with leading educational institutions and social service agencies to bridge this gap.



Co-funded the expansion of the Circle of Care programme with the Lien Foundation and Care Corner to provide a more holistic approach to early childhood education, with greater emphasis on health and relationships in the early childhood years



Supported Project ELEVATE as part of the NCSS Venture Philanthropy Fund to engage, equip and empower Institute of Technical Education students from disadvantaged backgrounds to use the vocational skills they learn in class to meet the community's needs



Co-designed and seed-funded initiatives at SMU and SUTD to provide upfront guarantees that all incoming students with demonstrated financial need will receive a financial aid package that makes their entire university education tuition-free

Partnering with Community Chest has been helpful in identifying real gaps in the sector where needs are not being met, uncovering insights into deeper trends and opportunities within the sector to help the Foundation make more informed choices to achieve its social mission.

Quantedge Foundation believes in experimentation and taking calculated risks with new ideas to drive longer-lasting change in the social sector. It appreciates the active role that NCSS/Community Chest plays in bringing like-minded donors together to bring innovative models to scale, with the ultimate goal of bringing about systemic change.

CONTACT US

“Greatness is measured
not by what we have
but by what we share.”

- Dr Ee Peng Liang,
Founder of Community Chest

Please contact us if you would like to find out more about ONEfor10 or commence your philanthropic journey with us today.



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We look forward to working closely with you soon.



Part of



100% of your donation goes towards helping the disadvantaged as our fund-raising and operating costs are covered mainly by Tote Board Group.