

CARE SINGAPORE

A N N U A L R E P O R T

2019/20



Transitioning to a transformed state is no mean task and certainly not one that may fit to a T. Yet, this unprecedented season of disruption and Turbulence that has Threatened to Throw us off-Track, has instead Thrusted us, with creative **TENSION**, on a Trajectory to **CARE 2.0**.

Chairman's Message



Mr Jeffrey Neo
Board Chairman

This year, I start my message with a heart chock-full of gratitude, faith and hope while fully cognizant of the challenges that lie ahead for everyone, including the management and staff of CARE, amidst the backdrop of the COVID-19 crisis.

While there may be early signs that the tumultuous storm is beginning to lose some of its fury, we must remain vigilant as we trek towards CARE 2.0, carefully navigating the turbulent surroundings that threaten to engulf us at every step.

It is during trying times that the ties that bind us together are even more important.

I would thus like to first thank all our funders, sponsors, donors and partners for riding out the storm with us and for giving us valuable resources to enable CARE to deliver critical help to the communities we safeguard.

This spirit of togetherness not only allowed us to seize opportunities in adversity but gave us fortitude as the teams quickly pivoted operations to minimise interruptions to the services we provided to students in school or during Home Based Learning.

I am especially encouraged that everyone at CARE banded together to launch our own COVID-19 response, drawing on our strengths in counselling and support to introduce Hear4U, a WhatsApp based solution to give relief to fellow Singaporeans who needed psychological support as the pandemic decimates normality in our everyday life.

In the next few months, CARE will be aligning our resources to better support our communities as we weather the storm together so that no one in need is ever left behind.

Thank you for believing in us and for being part of CARE's story.

Building a castle is difficult; defending and maintaining it is harder still

- An Asian proverb.

Executive Director's Message



Dr John Tan
Executive Director

Every once in a while, there comes a time where change is thrust upon you with such ferocity that it creates a "perfect storm" spewing extreme tensions that threaten all your best laid plans.

The onset of COVID-19 was one such perfect storm. It saw CARE being thrown into a situation where all our core activities were hit by school closures amid the Circuit Breaker.

Looking back, it was a blessing that, in 2019, we took the leap to digitize our records and adopt online systems. This meant that we were able to quickly pivot our activities to accommodate remote working, enabling our teams to carry out key operations online with some tweaking.

We were also able to stabilise our financials and end our financial year with a modest surplus of 500k. With the continued support of our donors and partners, we hope to weather the COVID-19 storm and maintain an upward revenue trend.

The pilot collaboration with the Brightly Project earlier also meant that we had clinical-grade psychological tools to enhance mental health risk prediction, enabling us to better deploy resources to care for our students.

Launching Hear4U helped us provide a much-needed listening ear to our students and their families in need, amid the Circuit Breaker period. We also gained valuable insights and tweaked our service responses accordingly.

Keeping to the village approach, CARE collaborated with Project

Makan, Society Staples and the Social Kitchen to provide meals to these students who needed more help. Our staff and volunteers doubled up as food deliverers so that in addition to food, our students saw and felt the concern from their CARE teachers.

Volunteers are an indispensable part of CARE's extended family and are critical in supporting our work, regardless of whether it was through mentoring, academic coaching or event participation.

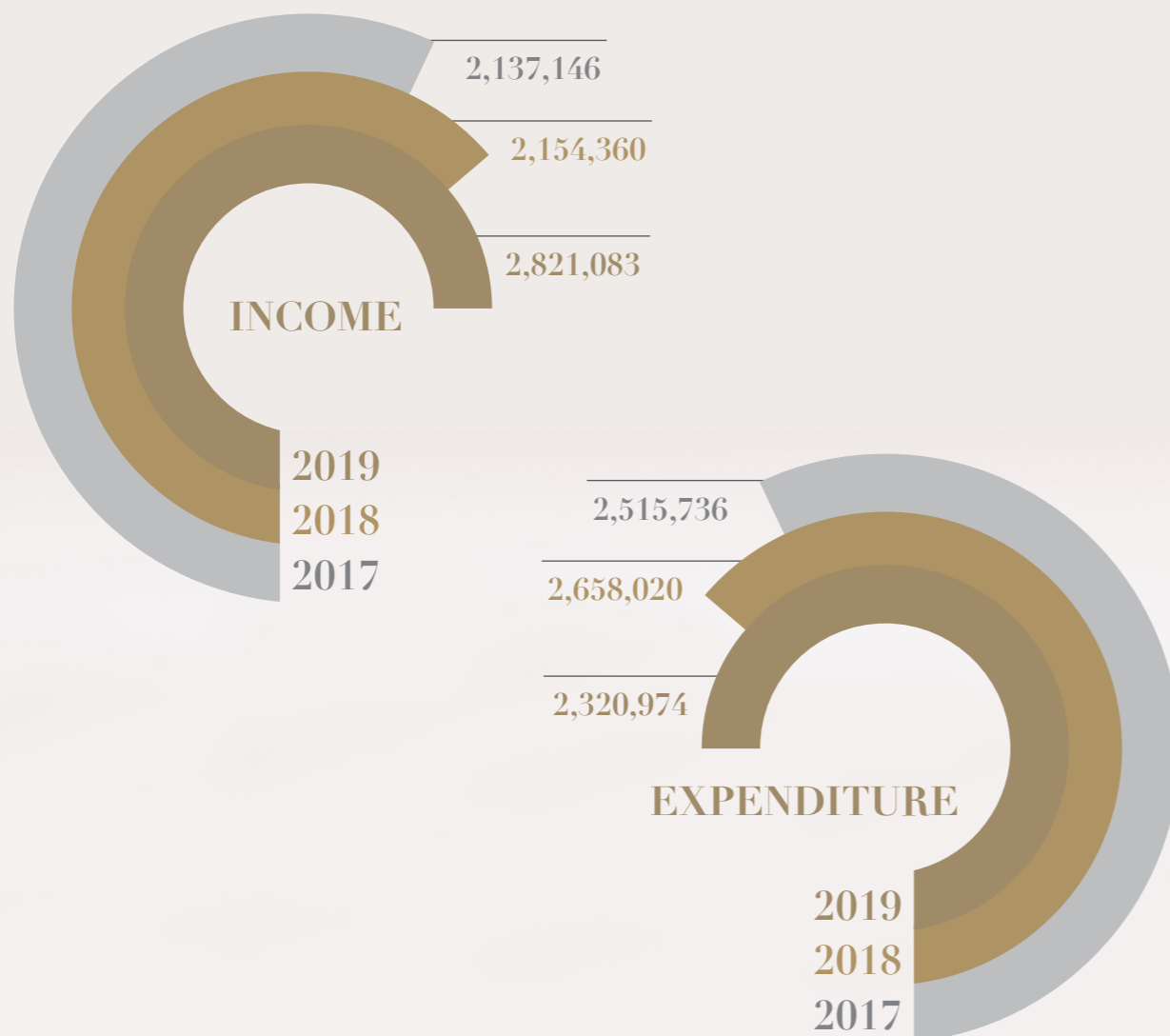
One such group of volunteers, from Kuok Singapore Limited, took part in the KSL-CARE buddy project, journeying with our Eagles over six sessions with a focus on helping students learn and take steps towards realizing their dreams.

Transitioning to a transformed state is no mean task and certainly not one that may fit to a T. Yet, this unprecedented season of disruption and Turbulence that has Threatened to Throw us off-Track, has instead Thrusted us, with creative TENSION, on a Trajectory to CARE 2.0.

The theme chosen for this Annual Report is one of creative reflection, encouraging exploration into how the mundane can be made special. Through the lens of a gallery walk, we present visual representations of our shared journey. Our hope is that you would be able to feel our determination to make dreams come true.

So, come Trek with us and help us put up more shared memories on the walls of our journey.

Our VITAL Statistics

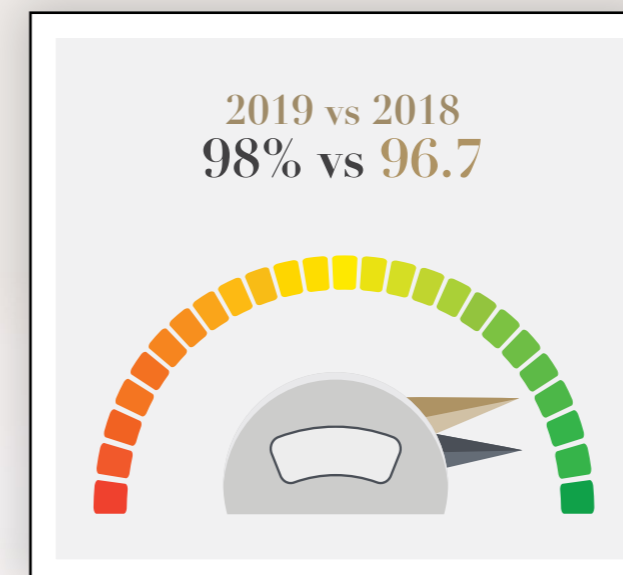


CARE Singapore currently places its reserves in low-risk and conservative financial instruments and the Board regularly reviews the amount of reserves that is required so as to ensure that they are adequate to fulfil our continuing obligations.

The current reserve to expenses ratio as at 30 April 2020 is 0.89.

Programmes highlights

The CORE Uth Power! and The Scaffold Programme

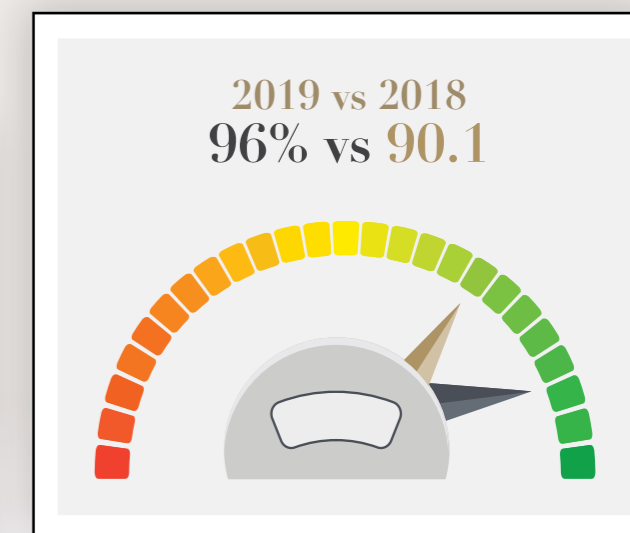


Students are motivated to do well academically and/or do better academically

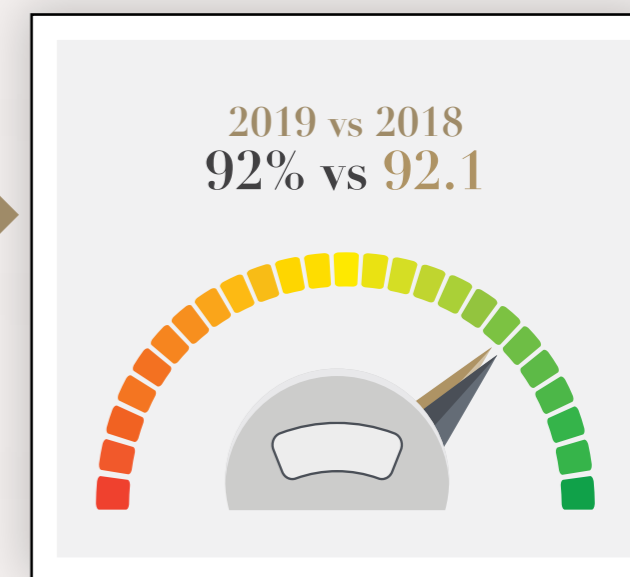
Students feel positive towards school and community

CARE journeyed with 1297 students through our core programmes, Uth Power! and The Scaffold Programme (TSP) in several schools, generating increasingly positive programme outcome indicators.

A year of many firsts...



Students develop a positive orientation to the future



Programmes highlights



Girl Power!

We built upon the success of the initial pilot of GIRL Power!, which had involved 90 girls aged 13 & 14 and expanded the programme to benefit double our intake to help 200 girls in the 2020 run.

GIRL Power! is a programme focused on helping girls plan for a better life ahead by empowering them with a deeper appreciation of their body, mind and future. And we believe this would put them on the right footing for adulthood.

Optimus Prime Leadership

A pilot leadership project OPTIMUS PRIME was also carried out in 2019 to explore how Growth Mindset principles could bring about optimal performance and build resilience. The project borrows its name from the leader of the fictional Transformers robot superheroes, whose character is always depicted as displaying excellent leadership and solid integrity and possessing sound decision-making skills with a strong sense of honour and justice.

Over 7 sessions, student leaders were guided to be positive influencers and health role models among their peers and juniors and to imbue good lifestyle attitudes and habits.

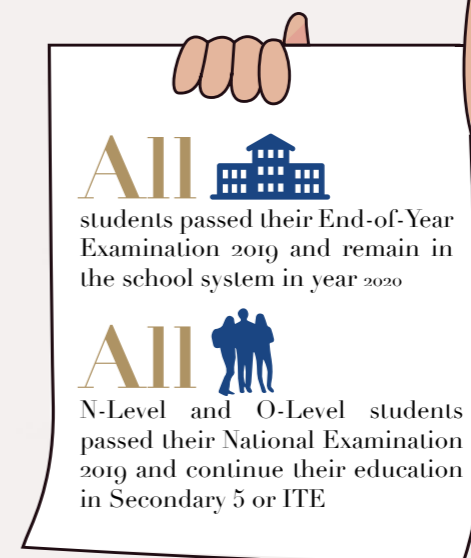
Programmes highlights



Mentoring

In any journey, travelling with an experienced person or guide can yield many benefits and we hope that intergenerational Mentoring can help establish such a positive relationship between an older adult and at-risk adolescent.

In collaboration with the Mentoring Alliance, CARE pioneered a project with 51 students from 5 different secondary schools from June 2019 - Sept 2020.



Programmes highlights

Programmes highlights

KSL CARE Buddy



Tinkering under the hood

Tensions may not be visible on the surface so to ensure that we leave no students behind in terms of ensuring their social and emotional wellbeing, CARE utilises 'TrueFeels' surveys and tools like YP-CORE to assess the well-being of the 700 students we serve.

A total of 1864 therapy sessions also were conducted for more than 550 students during the year.



Buddies care for each other and this was exactly what 12 students from Bedok Green Secondary School discovered as they built strong ties with their mentors from Kuok (Singapore) Limited.

The KSL CARE Buddy programme ran over 3 months and brought together a good mix of mentors and mentees for 6 sessions of close knitted work as KSL staff helped students learn and take steps towards realizing their dreams.

The results of this intergenerational project went far beyond our initial projections and we hope that many more mentees will get to trek along their path of self discovery with the guidance from experienced mentors.

Responding to Trepidation and seething tensions during COVID-19

Hear4U

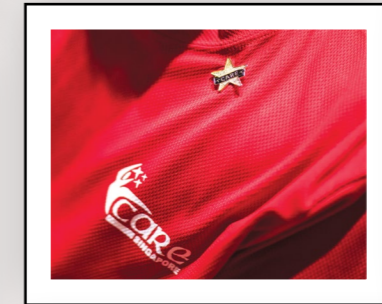
COVID-19 literally turned our world topsy-turvy and made fear and tension very much a part of daily life.

Stepping up in response, CARE launched Hear4U, a WhatsApp based solution providing Psychological First Aid to the students we served and members of the community who needed emotional support.

In the ensuing months, the services we provided via Hear4U evolved alongside the needs, expanding to include dedicated helplines for Migrant Workers who are confined to the dormitories and food delivery of over 10,000 packs of food to needy families during the circuit breaker.

Since the start of the helpline, Hear4U has provided help and relief to over 1800 persons who reached out to us.

STAR Showcase



Into its second edition, the STAR Showcase brought together our stakeholders and students that have demonstrated the most positive growth in the year for an afternoon of connection in Nov 2019.

The STAR showcase is both a platform that acknowledges the progress made by our students and an occasion for our stakeholders to come together and witness the fruits of their collaboration with CARE Singapore.

Golden Moments



Board Governance Report



Jeffrey Neo

Chairperson
Joined 2000



Rudy Pierre Low

Vice-Chairperson
Joined 2006



Ester Gerber

Hon. Secretary
Joined 2003



Neo Kah Yean

Member
Joined 2008



Darren Lai

Member
Joined 2013



Kenneth Pan

Member
Joined 2008



Mei Siregar

Hon. Treasurer
Joined 2004

The society is mindful of the suggested tenure cap of board members as ten consecutive years of service. Current board members provide stability to the society through their experience and consistency of service.

Nonetheless, and notwithstanding the possible constraints posed by the society's Constitution with regards to new board member recruitment, the Board is committed to consider ways to institute board renewal.

Name	Date	10/1/19	21/5/19	18/9/19	15/1/20	25/3/20	13/8/20	% attend
Mr Jeffrey Neo		1	1	1	1	1	1	100
Mr Rudy Pierre Low		1	1	1	1	1	1	100
Mr Kenneth Pan		0	0	1	0	1	1	50
Ms Ester Geber		1	0	0	0	1	0	33
Mrs Mei Lin Siregar		0	0	1	1	1	1	67
Mr Darren Lai		1	1	0	1	1	1	83
Ms Neo Kah Yean		0	1	1	0	1	1	67

THANK YOU!

Our deepest gratitude to all our donors and partners for your unyielding support during the global COVID 19 pandemic.

Help Every Youth Succeed!



Children-At-Risk Empowerment (CARE Singapore)

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Notes

