

# Annual Report

FY May 2011-April 2012

## Children-At-Risk Empowerment Association (CARE Singapore)

Children-At-Risk Empowerment Association Annual Report 2009 / 2010

- ❖ A charitable youth development agency with a mission to help at-risk youths succeed in life
- ❖ An NCSS-appointed Centre of Specialisation for Youth Empowerment



# REPORT SUMMARY

FOR FINANCIAL YEAR MAY 2011-APRIL 2012

Name: CARE Singapore Age: 15  
Established: 1997 UEN No: T00SS0043E

CARE Service Report	FY 10-11	FY 11-12
Total number of students served	942	920
Total number of staff	26	34
Average staff cost	\$47,109	\$43,412
Total number of volunteers involved	758	827
No of activities, events & projects coordinated	65	50
No of volunteer hours generated	9,611	13,194
Service satisfaction: % of clients above 3.5 out of 5	98%	98%
Service satisfaction: Overall rating on 5-point scale	4.5	4.5
<b>Financial Report</b>		
<b>Total Expenses</b>	<b>\$1,607,432</b>	<b>\$1,748,516</b>
Staffing costs	\$1,224,823	\$1,475,997
Cost of charitable expenses	\$214,062	\$211,082
Governance, Administrative and others	\$168,547	\$61,437
<b>Total income</b>	<b>\$1,625,280</b>	<b>\$1,963,867</b>
Government grants	\$480,196	\$664,700
Donations and other income	\$633,264	\$746,442
Programme fees	\$511,820	\$552,725
<b>Nett surplus / (deficit)</b>	<b>\$17,848</b>	<b>\$215,351</b>

**Results:** Excellent results achieved

**Conduct:** Well behaved, friendly and helpful

**Remarks:** Positive and participative, CARE has worked hard, done well and made considerable contributions in class. Keep up the good work!

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# Message from the Executive Director

2012 marks the 15<sup>th</sup> anniversary of CARE as an organization providing premier preventive psychosocial services for youths in Singapore, and of Uth Power!, CARE's mainstay programme since July 1997.

Catering to at-risk youths, whose needs never stay static, **Uth Power!** is by necessity, continuously evolving to remain relevant and effective. We are pleased to report that since we first started on the NCSS\* Programme Evaluation System (PES) in 2007, student feedback on the programme has been consistently positive. On a scale of 1-5 where 1 indicates least, and 5, most satisfied, **almost 100%** of all students rated the programme above 3.5, with rating average **above 4.5**, in 2011. This is well above the NCSS Overall Satisfaction Score of 80% or the Customer Satisfaction Index of Singapore (CSISG - the national barometer of customer satisfaction) at 70%.

As an NCSS-appointed Centre of Specialization for Youth Empowerment, we have also been exploring and piloting other innovative approaches to helping at-risk youths.

- **Reading Therapy** targets primary school children who read poorly. This service combination of socio-emotional support and reading skills has helped many children to gain confidence and blossom dramatically.
- **Parenting Power!**, supported by MCYS\*, equips parents with skills and facilitates parent support groups. The pilot phase was completed in April 2012 with about 75% of the parents reporting that they learnt useful skills through the programme.
- **BTA-Mentoring**, a student-mentoring programme commissioned by the Boys' Town Alumni Association. CARE is providing training and support for all the parties involved - both students and mentors - to ensure coordination and project success.
- **Youth Work Association (Singapore)** was registered as a society on 21 March 2012 to help raise youthwork in Singapore to higher levels of professionalization. CARE serves as the secretariat of this fledging body with members from 7 different organizations working together to forge a future for youthwork.

Our achievements today would not be possible without the support of the very special people who have generously contributed their money, resources, time and talent - our funders, donors, volunteers and friends. With immense gratitude, we acknowledge every single contributor for believing in our cause and journeying with us!

**THANK YOU!**

Dr John K E Tan, Executive Director

\*NCSS: National Council of Social Service  
MCYS: Ministry of Community  
Development, Youth & Sports

# School Youth Work Report

Uth Power! is a comprehensive, holistic support and motivational lifeskills programme designed for secondary school students at the under-achieving end of the Singapore school system. (Starkidz is the Primary school version.) Supplemented by the Enhanced Step-Up (**ESU**) Scheme, students who needed more intensive guidance and counseling support were catered to as well.

Studies show that such life-skills education, guidance and social emotional support can help develop the skills, mindsets and perspectives for lasting, long-term and significant change. The positive changes noted in CARE students validate these studies and provide the impetus to keep the programme going.

Over the years, CARE counsellors have noted that youth issues have become more complex. Guiding them through the entanglements of multiple parties and issues is a delicate and time-consuming process. Though the numbers shrunk, the actual time spent on a per case basis has increased considerably.

Schools Served	Programme	2010	2011
Anderson Secondary	Uth Power!	243	245
Compassvale Secondary	Uth Power!	0	80
East Spring Secondary	Uth Power!	70	146
Fuhua Secondary	Uth Power!	150	109
Pasir Ris Secondary	Uth Power!	160	78
Shuqun Secondary	Uth Power!	170	195
St Gabriel's Sec	Uth Power!	73	0
Telok Kurau Primary	Starkidz!	76	67
<b>Total number of students served</b>		<b>942</b>	<b>920</b>

ESU Service Report (Jan-Dec)	2010	2011
Total Number Of Students Served	132	114
No Of Casework Counselling Sessions	653	659
No Of Family Intervention Sessions	240	222
No Of Groupwork Sessions	513	102
Total Number Of Sessions Delivered	1499	1059

# Performance Review

## Programme Evaluation Summary & Outcome Indicators for 2011

Uth Power! and StarKidz! students were asked to rate the programme, on a 5-point scale, based on the following statements:

1. The CARE lessons are clear and easy to understand.
2. The CARE lessons are useful to me.
3. My CARE teachers care about me.
4. My CARE teachers are helpful.
5. I have learnt to get along better with people.
6. I have learnt to manage my problems better.
7. I have learnt to understand myself better.
8. I will recommend this programme to others

The table below is a summary of the feedback from students.

School	A	B	C	D	E	F	G
Anderson Secondary	235	96%	100%	100%	100%	100%	4.5
Compassvale Secondary	70	88%	97%	89%	100%	96%	4.4
East Spring Secondary	132	90%	96%	97%	100%	96%	4.4
Fuhua Secondary	92	84%	99%	99%	100%	98%	4.5
Pasir Ris Secondary	74	95%	100%	100%	100%	100%	4.5
Shuqun Secondary	170	87%	100%	99%	100%	99%	4.5
Telok Kurau Primary	59	88%	98%	100%	100%	98%	4.7
<b>CARE Overall</b>	<b>832</b>	<b>90%</b>	<b>99%</b>	<b>98%</b>	<b>100%</b>	<b>98%</b>	<b>4.5</b>

### Legend – Programme Evaluation Summary

- A Forms returned
- B Forms returned / Total enrollment
- C Improved relationship skills
- D Feels more positive towards school and community
- E Have learnt useful lifeskills
- F Responses with ratings >3.5
- G Overall Rating Average

# Demographical Data

(Students served in 2011)

## Student Composition

Lower Sec	77%
Upper Sec	16%
Primary	7%

## By Gender

Males	63%
Females	37%

## By Race

Chinese	56%
Malay	35%
Indian	6%
Other	3%

## By Religion

Buddhism / Taoism	37%
Christianity	8%
Islam	37%
Hinduism	4%
Others	14%

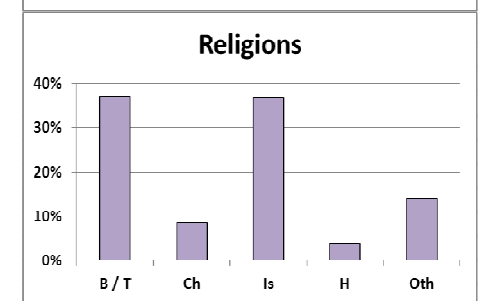
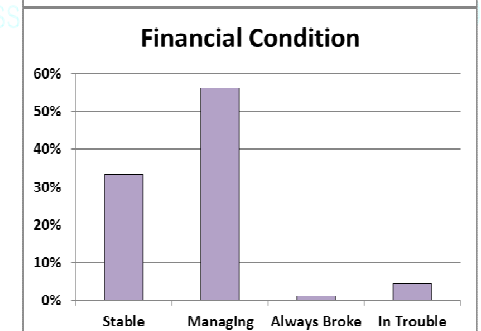
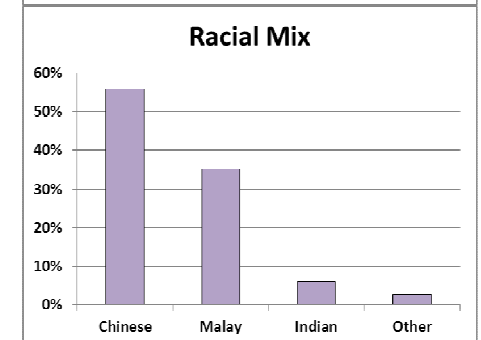
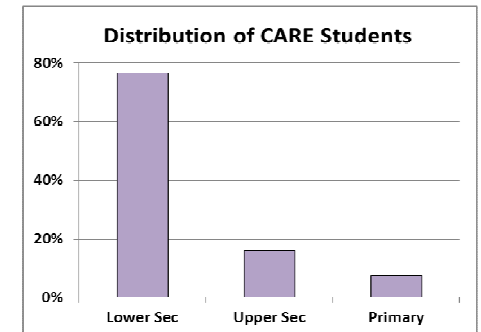
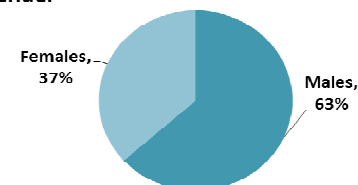
## By Financial Condition

Stable	33%
Managing	56%
Always Broke	1%
In Trouble	4%

## By Family Structure

Intact Families	82%
Single-parent	12%
Others	2%

## Gender



## Event Highlights, January – December 2011

Through the sponsorship and support of the corporate community and others, CARE students enjoyed the privilege of broadening their exposure, widening their experience and extending their learning through participation in arts, sports and other events. Below are some highlights.

### Changi Airport Group-Youth Passport Programme (CAG-YPP)



CAG is a global leader in service excellence and CARE students were privileged to learn from the best! Since the YPP was launched in 2010, CARE students enjoyed a wide range of tremendous learning opportunities through interaction

with CAG staff volunteers. In 2011, students visited the

Airport's Fire Station, participated in an Amazing Race around the Airport, designed T-shirts, built Teddy Bears, constructed terrariums, enjoyed games, attended motivational workshops, learnt practical workskills through the CAG Shadow Day, and even had a chance to help organize a fun Christmas party for CAG staff.

**THANK YOU, CAG! - You made a HUGE difference!**

### NAC Visual Arts Workshop

In this **National Arts Council** pilot programme, CARE students had the chance to learn painting, visual art techniques and self-expression through art. Students who were limited in their verbal and written expression benefitted tremendously from these workshops as they learnt to express themselves freely.



### Universal Studios @ Sentosa

Sponsored by BNP Paribas, 100 delighted students who had shown great improvement over the term were treated to a day out at Universal Studios, Sentosa. To earn this treat, they also needed to get positive feedback from their teachers and parents.



### Discovery Asia Amazing Race @ JBP

Sponsored by Discovery Asia, 60 CARE children enjoyed a truly amazing race around Jurong Bird Park, featuring games and challenges aimed at enhancing their appreciation for nature.



### In Touch with Royalty



As part of a four-day working visit to Singapore exploring opportunities to further develop Bruneian youth, using Singaporean vocational and arts education institutions as models, His Royal Highness Prince Haji 'Abdul 'Azim and his entourage spent a few hours at CARE Singapore. He was greatly impressed by the students he met and the programme he saw. The visit to CARE was featured in

The Brunei Times, Saturday, December 3, 2011.

### FAS Football Coaching

The **Football Association of Singapore** generously sponsored coaching for 14 CARE students over a 3-month period. These young football enthusiasts enjoyed the opportunity to train and hone their skills under a professional coach. Besides building team spirit, students also developed greater self-discipline and focus.



### NUS Conflict Resolution Workshop



Students volunteers from **NUS** ran a series of workshops focusing on tips and techniques on handling, managing and resolving conflict.

Workshop participants came away with a greater understanding of how to deal with conflicts in their lives. Best of all, they made new friends who inspired them to study hard and perhaps aim to complete a degree someday?

### 'Kids In The Big World' Fair

A mini job fair, held in one of **UOL's** malls, gave primary school students exposure to the different kinds of occupations in today's world. It helped students understand a little better why they needed to study hard in school now.



## National Car Flag Day - Charity Car Wash



Organised by **Alfestco**, and supported by **NTUC** and **Esso**, the Charity Car Wash raised funds for CARE and fun for volunteers. Besides NTUC and Esso staff volunteers, many ex-CARE students provided the extra hands and legs to make the event a success. Everyone helped - including the Guest of Honour, MP Seah Kian Peng who also rolled up his sleeves and cleaned the cars!

## Changi Golf Club Christmas Party

Since 2007, Changi Golf Club has been actively raising funds through the Changi Golf Open to support CARE's work. In addition, CARE children are treated to a superb year-end Christmas party complete with Santa Claus, balloons, treats, food and lots of gifts!



## Mandela Day with Annual Report 2009/2010 South African High Commission

This learning event raised awareness of South Africa and Mandela's values among CARE students. Through interaction with the Commissioner and SAHC volunteers, students learnt the importance of respect and tolerance for diversity.

## Special Moments with M1

With M1's strong support, we leveraged on the **M1-CARE Awards** to motivate students towards improvement and goals. M1 treats are prizes that students look forward to, like the screenings of newly released movies (Rango, March '11, Spy Kids 4, August '11). On top of the tickets, M1 also provided snacks and drinks, making it a very special celebration treat indeed.



Other special M1 moments included a Bird Park Adventure and the opportunity to learn baking and decoration of festive cookies - a really sweet treat!



## Golden Moments

Our greatest achievement is the changed lives of the students. We are delighted with the progress observed, and extremely touched by the appreciation notes received. These are the Golden Moments we wish to share with all our funders and supporters who have made it possible for this work to continue.

*With due respect for students' privacy, we are only using their initials.*

### AZ, Sec 2 Featured in ST, Oct 1 2011 "Kidney patient overcomes self-pity"

**PAST :** AZ has struggled with kidney failure, a medical condition since she was born. Her growing up years were a blur of medication and hospitalisation. At 13, she fell critically ill and was suicidal. She felt like a burden to her parents who were also struggling to pay the hefty medical bills and often quarrelled because of finances. She endured years of name-calling by classmates in primary school, who shunned her because of her illness. She was often sad and alone.

**PRESENT :** At the lowest point in her life, AZ was introduced to Ms Lena Teo, CARE Counsellor. AZ learnt to think positively about her situation and not let what others say affect her. She noted that "The new AZ is much more positive." She has used her new-found confidence to help others. One of them was a mildly autistic girl in her school - AZ befriended her and helped her with homework. Now, AZ dreams of becoming a nurse or a kindergarten teacher one day, as she loves children. "I'm very happy when I help others." she says.

### KX, Sec 3

**PAST :** KX had a reputation for reacting violently toward teachers and other students in his class. Initially, he also refused to talk to or engage with any of the CARE staff.

**PRESENT :** After months of work, KX is now more responsive, open and engaged. He actually looks forward to every CARE lesson now. His school teachers reported that he is far less violent or reactive and has showed significant improvement in class. When asked what helped him, KX said he was very touched that CARE believed in him and showed "genuine concern for me."

### YP, Sec 4

**PAST :** YP was closed up, withdrawn and quiet. He spent long hours in front of the computer at home and was always absent from school. Apparently, he had neither a direction in life nor the drive to achieve.

**PRESENT :** YP's dream to become a hairstylist has been uncovered and he is working hard to improve his grades so he can get into ITE (NITEC) for the hairdressing course. YP sat for his N-level exams and did well.



### T, Sec 2

**PAST :** History of self-harming behaviour; cutting and overdosing on Paracetamol.

**PRESENT :** T has assured us that she has stopped her self-harming behavior. She has learnt ways to deal with her emotional scars. Having made a decision to move on, she wants to give herself a chance for a better life.

### QT, Sec 2

**PAST :** QT was rebellious towards her family and parents. She lacked confidence and was emotionally needy.

**PRESENT :** Her relationship with her mum has stabilized and the family is much closer now. QT even made an unprecedented move to share her life story with the rest of her classmates at the Camp Finale. It was an emotional catharsis that brought her closer to her family members who were present.

### XY, Sec 2

**PAST :** Physically and emotionally abused at home, XY lacked focus and was easily distracted. Restless and unmotivated, he could not pay attention or follow instructions during lessons. XY isolated himself and had no friends.

**PRESENT :** The power of music transformed XY. Through many guitar learning sessions, XY made friends, opened up to CARE staff and allowed the healing to proceed. Today, he is motivated, diligent and focused. He surprised everyone, himself included, when he emerged 3rd place in the mid-year exams.

### HL, Sec 2

**PAST :** HL was troubled, withdrawn and quiet. Emotional and introverted, she had great difficulties socializing with others.

**PRESENT :** After several months of counseling, HL has become participative and active in class. With the new friends she made, she's a much happier child with a bright and charming smile.

### R, Sec 1

**PAST :** R was an incurable chatterbox whose incessant chatter annoyed everyone around her and often got her into trouble in class.

**PRESENT :** R has become much more self aware, and her teachers were pleased to note that she is more able to control her need to chat. One of her turning points was a CAG event where she was chosen to represent her school. Her gift of the gab won the day - she was applauded, recognized and given an expensive teddy bear as a token of appreciation. The event helped her to recognize and value her own strength, and not just mindlessly chatter away.



## Donors, Sponsors & Contributors

Redirecting at-risk youths benefits everyone significantly - the youth discovers himself and finds a worthy purpose in life, the family is spared undue pain, the school reaps results, and the community stays safe and vibrant. Funding of this critical yet cost-effective social investment is naturally, also on a shared basis - by government, schools and public donations.

We thank the Singapore government for generously providing a globally unmatched 250% tax-deductible donor benefits. We gratefully applaud our donors and funders, public or private, corporate or individuals, for generously supporting and sustaining this cause. **THANK YOU** for helping us to transform lives and help youths to create a better future.

### Major Donors/ Grant Contributors

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Our heartfelt gratitude to all donors, including those not in above list, due to space constraints.

## CARE Staff & Board of Management

### January to December 2011

People make all the difference - CARE's achievements are directly attributed to this dedicated and committed team, each giving their best.

### THANK YOU!

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