

Viriya Community Services

# ANNUAL REPORT

# 2021

For the Year ended 31 December 2020



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community services

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**Viriya** is a Pali word which means **Right Effort**. It is defined as the **persistent effort** to work for the **benefits of others**, in thinking and in actions.

We are committed to applying the right effort and be guided by our vision and mission to deliver quality social services and make a positive and sustainable impact to the society.

”

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## President's Message



*"The best way to  
predict the future is  
to create it."*

— Abraham Lincoln

Warmest greetings to all!

2020 has been an extraordinary year. It's probably the worst crisis that many of us have seen in our lifetime. 2020 could also be viewed as a year with great potential for transformational changes.

The coronavirus has significantly impacted our lives, the way we live, work, and we play. It's a life-changing event. We have become a mask up nation; we observe safe distancing, and we meet our loved ones, friends and clients virtually and appreciate meeting them in person more than ever.

At Viriya Community Services, we have face these times of adversity with grace and fortitude. We quickly adapted and innovated our delivery of services to meet the dynamic needs of our clients and at the same time, ensured the health, safety and well-beings of our own.

Though the crisis has many unknowns, we have used technology as an enabler to re-imagine the possibilities. We have shown resilience and accepted a new reality by changing our way of continuing to serve the community in the new normal. An example would be the series of online psychoeducation programmes, support groups and counselling. Through the disruptions, we continued providing social services with the right effort and compassion.

Most significantly, we used this as an opportunity to lead with a clear sense of purpose that ties back with our vision: *Caring for you; enhancing the quality of life.*

Mental wellness took a front seat in our online programmes. We have raised above our commitment to support the community's mental health during the crisis. Mental well-being of the community (and our colleagues) will stay as a strategic priority as we move into the future that has become increasingly more volatile and uncertain as the nature of our work changes.

With the arrival of COVID vaccine, the days ahead are looking brighter. We are in this journey together. Let us all do what we can to strengthen our exceptional union and look forward to a better 2021!

Ms Jenny Lim  
President  
Viriya Community Services

# OUR PROFILE

Viriya Community Services (VCS) was set up by Leong Hwa Monastery and established as a social service agency in 2001. VCS is a registered society, charity and an Institution of a Public Character under the supervision of the Ministry of Social and Family Development, which acts as the Central Fund Administrator.

## OUR VISION

Caring for you; enhancing quality of life.

## OUR MISSION

To promote fulfilling lives by providing social services with the right effort to families and individuals in need of support regardless of race and religion.

## OUR CORE VALUES: THE VCS TRUST

### Teamwork and Collaboration

Creating a competitive edge and achieving social impact through harmonious collective actions with other colleagues and partners, harnessing on individual strengths and talents.

### Respect

Respecting individual rights and dignity of all and exhibiting through respectful attitude, behaviours and thinking.

### Uprightness

Acting with integrity and displaying high moral standards at all times.

### Solutions-oriented

Focusing on solutions, not problems, to seek improvements and achieve positive impact on our people.

### Taking Ownership

Having initiative and assuming responsibility in making positive differences to our people and the community.

## Charity Status

**IPC Registration No.: 0154**

From 01/10/17 to 30/09/23

**Charity Registration No.: 1511**

Date of registration: 02 July 2001

**ROS Registration No.: 110/2001/WEL**

Date of Registration: 08 March 2001

**UEN: T01SS0059B**

**Registered Address: 72 Shrewsbury Road Singapore 307837**

# MANAGEMENT COMMITTEE

VCS is governed by a management committee comprising individuals who are passionate about making a difference to the lives of individuals in the community. Each member brings about his own skill sets to provide leadership and are committed to ensure effective management of the organisation and its activities while monitoring the activities to ensure they are in keeping with the founding principles, mission and values.

As at 31 December 2020, VCS had 9 management committee members.



## PRESIDENT

Lim Yin Nee, Jenny

Retired Partner  
Big 4 Accounting Firm  
First joined 29 March 2002



## VICE PRESIDENT

Tay Hong Beng

Partner, Head of Real Estate  
KPMG  
First joined 20 March 2013



## HONORARY SECRETARY

Koh Wei Peng, Alex

Partner  
KPMG  
First joined 23 March 2016



## HONORARY TREASURER

Tan Yee Peng

Consultant  
First joined 23 March 2016

# MANAGEMENT COMMITTEE



**MEMBER**

Gilbert Fan

Advisor & Master MSW  
National Cancer Centre, Singapore  
First joined 20 November 2019



**MEMBER**

Tan Yan Song

Director  
PWC  
First joined 23 March 2016



**MEMBER**

Tham Khuan Heng

Retired Partner  
Big 4 Accounting Firm  
First joined 29 March 2006



**MEMBER**

Teoh Eong Kow

Consultant  
First joined 22 March 2012

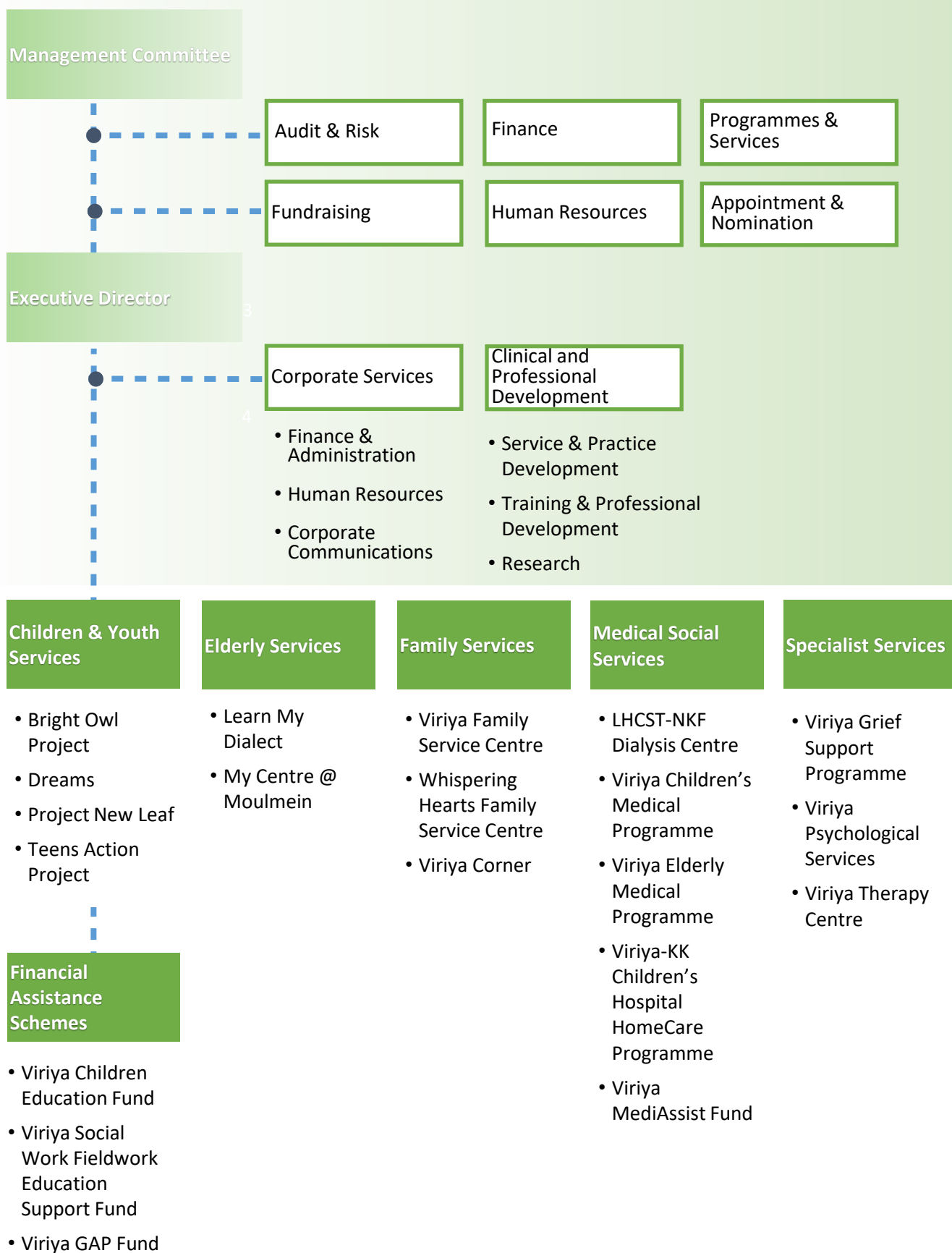


**MEMBER**

Abner Koh Ming Feng

Executive Director, Tax Advisory  
BDO Tax Advisory Pte Ltd  
Re-joined 27 March 2019

# Organisation Structure





# VCS STRATEGIC REPORT

In keeping with the growth and development of VCS and the changing needs of the community, VCS reviewed our vision and mission. During the management committee meeting held on 25 March 2020, the meeting adopted VCS’ refreshed vision and mission statements as below:

**Vision:** Caring for you; enhancing quality of life  
**Mission:** To promote fulfilling lives by providing social services with the right effort and compassion

VCS strives to be the best community-based family-centric social service agency and supports the community and its members to live fulfilling lives. VCS focuses on developing good corporate governance and professional capability to serve the community. VCS developed our strategic map in 2017 and has since achieved many milestones and good progress. We continue to refresh our road map to stay relevant

## VCS STRATEGY MAP

	ORGANISATION	TEAM	SERVICE
<b>GROWTH</b> Peaks of Excellence	ORGANISATION EXCELLENCE	PROFESSIONAL LEADERSHIP	SPECIALIST SERVICES
<b>PERFORMANCE</b> Service Excellence	CONTINUOUS LEARNING AND IMPROVEMENT	PROFESSIONALISM	SERVICE INNOVATION
<b>DRIVE</b> Organisation Capacity and Capability	GOVERNANCE	HUMAN CAPITAL	CULTURE

### VCS 2020 Strategic Action Plan:

Despite the great disruptions caused by the coronavirus in 2020, the team achieved good progress towards our strategic goals with fortitude and adaptability. Guided by our refreshed vision and mission, the team faced all challenges with resilience, adapted services to overcome the various disruptions and innovated to transform our services to meet the needs of the community during the unprecedented times. Our team emerged stronger, more ready to meet greater challenges and resilience to serve our clients and the community better.

#### 1. To do the needed well

- Deliver all programmes with *good practice* and *service standards*
- Meet all expectations of funded programmes

#### 2. To grow peaks of excellence

- Increase outreach of VCS specialist programmes
- Establish VCS as an agency of excellence in *professional practice* and *leadership*

#### 3. To seek continuous growth

- Establish strong learning culture
- Innovate and bring *greater value* to truly meet needs in the community

# CORPORATE GOVERNANCE

It is VCS’ policy not to have paid staff on the management committee. No management committee member is remunerated. The term of office of the committee is one year. The Honorary Treasurer may be re-elected to the same post for a maximum consecutive term of four years. For the other committee members, their re-appointment will be in accordance with the provisions of the Code of Governance for Charities and Institutions of a Public Character (IPCs). Currently, the code has no maximum term limit.

As at 31 December 2020, Ms. Jenny Lim and Ms. Tham Khuan Heng had served as members of the management committee consecutively for more than 10 years. It is part of VCS’ leadership succession plan for them to continue to serve and lead VCS through the planned growth and development while ensuring a smooth leadership transition to new management committee members.

The management committee met 4 times, including a strategic planning meeting, in 2020. The attendance of the management committee members at the meetings are as below:

Lim Yin Nee, Jenny	4 out of 4
Tay Hong Beng	4 out of 4
Koh Wei Peng, Alex	3 out of 4
Tan Yee Peng	3 out of 4
Abner Koh Ming Feng	4 out of 4
Gilbert Fan Kam Tong	3 out of 4
Tan Yan Song	4 out of 4
Teoh Eong Kow	3 out of 4
Tham Khuan Heng	3 out of 4

The meetings’ agenda items included refreshing VCS’ vision and mission statements, strategies and action plans, approval of annual budget and a mid-year review to ensure effective management of financial and human resources, approval of material transactions including capex, donations to other organisations and allocation of funds to designated or restricted funds. Management staffs were invited to attend these meetings to share key operational updates, challenges and concerns with the management committee.

To execute its responsibilities, members were appointed into committees to look at audit and risk, programmes and services, appointment and nomination, human resources, finance and fundraising matters based on terms of reference approved by the management committee.

The management committee and the management staff are committed to maintaining high standards of corporate governance and abiding to the Code of Governance for Charities and IPCs. The management committee abides by its governance practices in accordance with VCS board governance manual throughout the financial year. We review our board governance manual annually to further enhance our governance practices, including getting the management committee and staff to declare any conflict of interests on an annual basis.

The Society is in the Enhanced Tier based on the Code of Governance for Charities and IPCs (April 2017) issued by The Charity Council. VCS has an annual self-evaluation system to assess the performance and effectiveness of the management committee. The outcomes of the evaluation, including recommendations for improvement if any, are shared with the management committee and key management personnel. The committee assessed its compliance with the Code of Governance for the evaluation period from 1 January 2020 to 31 December 2020. As at date of this report, the Society had complied with all requirements for the Intermediate. It will be filed with the Commissioner of Charities after the annual general meeting and be made available on VCS’ website ([www.viriya.org.sg](http://www.viriya.org.sg)).

### CONFLICT OF INTEREST

The Society maintains a Conflict of Interest policy, requiring management committee members and staff to disclose any real, potential or perceived interest that they may have, whether directly or indirectly, that the Society may enter into or in any organisations that the Society has dealings with or is considering dealing with; and any personal interest accruing to him as one of the Society’s suppliers, users of services or beneficiaries. Should there be any real, potential or perceived conflict of interest, the affected member will recuse himself or herself from the discussion and should not vote nor participate in the decision-making on the matter. The reason for how a final decision is made on the transaction or contract will be recorded in the minutes of the meeting. During the year under review, there was no such conflict that required disclosure and action.

There was no paid staff, being a close member of the family belonging to the Executive Head or a governing management committee member of the Society, who had received remuneration exceeding S\$50,000 during the financial year.

The Society’s 3 highest paid staff did not serve as governing board members and their remuneration was declared in the remuneration band of S\$100,000 to S\$200,000.

### ENTERPRISE RISK MANAGEMENT

VCS updated our risk management framework following guidance from the Enterprise Risk Management Toolkit for Charities and IPCs developed by the Charity Council, KPMG and NUS Business School. The framework was last revised in January 2021.

The risks are monitored and reported to the management committee on a quarterly basis. Key updates and issues are also shared with staff on a quarterly basis during staff meeting. Channels of communication for urgent dissemination of information and action plans have been established.

### FINANCE AND FUNDING

The Society received funding from the government on approved programmes and the public in the form of donations. The public included corporates, foundations and individuals. Some families received subsidies from the government depending on their household income. The Society also collected fees for some of its programmes and services.

In 2020, VCS’ principal banker was DBS Bank Ltd, and our surplus funds were placed on fixed placements largely with Maybank Singapore Ltd, Standard Chartered Bank (Singapore) Ltd and Hong Leong Finance Ltd.

### RESERVE POLICY

It is the Society’s desire to build up its reserve of unrestricted funds to meet two years’ operating expenditure and any surplus, with the approval of the management committee, will be transferred to the Expendable Endowment Fund in the following year.

## EXPENDABLE ENDOWMENT FUND

The Fund was established to receive donations and transfer of any unrestricted funds in excess of two years' operating expenditure, to strengthen the financial position of the Society and to enable the Society to fund community projects and initiatives.

While the capital is not available for general use, subject to approval of the management committee, the investment returns from the Fund and or part of the capital, can be used to initiate community projects where the Society can make a significant contribution, and which are truly important, meaningful and in keeping with the Society's mission.

Since 1 January 2012, investment returns have been credited to the Expendable Endowment Fund. It is the Society's intention to build up an expendable endowment fund of S\$10 million.

## SOCIETY'S ASSETS

The Society does not own any properties. The Society has been using the Lights of Hope Centre (which is owned by Leong Hwa Monastery) as Viriya Therapy Centre (VTC) since 01 March 2019. VTC provides specialist psychotherapeutic interventions to help individuals and families cope with their challenges and enhance their quality of life, which is consistent with the Society's vision and mission.

## FUTURE CAPITAL COMMITMENT

To support the strategic development of VCS, the Society started refurbishment of My Centre @ Moulmein to be converted to Viriya Mental Wellness Hub to provide community mental health support services and works would be expected to be completed by March 2021. The Society has planned to carry out cyclical maintenance of its family service centres which will be partly funded by the Ministry of Social and Family Development in 2021. Due to the expansion of services including community mental health programmes funded by the Agency for Integrated Care, the Society also plans to increase our office space to accommodate the increase in manpower.

## THE ROAD AHEAD

We will continue to do the good well; continue to spark transformation and renewal and continue to face new realities, rising to every challenge in this dynamic environment. We stay true to our vision: Caring for you, enhancing quality of life and our VCS Heartbeat will guide us in our forward journey.

## MANAGEMENT

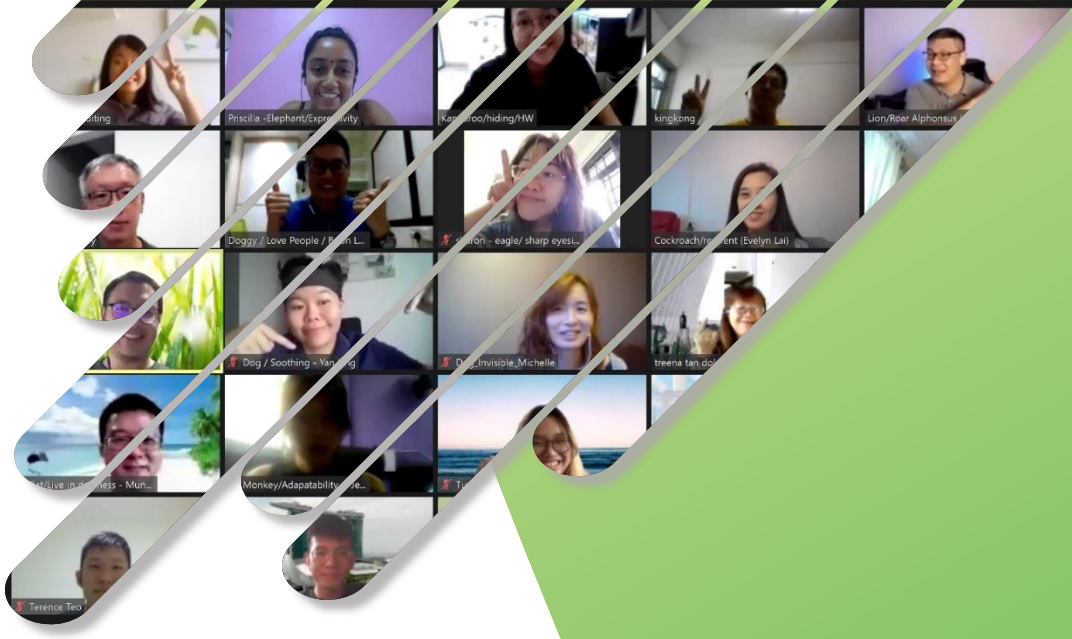
Ms. Evelyn Lai has been the executive director of VCS since 1 April 2009. She, together with her team of 5 management personnel, leads the operations of VCS and is responsible for implementing policies and directions set out by the management committee. As at 31 December 2020, VCS had 78 staff, including 55 professional and management staff, 8 associate professionals, 4 executives and 11 support staff.

# SUMMARY OF FINANCIALS

For year ended 31 December 2020	Restricted funds	Unrestricted funds	Total funds
	\$	\$	\$
<b>Financial results</b>			
<u>Income from generated funds</u>			
Donations – Non-tax exempt	4,380	5,286	9,666
Donations – Tax exempt	152,750	261,596	414,346
Interest and dividend income	269,656	103,780	373,436
<u>Income from charitable activities</u>			
Government funding			
- AIC	0	189,248	189,248
- Bicentennial Community Fund	0	400,000	400,000
- ComChest	125,748	0	125,748
- Recurrent (MSF)	4,178,327	0	4,178,327
- Tote Board	1,114,234	0	1,114,234
Counselling and programme fees	5,995	130,263	136,258
Other grants and funding	26,648	0	26,648
Other income	73,912	844,858	918,770
<b>Total income</b>	<b>5,951,650</b>	<b>1,935,031</b>	<b>7,886,681</b>
<u>Expenditure</u>			
Cost of charitable activities	4,966,543	337,555	5,304,098
Governance and other admin costs	162,888	10,702	173,590
<b>Total expenditure</b>	<b>5,129,431</b>	<b>348,257</b>	<b>5,477,688</b>
<b>Surplus for the year</b>	<b>822,219</b>	<b>1,586,774</b>	<b>2,408,993</b>
<b>Reserves</b>			
Restricted funds			
- Expendable endowment funds			5,584,542
- Other restricted and designated funds			12,400,789
Total restricted funds			17,985,331
Unrestricted funds			5,518,827
<b>Total reserves as at 31 December 2020</b>			<b>23,504,158</b>
<b>Unrestricted funds/Total operating expenditure</b>			<b>1.01 years</b>

Further details can be found in our audited financial statements, audited by Fiducia LLP. The Society has adopted the Charities Accounting Standard since 1 January 2013.





## HIGHLIGHTS OF THE YEAR

VCS seized the opportunities to grow amid the COVID-19 pandemic. As we gradually resumed programmes and services, we also improved and innovated on our programmes and services.

In 2020, we ventured onto the video conferencing platform to continue supporting the community rooted with a strong conviction to serve the community when it's most needed.

We ensured that our core services continued to be delivered well and meet the increasing needs of the community. As we put in great effort to support the ongoing needs and service demands, VCS also looked forward and engaged in work plan discussions for 2021 and beyond. The plan included new projects which will lead to further growth and development towards VCS' strategic goals and objectives.

We will continue to build on our achievements in 2020 and enhance our professional and organisational capabilities to deliver quality services to our clients in the journey ahead.

# HIGHLIGHTS OF THE YEAR 2020

## Our Programmes and Services

### To do the needed well



#### Record high number of individuals and families served despite disruptions in operations

Despite having our operations disrupted due to circuit breaker, our teams put in extra effort and continued to reach out to the community, especially those in need.



#### New services to meet arising community needs

- VCS delivered CREST at West Coast and Ayer Rajah to serve individuals and families facing issues due to dementia or other mental health concerns.
- Tamil support programmes were started to meet the service gap in supporting Tamil-speaking members of the community.
- Tamil counselling helpline and psychoeducation talks on mental health issues

### To grow peaks of excellence



#### Online Support Programmes

Various online support programmes including psychoeducation talks, support groups and counselling to support the mental wellness of the community in coping with the disruptions caused by COVID-19.



- COVID-19 online programmes supported by Stay Prepared, Temasek Foundation
- Mental health talks in partnership with SDI Academy
- WSG-SSG talks on employment related mental health challenges



#### Trauma and Loss Symposium in October 2020

3 internationally renowned speakers shared their expertise with 383 local professionals over the three-day online symposium.

#### Mental Health Campaign #pieceofmine

VCS organised a mental health campaign to raise awareness of mental health challenges and encourage people facing mental health concerns to seek up. The campaign included a one-hour online music fest by local musicians lending their voices to promote mental wellness.

### To seek continuous growth



#### Service Transformation

VCS started a business process re-engineering to transform our service delivery and standards and enhance productivity. The project comprises three parts:



- **Smart Viriya:** Leveraging on digitalisation to enhance service efficiency and efficacy.
- **Impactful Viriya:** Adopting impact measurement to guide the use of right effort in supporting our clients.
- **Analytical Viriya:** Enhancing research and data analyses to deliver research informed and evidence-based services.



#### Viriya Social Work Fieldwork Education Support Fund

The fund supports social work trainees. VCS also supported the inaugural Fieldwork Educators Day on 01 December 2020.

#### Safe Systems Improvement Tool – Revised (SSIT-R)

VCS piloted SSIT-R to enhance systemic support to our professionals working with families with complex and high needs.

Our Events

VCS Chinese New Year Dinner

- 17 January 2020

VCS had a simple reunion dinner for a time of fellowship and to reaffirm the appreciation and gratitude among all staff as part of the VCS family. It was a precious bonding moment before staff were spilt into small teams due to COVID-19 management and precautionary measures.



COVID-19 Tabletop Exercise

- 06 June 2020

A special tabletop exercise was conducted for all staff to enhance VCS' preparedness and response against COVID-19 as we exited the circuit breaker period. The session was conducted via zoom and staff learned about what needed to be done in different scenarios to protect themselves and fight against COVID-19.

Townhall

- 14 August 2020

The theme for this year's townhall is "The Good, The Bad, The Ugly" where the team had a discussion on our physical environment, work process, client work, collegial interactions, our work in the community and our relationships across different teams. The inputs from our colleagues during the townhall were channelled as inputs to guide VCS' Service Transformation.





# HIGHLIGHTS OF THE YEAR 2020

## Work Plan 2021 and Beyond

• 16 October 2020

VCS reviewed progress of each centre, shared proposed workplan for individual programmes and brainstormed idea to develop better programmes and services. Staff also used the opportunity to express appreciation for colleagues for the teamwork, care and fun together.



## Celebrations

Despite being apart due to the safe distancing measures, our colleagues managed to keep our spirit high through the year.



# HIGHLIGHTS OF THE YEAR 2020

## Our People

### Our Award Recipients...

#### Public Service Medal (Silver)

- Member, Pioneer CCC



The Medal was awarded to our Executive Director, Ms Evelyn Lai, for her commendable public service in Pioneer Constituency. Evelyn serves in the Citizens' Consultative Committee and actively links up social service resources to residents in need.

#### Valued Partner

- Platinum Award by NKF



VCS was recognised as a CHOICE partner by our community stakeholders. We received the Platinum Award from NKF for sustained support given to their patients through LHCST-NKF Dialysis Centre.

#### President's Volunteerism and Philanthropy Award

- Nominee



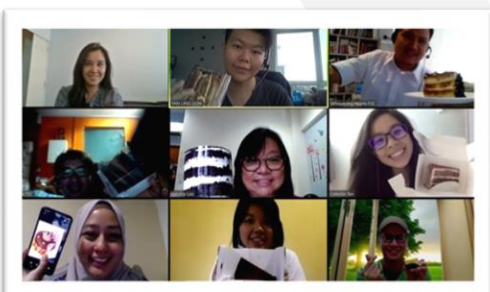
Our Assistant Lead Counsellor, Ms. Sukumaran Nair Indu, was nominated for the award. Indu gathered her Tamil-speaking colleagues and started a Tamil counselling hotline to support migrant workers during the COVID-19 pandemic.

### And our Everyday Heroes!

Our staff demonstrated extraordinary teamwork and rose above every single challenge to ensure that our services continue to support our clients and to reach out to needy members of the community.

Many other staff contributed in their own ways, fixing laptops for clients, putting in extra hours to develop new ways of supporting our clients and preparing for the many online support programmes.

Our COVID-19 Preparedness and Response Team worked hard to ensure that all our colleagues continue to stay safe as they serve the community. While our Corporate Social Responsibility committee showered us with care and love to keep our spirit high.





VCS started various online support programmes to meet the increasing needs of the community when our operations were affected due to the necessary safe distancing measures since the circuit breaker was introduced.

To respond to the high demands for mental health support during the COVID-19 Pandemic, VCS also started the VCS Counselling Helpline and the Tamil Counselling Helpline to fill the service gap in supporting Tamil-speaking individuals.

VCS is grateful for the partnership with Temasek Foundation under the Stay Prepared programme to enhance the psychological resilience of the community during the pandemic in 2020. Through their support, VCS delivered the following:

- 44 sessions of online mental health forums to 1,696 participants
- 73 sessions of online support groups for 354 participants
- 208 sessions of online counselling to 122 individuals
- 13 articles published on MyMentalHealth Website
- Responded to mental health related enquiries on MyMentalHealth Website

Through the above, participants have reported good outcomes after attending the programmes:

95.7% of participants obtained knowledge in mental health issues.  
85.0% of participants learned skills to manage their mental health needs.  
90.9% of participants reported being helped meaningfully through the tele-counselling sessions.

VCS supported migrant workers in Singapore as concerns of COVID-19 permeated our migrant worker community. We complemented the work of agencies supporting migrant workers by offering our expertise in mental health and counselling. VCS started a Tamil Counselling Helpline and worked with agencies such as SDI Academy to deliver mental health talks.

- Attended to more than 100 calls for support through the Tamil Counselling Helpline
- Conducted 3 sessions of online mental health talks in Tamil reaching out to more than 3,000 migrant workers



# HIGHLIGHTS OF THE YEAR 2020

## • National Cancer Centre Singapore, (NCCS)

Viriya Grief Support Programme partnered NCCS in the Community Partnership Support Programme providing free online psychoeducational programmes and support group for individuals with chronic medical conditions and their caregivers to learn and support one another through the challenges.

## • SSG X WSG Job and Skills Fair

As part of the WSG x SSG SkillsFuture Month, VCS partnered Workforce Singapore, SkillsFuture and Beyond the Label to conduct a webinar to help jobseekers and employees identify stress and anxiety and learn useful coping strategies.

## • Foreign Domestic Worker Association for Social Support and Training (FAST)

Our CREST team partnered FAST to support foreign domestic workers on their dementia caregiving journey and learn practical skills to prevent caregiver burnout.

### VCS-NCCS Community Partnership Support Programme

SUPPORT GROUP FOR PERSONS WITH CHRONIC MEDICAL CONDITIONS

MAY - JULY 2020



SESSIONS WILL BE CONDUCTED ONLINE IN ENGLISH

Register here: <https://tinyurl.com/VCSNCCS>



For more information, please visit our website at [www.viriya.org.sg](http://www.viriya.org.sg)

- 1. A DIFFERENT PERSPECTIVE, A DIFFERENT SELF**  
Date: 15 May 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax
- 2. WHAT IS THIS FEELING**  
Date: 29 May 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax
- 3. A PSYCHOSOCIAL INTERVENTION IN MANAGING YOUR SYMPTOMS**  
Date: 12 June 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax
- 4. A DIFFERENT LOOK, A DIFFERENT SELF**  
Date: 26 June 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax
- 5. WHEN CARING DOESN'T HELP ANYMORE**  
Date: 10 July 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax
- 6. REDISCOVERING RESILIENCE: BUILDING SELF-RESILIENCE**  
Date: 24 July 2020 (Friday)  
Time: 2pm to 3.30pm  
Group Capacity: 15 pax

**FACILITATORS:**



**Dr Gilbert Fan,**  
Master Medical Social Worker,  
Psychotherapist (Satir)  
National Cancer Centre Singapore



**Mr Ng Yong H**  
Social Worker  
Viriya Community Services

**Viriya Community Services**  
Add: Blk 142 Potong Pasir Ave 3, #01-224, Singapore 350142 Tel: 6285 8033 Email: [info@viriya.org.sg](mailto:info@viriya.org.sg)

[www.viriya.org.sg](http://www.viriya.org.sg) [f /viriyacommunityservices](https://www.facebook.com/viriyacommunityservices) [i /viriya\\_community\\_services](https://www.instagram.com/viriya_community_services) [in /viriya\\_community\\_services](https://www.linkedin.com/company/viriya-community-services)

### Dementia & Stress Management for Foreign Domestic Workers

This online forum is a collaborative effort between Foreign Domestic Worker Association for Social Support and Training (FAST) and Viriya Community Services (VCS).

Caring for individuals with dementia can be challenging and stressful. This forum covers different aspects of dementia care as well as practical skills to prevent caregiver burnout.

**Forum outline:**

- Understanding dementia
- Identifying and managing symptoms of dementia
- Recognising caregiver burnout
- Identifying self-care tips for caregivers
- Sharing support resources

For more information, contact us at:  
**Viriya Community Services**  
Blk 646 Jurong West Street 61 #01-142 Singapore 640646  
Tel: 6795 1008 Email: [crest@viriya.org.sg](mailto:crest@viriya.org.sg) Website: [www.viriya.org.sg](http://www.viriya.org.sg)

[f /viriyacommunityservices](https://www.facebook.com/viriyacommunityservices) [i /viriya\\_community\\_services](https://www.instagram.com/viriya_community_services) [in /viriya\\_community\\_services](https://www.linkedin.com/company/viriya-community-services)



**Date:** 26 July 2020 (Sunday)  
**Time:** 1.00pm to 2.30pm

Register here: <https://tinyurl.com/ya73k23j>  
Or scan the QR Code



This complimentary session will be conducted online via zoom in English.

### Viriya Community Services

- Family Services
- Social Services
- Specialist Services

- Viriya Therapy Centre
- Viriya Psychological Services
- Viriya Grief Support Programme

[www.viriya.org.sg](http://www.viriya.org.sg)  
contact@viriya.org.sg  
6256 1311



**Evelyn Lai**  
Executive Director



**Pearlene Ng**  
Clinical Psychologist

in support of







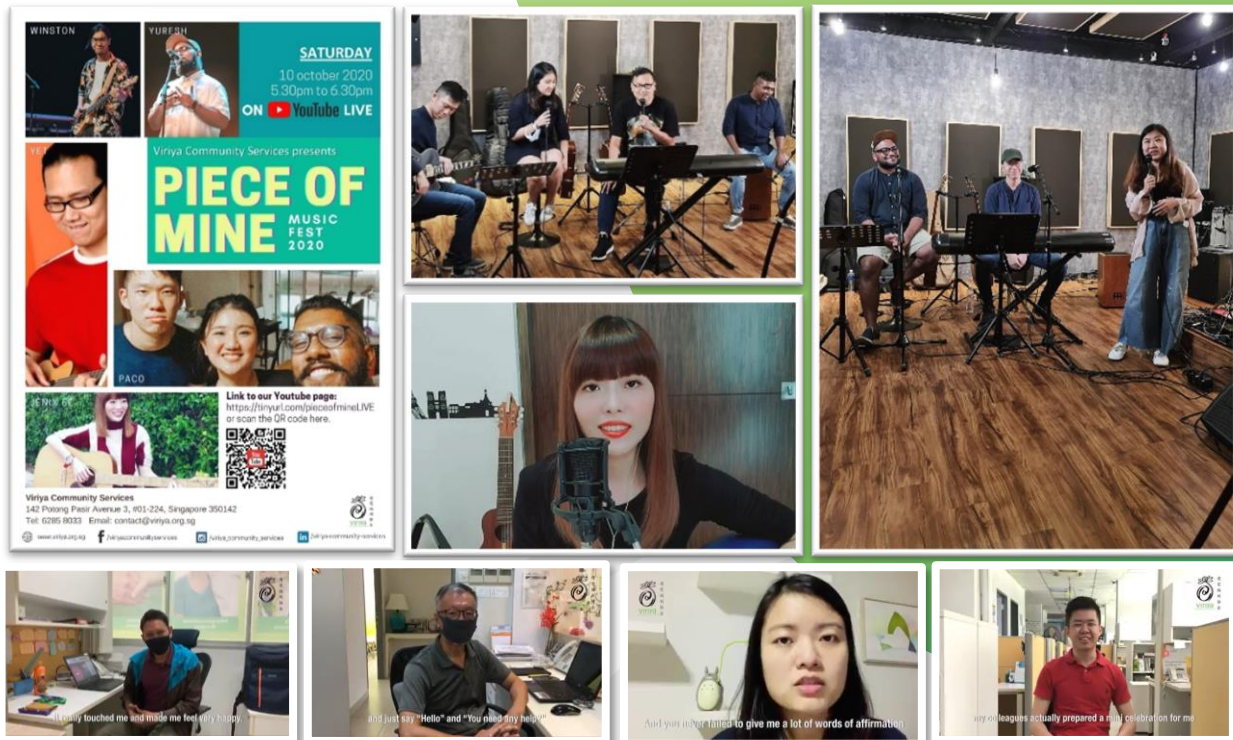



# HIGHLIGHTS OF THE YEAR 2020

## Mental Wellness Campaign 2020

### #pieceofmine

This mental wellness campaign aims to increase mental health awareness and to provide a platform for individuals to share their experience with mental health on social media. Our staff shared how support from colleagues helped them maintain mental wellness at work. VCS also held a virtual music fest on 10 October with mental health advocate artistes in support of World Mental Health Day.



## Professional Training Programme

### Trauma and Loss Symposium 2020 – When Trauma and Grief Meet

Viriya Therapy Centre, Viriya Grief Support Programme and Viriya Psychological Services worked with several internationally-renowned trauma and grief to deliver professional training in specialist areas. The total attendance for the three-day online symposium was 383.



## Professional Sharing on Conducting Groupwork Online

### Mining Deep, Scaling Heights by Office of Director-General of Social Work, MSF

VCS was invited to share our experience in conducting online support group as a forerunner in delivering online programmes when COVID-19 struck. The sharing was targeted at social service practitioners during the Mining Deep, Scaling Heights series organised by MSF.

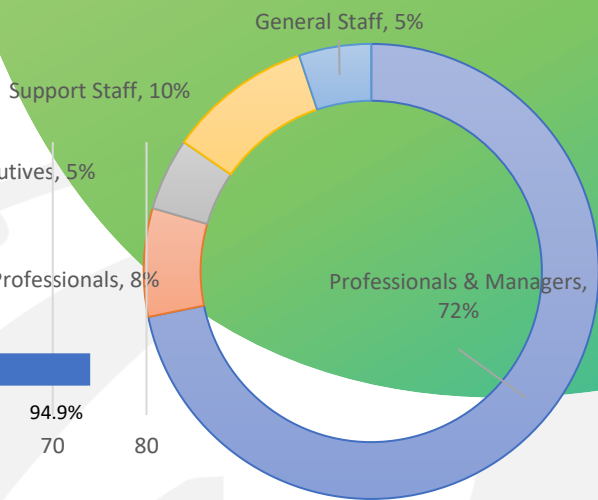


# OUR PEOPLE

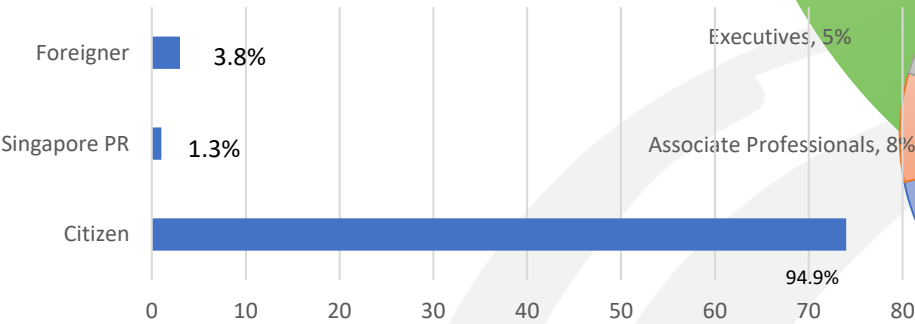
VCS values our people: our client, partners, volunteers, staff and management committee members. When we work together, we believe that we can make a greater positive impact to the society.



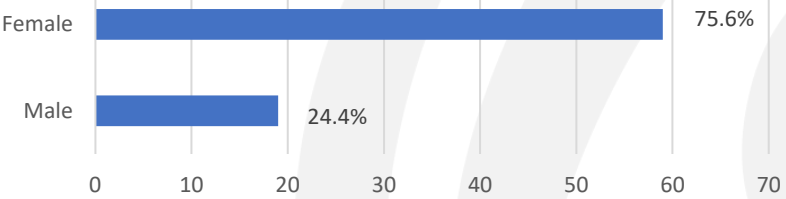
Our Staff Team by Job Category



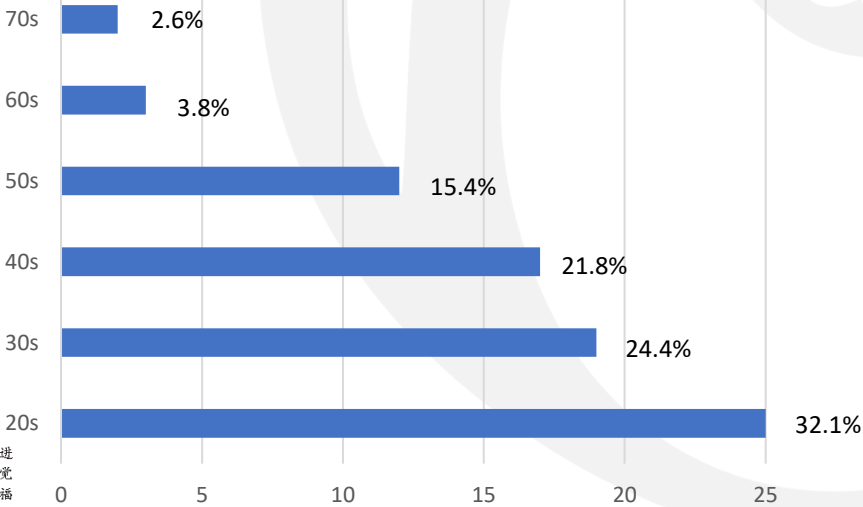
Our Staff by Nationality



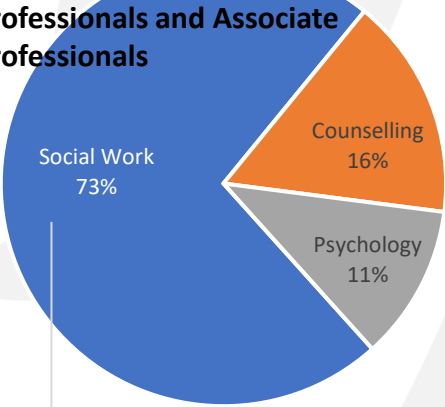
Our Staff by Gender



Our Staff by Age Group



Breakdown by Discipline of our Professionals and Associate Professionals



# VOLUNTEER MANAGEMENT

Volunteer management is an integral part of VCS’ operations. VCS values our volunteers who have partnered us in caring and enhancing the quality of life of our members and beneficiaries as part of our human capital.

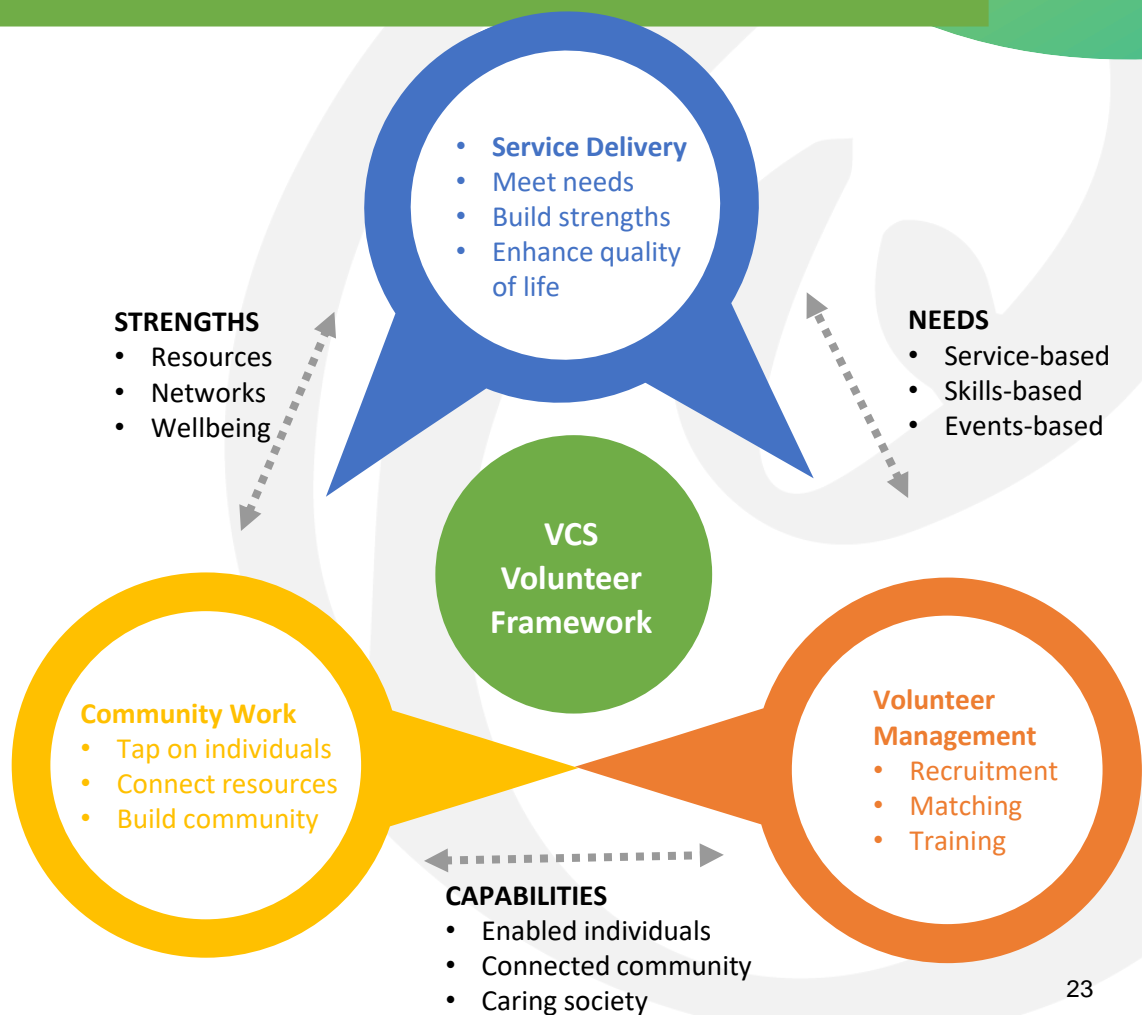
In 2020, while many of our volunteers could not join us due to the safe distancing measures and precautionary measures against COVID-19, we continued to engage our volunteers through online training, communication and regular updates of our programmes. Our volunteers readily availed themselves when their help was needed. 42 regular volunteers and 22 ad-hoc volunteers put in a total of 414 to support us in serving the community in 2020. We are grateful for the dedication of our volunteers.

Some of the activities supported by our volunteers in 2020 included:

- Children engagement through zoom
- Online mentoring for children and youth
- Teaching seniors to use video-conferencing platforms
- Supporting staff in delivering online support programmes
- Reaching out to seniors and needy members of the community



## VCS Volunteer Management Framework



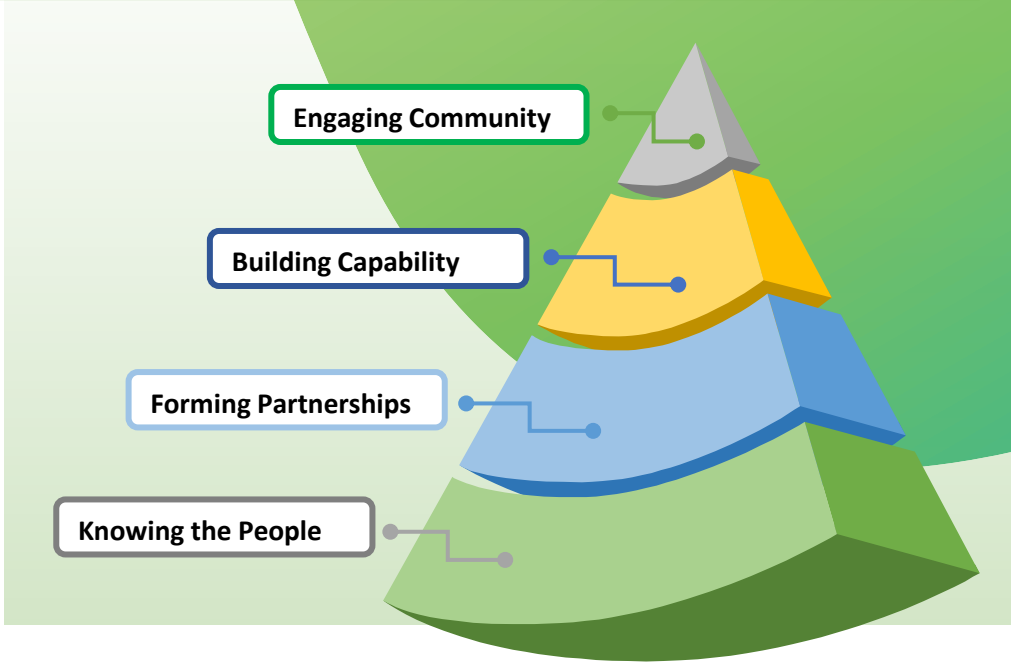
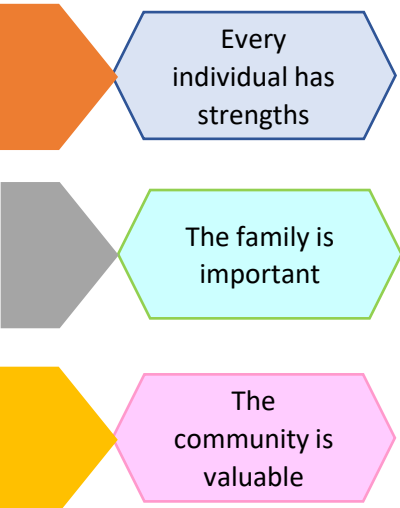
# VCS Service Framework

As we strive towards our mission to promote fulfilling lives by providing social services with the right effort to families and individuals in need of support regardless of race and religion, we also recognise the strengths, importance and resources of individuals, families and the community.

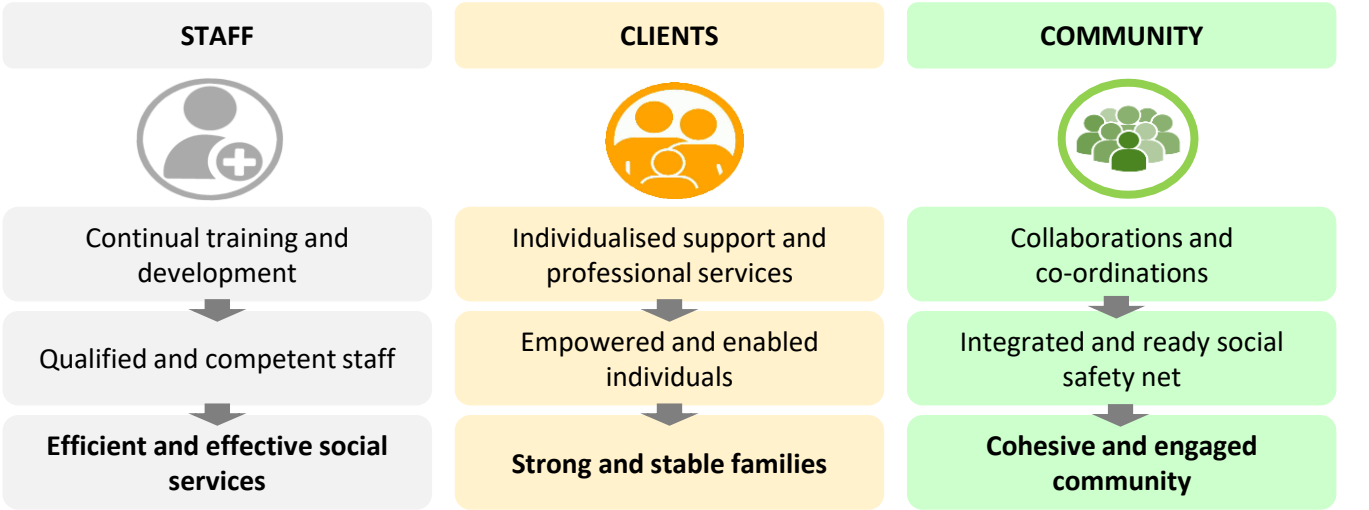
We are committed to do the good well, with passion and professional competency comprising desired attitude, skills and knowledge.

VCS aims to be a **choice agency** in empowering individuals, strengthening families and connecting people to build up their individual capabilities as well as social capital. It is our hope to create an engaged community that has the commitment and capabilities to support members who are in need

## Guiding Principles and Service Framework



## Service Model







## CHILDREN & YOUTH SERVICES

At VCS, we adopt a systemic approach, working with families and the community, to support our children and youth to meet their developmental needs, fulfil their potential and realise their DREAMS.

DREAMS is the collection of children and youth programmes and comprises the following:

Supporting education to promote cognitive development

- Viriya Children Education Fund

Positive relationships to promote social emotional wellness

- Bright Owl Project
- Teens Action Project
- Project New Leaf

In supporting children and youths, we work closely with their families, volunteers and community partners to create a holistic and close-knitted supportive environment to promote their positive development.

We provide support and learning opportunities to help our children and youths develop a healthy self identity and positive social relationships with their families and the community.

## Children and Youths

## Volunteers and Community

We facilitate positive peer and social relationships to promote a sense of belonging to positive social networks and strengthen their social capital in overcoming challenges.

## Parents and Family

Our professional staff work with parents to enhance their parenting capability in meeting the developmental needs of the children and youths.

## BRIGHT OWL PROJECT

Bright Owl Project (BOP) is a mentoring programme for primary school students focusing on academic support and positive character development. Trained mentors work with our social workers and counsellors to build resilience in the participants and guide them in overcoming their personal and family disadvantages to work towards better life outcomes.

In 2020, 21 children were mentored by 18 volunteers. The face-to-face sessions were suspended from February 2020 to April 2020 due to COVID-19 safe distancing measures.

The volunteers resumed sessions with the children via zoom from 11 May 2020 to help them catch up with their schoolwork and check in on their coping and adjustments to the various disruptions caused by COVID-19.

In June 2020, the volunteers also conducted 8 sessions of hourly programmes focusing on the children's social emotional wellness.

## TEENS ACTION PROJECT

Teens Action Project (TAP) is a weekly mentoring programme for youths aged 13 to 18 years old. The programme focuses on promoting positive self-esteem and social relationships for students, especially those facing personal or family issues.

In 2020, 22 youths were registered with the programmes. As with BOP, the TAP mentoring sessions were suspended from February 2020 to April 2020 and conducted via zoom from May 2020.

## PROJECT NEW LEAF

Project New Leaf (PNL) helps youths with stigmatising conspicuous tattoos to re-integrate back into mainstream education or meaningful engagement such as work and to enhance the youths' capabilities to manage life challenges through better decision making and greater sense of responsibility.

The project includes casework and counselling, community integration and professional tattoo removal. The latter helps youths to remove barriers, advocating for opportunities and support.

In 2020, the programme supported 15 youths who attended a total 62 sessions of laser tattoo removal sessions.



## SENIOR SERVICES

**VCS cares for our seniors and seeks to enhance their quality of life. We provide a range of support services to help our seniors live independently with dignity in the community for as long as possible.**

## CREST @ WEST COAST AND AYER RAJAH

VCS started delivering Community Resource & Engagement Support Team (CREST) services at West Coast and Ayer Rajah since January 2020. The project is funded by AIC and has the following objectives:



- Develop safety network for individuals (aged 40 and above) who are diagnosed with or at risk for dementia and other mental health conditions.



- Link individuals to appropriate health and social support services.



- Provide psychoeducation for caregivers and help them understand the different ways to manage caregiving stress.

As at 31 December 2020, the team achieved the following:

- Delivered psychoeducation talks and forums and reached out to 1,403 individuals and increased their awareness of mental health
- Conducted screening for 100% of individuals identified as at risk dementia or other mental health conditions
- Provided basic emotional support and dementia or mental health information, service linkage and follow up service for 41 individuals
- 19 sessions of networking and engagement with community partners
- 94% of our service users indicated satisfaction with our support and services
- 2 support groups totalling 11 sessions with cumulative attendance of 55 participants

# LEARN MY DIALECT

Started in 2006, Learn My Dialect (LMD) aims to bridge the communication gap between seniors and the young in facilitating intergeneration bonding while promoting active ageing. LMD taps on the strengths and skills of our seniors to benefit the younger population, as well as the society. We train our seniors to teach dialects to participants such as students, healthcare professionals and social workers. We received funding from the Council of 3rd Age for this programme.

## Programme Components

### OUR ACHIEVEMENTS IN 2020

#### Dialect Lessons

Our senior volunteer teachers conducted 28 dialect lessons to 223 participants from agencies such as Alexandra Hospital, Lions Befriender and SUSS.

#### Volunteer recruitment

19 new volunteers were recruited. As at 31 December 2020, there were 30 volunteers registered with the programme.

#### Volunteer training

1 session of zoom training was conducted to guide our seniors on how to conduct lessons using zoom. A total of 21 teachers reported confidence in using zoom. The usual volunteer training could not be conducted due to COVID-19 restrictions on activities involving seniors.

#### Focus group discussion and engagement activities

The activities could not be conducted due to COVID-19 restrictions on activities involving seniors. Staff kept in contact with the senior volunteers through text and phone calls instead.

## MY CENTRE @ MOULMEIN

Following a service review of My Centre @ Moulmein (MCM) and to better align to the refreshed vision and mission of VCS, MCM was refurbished and would be operated as Viriya Mental Wellness Hub.

MCM stopped operations since 08 February 2020 when the Dorscon level was raised to orange. Prior to that, in January 2020, 64 hours of structured activities were conducted, including a Chinese New Year Celebration with our members. Our staff continued to check in on the well-being of our 227 members and visited them when needed through the year. In October 2020, we resumed the Happy Programme at Pek Kio CC.

In November and December 2020, the team conducted community assessment and started planning programmes to be conducted at the refurbished centre to meet the identified needs.

When completed in March 2021, Viriya Mental Wellness Hub will be better able to serve our seniors and other members through a suite of services focusing on their social and emotional wellbeing delivered by a multi-disciplinary team.

## Programme Impact



#### LMD Senior Teachers

- Sense of empowerment
- Sustained engagement
- Psychological wellbeing (sense of pride and achievement)



#### LMD Students

- Learn to communicate in dialect
- Gain cultural and heritage lessons from personal sharing of seniors' life stories
- Values transfer



#### Other Seniors

Needs were better met through better communication with carers and service professionals.







## FAMILY SERVICES

At VCS, we believe that the family is important. We deliver family-centric services to build resilience in families and strengthen familial relationships to enhance stability and capability of family members to support one another.

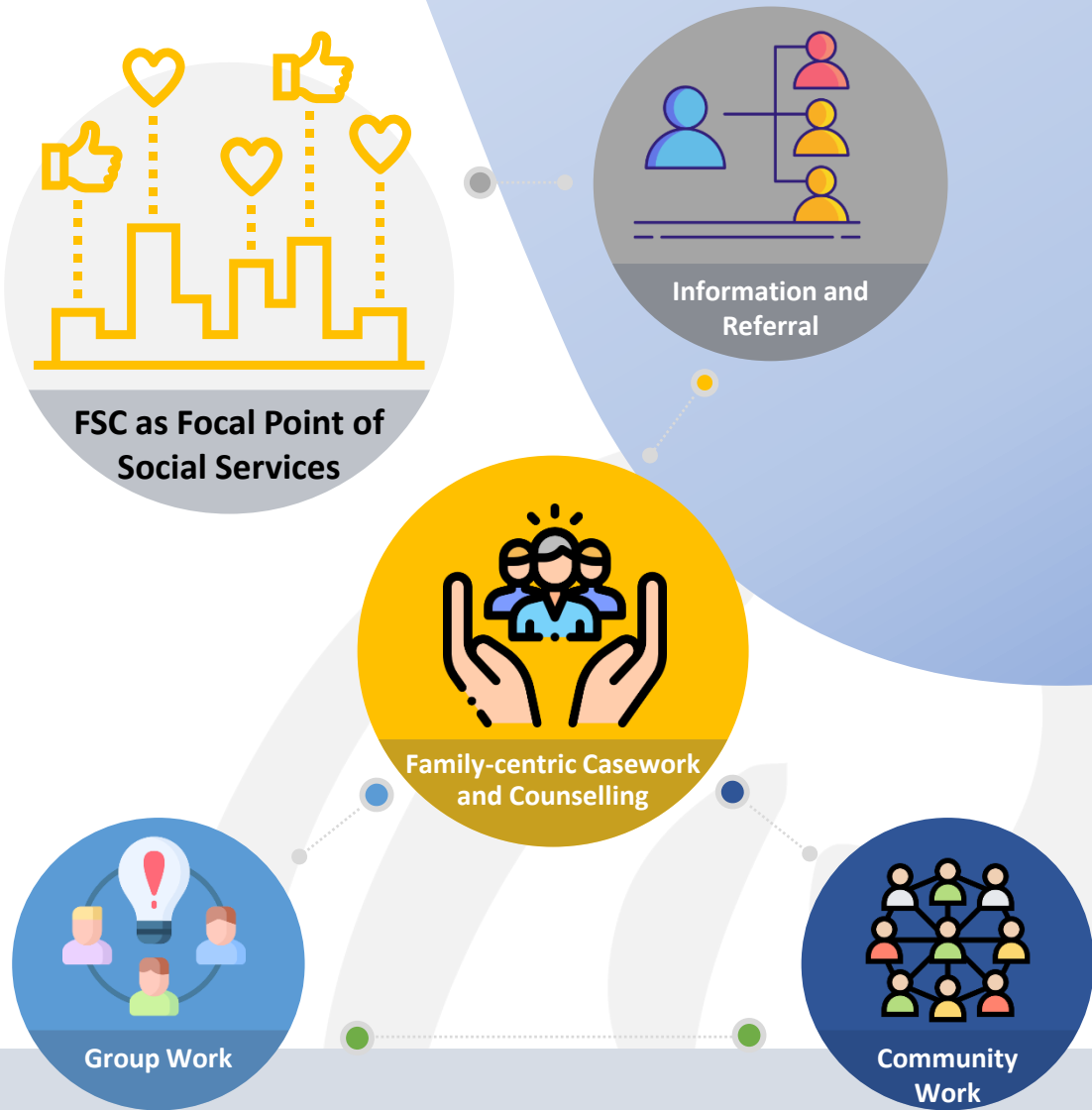
Our key programmes that focus on supporting families include:

- Viriya Family Service Centre
- Whispering Hearts Family Service Centre
- Viriya Corner

# FAMILY SERVICE CENTRES

VCS runs two family service centres (FSCs), Whispering Hearts Family Service Centre (WHFSC) in Jurong West and Viriya Family Service Centre (VFSC) in Potong Pasir.

Our FSCs serve as the focal point of social services in the community; providing information and referral services for families and individuals in need through casework and counselling sessions. VCS adopts a family-centric approach in providing a suite of integrated social work practice of casework, group work and community work.



- Promote social well-being and help families and individuals achieve independence, stability and resilience
- Link families to appropriate services
- Support and strengthen families to achieve enhanced problem solving and coping skill, enhanced relationships and networks, and improved ability to manage on their own
- Collaborate with key stakeholders to rally resources to help families



- Clients are successfully linked to appropriate services
- Clients achieve planned goals at end of case closure
- Clients achieve enhanced self-reliance and resilience capacity
- Clients show capacity to meet needs or manage risks
- Clients indicate satisfaction with services

# VIRIYA FAMILY SERVICE CENTRE

Viriya Family Service Centre (VFSC) serves residents staying in Potong Pasir, Joo Seng, Bidadari, Sennett and Tannery private estates. Since 2013, VFSC has been a focal point of social services in the area.



## Casework

In 2020, VFSC served 462 families and achieved attended to a record high number of active cases (families that had received service from VFSC at least once in the quarter). As compared to December 2019, the number of active cases per quarter increased by 23.3% from 331 active cases to 408 active cases.

Output Indicators	Q1			Q2			Q3			Q4			Total in 2020	Total in 2019	Total in 2018
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Enhanced Information & Referral	21	12	18	16	11	14	13	22	11	17	16	24	195	295	182
	51			41			46			57					
Opened Cases	22	31	10	16	3	6	4	16	10	13	9	19	159	169	104
	63			25			30			41					
Closed Cases	5	6	10	1	2	14	3	2	9	3	5	16	76	99	129
	21			17			14			24					
Cases on Hand [Total]	320	343	350	336	362	368	355	370	381	380	389	408	408	331	257
	N/A			N/A			N/A			N/A					
Active Cases	186	288	353	224	300	365	181	294	380	207	327	408	377 (average)	304 (average)	251 (average)
	58%	84%	236%	67%	145%	242%	51%	79%	224%	54%	137%	231%			
Casework & Counselling Sessions	236	112	116	247	118	111	216	174	130	244	174	131	2,009	1,809	1,633
	464			476			520			549					
Outcome Indicators															
Clients achieved at least 50% of goals at case closure.													77%		
Clients showed reduction in needs and risks at case closure.													95%		
Clients consistently demonstrated three or more behavioural/ attitudinal change as a result of case manager interventions.													74%		

## Group Work

The programme “Grow a Habit 4-Week Challenge” aims to guide parents in cultivating good habits with their children. It was designed for parents with children aged 5 to 12 years old. The team worked closely with the parents who signed up for the programme, to develop a 4-week plan for the children to develop and practise a good habit.



Caring for you; enhancing quality of life



## Community Work

### Elderly Programmes

#### • Joo Seng Joint Outreach with Grassroot Leaders

'Coffee Talk Kampung Friends' at Joo Seng was suspended since 08 February 2020 as Dorscon Level was raised to orange. VFSC staff continued to engage our members via phone calls. On 19 March 2020, VFSC staff partnered grassroot volunteers and visited 60 elderly clients in Joo Seng area to give them care packs containing hand sanitisers, masks, and vitamins. Surveys were also administered during the house visits to understand the needs of the elderly amidst COVID-19.

#### • Virtual Activities with Tan Tock Seng Hospital

The team collaborated with Tan Tock Seng Hospital to conduct virtual sessions for the seniors on health coaching, exercise, health talk, and cooking workshop for 19 seniors.

#### • Caring for Elderly Movement

The team administered a survey that covered different domains related to quality of life with our seniors. Seniors who had concerns or needed further support were linked up our multi-disciplinary team for follow up. Through the survey, the outreach and programme team identified key concerns of the elderly and planned how VFSC could address their concerns and support them. The team also ensured that they maintained regular contact with the seniors to monitor their coping and wellbeing throughout 2020.

To keep the seniors physically and mentally well while staying safe at home, the team has been connecting with the seniors regularly through text messages, sending them key updates and information on activities that they could do. Informal support groups were also formed for our seniors to keep a lookout for one another in the community and alert VFSC staff when support was needed.



### Children Programmes

#### • Read for Books

VFSC partnered The National Library Board to encourage children to read more, read widely and read together. NLB kindly donated 30 books for 5 to 12 years old children placed at Viriya Corner. For every 10 individuals who read for 15 minutes, a new book will be donated to our beneficiaries.

#### • Honeybee Project

VFSC partnered One Santa to deliver the Honeybee Project which provided quality and accessible after-school educational assistance to our students regardless of their social background. Lessons were conducted for the children through an online platform to review learning materials anytime, anywhere and at their preferred pace. Monthly updates on the children's progress are provided to parents.





# WHISPERING HEARTS FAMILY SERVICE CENTRE

Whispering Hearts Family Service Centre (WHFSC) serves more than 30,000 households in Boon Lay, Nanyang and Pioneer Constituencies. Since 2001, WHFSC has been providing holistic family-centric support to the residents comprising mainly of young families. WHFSC has established strong working relationships with its stakeholders to enhance the community capacity in supporting individuals and families in need.



## Casework

In 2020, WHFSC attended to a record high number of active cases (families that had received service from WHFSC at least once in the quarter). The average number of quarterly active cases increased by 23% from 536 in 2019 to 660 in 2020. The number of active cases also increased 13.3% from 626 in Quarter 1 (January to March 2020) to 709 in Quarter 4 (October to December 2020). WHFSC supported a total of 1,029 families in 2020.

Output Indicators	Q1			Q2			Q3			Q4			Total in 2020	Total in 2019	Total in 2018
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Enhanced Information & Referral	56	73	90	55	41	79	99	92	83	80	73	87	908	679	785
	219			175			274			240					
Opened Cases	42	31	41	36	30	32	45	25	43	41	35	28	429	352	427
	114			98			113			104					
Closed Cases	11	17	55	4	11	41	9	22	27	8	25	54	284	406	129
	83			56			58			87					
Cases on Hand [Total]	631	651	674	654	684	716	711	734	776	764	787	827	827	641	692
	N/A			N/A			N/A			N/A					
Active Cases	262	400	626	191	329	640	219	310	663	236	305	709	660 (average)	536 (average)	481 (average)
	42%	61%	93%	29%	76%	91%	31%	42%	85%	31%	69%	86%			
Casework & Counselling Sessions	684	627	690	434	707	696	574	464	593	497	508	509	6,983	4,217	4,444
	2,001			1,837			1,631			1,514					
Outcome Indicators															
Clients achieved at least 50% of goals at case closure.													86%		
Clients showed reduction in needs and risks at case closure.													83%		
Clients consistently demonstrated three or more behavioural/ attitudinal change as a result of case manager interventions.													55%		

## Groupwork

To meet the needs of young families in its service boundary, WHFSC delivered the following groupwork in 2020:

- Parenting Support Group to 12 parents
- Bright Owl Project Children Support Group
- Teens Action Project Youth Support Group

Community Work

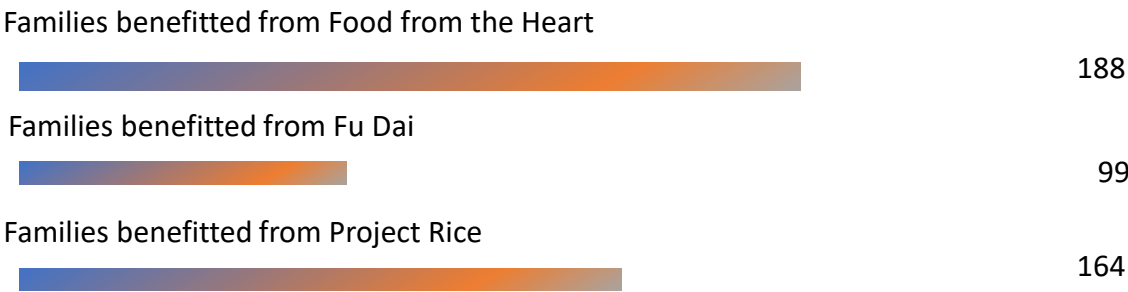


• Project Care and Share (PCS)

PCS aims to nurture localised volunteers to look out for families in needs in the designated community and link them with community resources and services. In 2020, WHFSC trained 12 volunteers to support the clients in Jurong West. WHFSC worked with the Community-Led Action for Resilience (CLARE) team by Singapore Red Cross to provide wrap around care to the families in needs. CLARE provides resources like financial aid, food ration and transport aid to needy families.

• Project SHARE-SHARE

Project SHARE-SHARE is a platform to share the wealth, expertise, and resources from the community to the community. The programme brings together private donors of new and pre-loved items and organisations such as Food from the Heart (FFTH) to provide food, essential items, service or skill training to the beneficiaries.



# VIRIYA CORNER @ VFSC

VCS started Viriya Corner in March 2017. The programme complements VFSC services, aimed at building up community capability for mutual self-help through focusing on community work intervention.

Membership at Viriya Corner is opened to everyone upon registration. Members can visit the centre at their convenience to enjoy the facilities at the centre or join in the various educational, developmental, support and recreational activities.

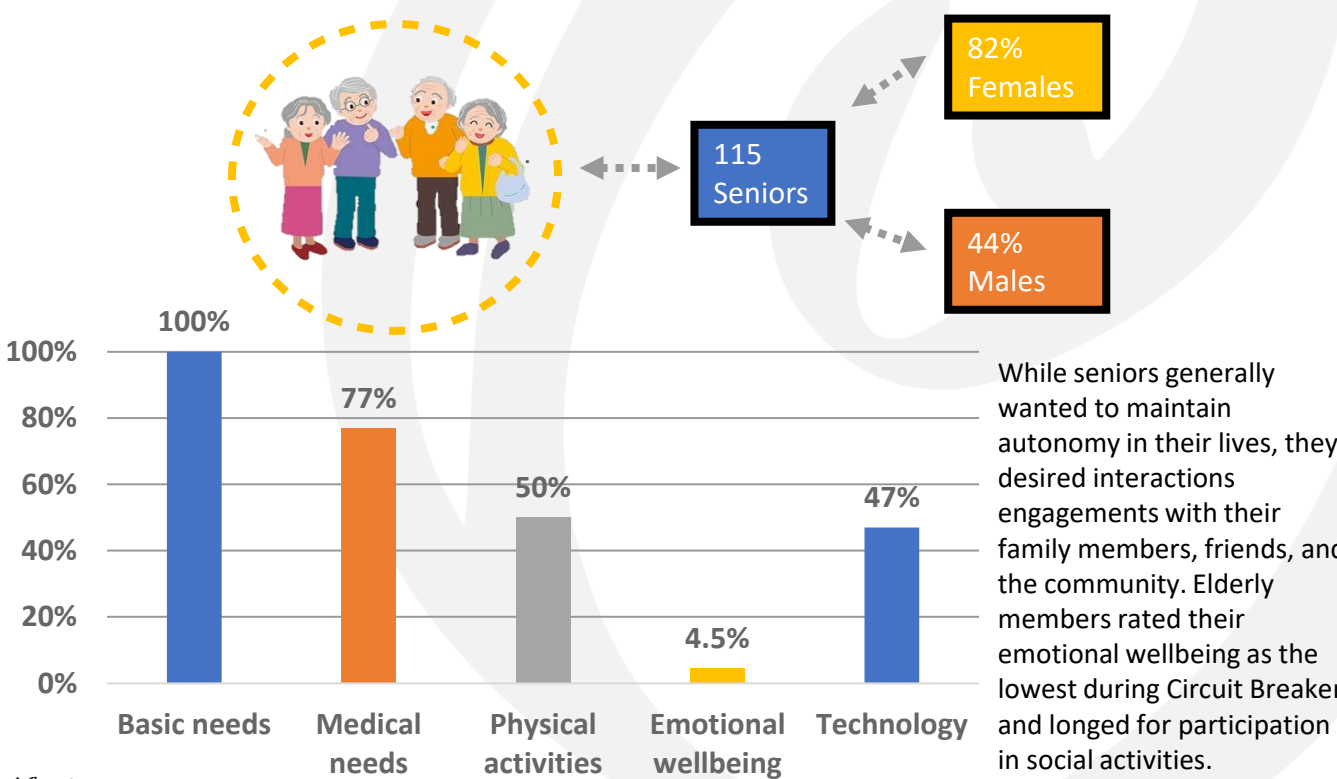
Viriya Corner encourages intergenerational interaction and social mixing. It comprises a toy library and an elderly activity centre that resemble a home environment. The toy library is a community playroom where children and their caregivers from different backgrounds come together on the common platform of play. It is intentionally designed to be like a home environment where our members rest, sit and chat, watch television programmes, play games or just to read newspapers during their leisure time.

VCS would start another Viriya Corner at WHFSC following the success of Viriya Corner @ VFSC.

## Programme Outcomes during Covid-19

Operations at Viriya Corner @ VFSC were suspended from February 2020 till July 2020 due to COVID-19 precautionary and safe distancing measures. During that period, the team contact 115 members through phone calls and conducted surveys to assess their wellbeing and needs, with special attention being paid to senior elderly members.

When the centre re-opened in July 2020, members could only participate in individual activities as group activities among seniors were discouraged. The team continued to engage the elderly members through sending them activities and programmes suitable for individuals. The centre was subsequently closed for renovations in November 2020.





## SPECIALIST SERVICES

VCS specialist services support individuals seeking assistance to overcome their life challenges. At VCS, our specialists work together as a multi-disciplinary team to provide holistic support to our clients. Through our programmes, we hope to enhance availability and accessibility of specialist services to the community.

**Our specialist services include:**

- Viriya Grief Support Programme
- Viriya Psychological Services
- Viriya Therapy Centre



# VIRIYA THERAPY CENTRE

Viriya Therapy Centre (VTC) was launched in March 2019. Since then, the demand for its services has been increasing. The team of certified and experienced professionals have been supporting families and individuals through various therapeutic services and conducting psychoeducational and support programmes for various target groups.

The centre specialises in family relationship and management of emotional and behavioural challenges such as addictions.



## Individual and Family Therapy

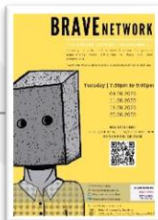
In 2020, VTC served 150 clients seeking specialist services through 452 sessions of counselling and psychotherapy. The specialist team also supported 94 clients from VFSC and WHFSC who required specialist support in addition to the casework support provided by our teams from the FSCs.

In 2020, the top issues presented by our clients were:

- Anxiety
- Emotional issues
- Family relationship difficulties

## Support Groups and Forums

Event	No. of Sessions	Cumulative Attendance	Outcomes
<b>Brave Network</b> A safe and supportive platform for persons with mood difficulties to talk about their concerns and find ways to cope better.	12	61	Participants enjoyed the time together, topics of discussion, use of expressive arts activities using the online medium, as well as the approach from the facilitators.
<b>Employment Loss Support Group</b> The group supported participants affected by employment loss. Participants shared their mental health struggles and learned coping strategies.	8	35	Participants learned new coping strategies and were able to apply new skills from the sessions.
<b>Demystifying Love</b> The forum shared explored dynamics of couple relationships shared practices to build and maintain and a strong healthy romantic relationship.	4	179	Participants indicated increased knowledge about enhancing relationships and expressed motivation to try the strategies taught during the forum.
<b>Let's Talk About School Stress</b> The forum focused on impact of COVID-19 on the mental health of children and youths, and how we could better support them in coping with academic-related stress and their emotional needs.	3	149	Participants indicated increased knowledge and awareness about supporting children mental health.



# VIRIYA GRIEF SUPPORT PROGRAMME (VGSP)

VGSP provides community-based grief support to families and individuals to help them cope with their grief during time of loss and continue to live life meaningfully and well.

Our services attend to the varying level of care required as below:

## Therapy and Indicated Care

For persons experiencing or at high risk of difficulties in their grief process

- Grief and bereavement therapy
- Family or psychological therapy

## Selective Care

For persons at risk of developing challenges due to grief

- Specialist grief programmes
- Group work

## Universal Care

For the general population to understand grief and bereavement issues

- Psychoeducation talks
- Public awareness initiatives

## Community Capability Building

To enhance competency and capability of professionals and the community in supporting persons facing grief and bereavement issues

- Training and workshops
- Supervision



In 2020,

The team attended to

**27 enquiries** and provided specialist grief therapy to **52 clients**.

We facilitated

**4 support groups** on different types of losses and conducted.

We delivered

**11 online forums** on grief and bereavement topics to **647 participants**.

We worked with international experts to organise the

**Trauma and Loss Symposium** to share latest development and provide skills training for **383 professionals**.

## Group Work

Event	No. of Sessions	Cumulative Attendance	Outcomes
<b>VCS-NCCS Community Partnership Programme - Support Group for persons with chronic medical conditions</b> The interactive support group encouraged participants to share their challenges and explore ways to relieve anxiety and unpleasant symptoms.	6	48	Participants expressed motivation to care for themselves and their loved ones better and were able to understand their needs.
<b>Voices of Grief Support Group</b> The support group provided participants with a safe space to process and express their emotions and explore steps to cope with their grief.	11	26	Participants felt comfortable sharing their grief and losses. Most felt less overwhelmed with their challenges and were able to apply strategies learnt on their daily lives
<b>Relationship Loss Support Group</b> The support group discussed about the various losses experienced when a romantic relationship, the impact on our personal wellbeing and how one could cope better with the losses.	4	20	Participants felt engaged and accepted in the support group. They were also motivated to work on their goals to continue helping themselves with the challenges faced.



Public Education Programmes

Event	No. of Sessions	Cumulative Attendance	Outcomes
<b>Let's Talk About Bereavement</b> This discussion forum addressed challenges faced by individuals faced with their own mortality or death of their loved ones and how they could be supported in coping with their grief before and after the death.	3	216	Participants felt engaged and accepted in the support group. They reported better understanding of bereavement, its impact and ways to cope with their grief.
<b>Grieving the Living – Dementia Care Talk for Caregivers</b> The session explored the transition and learn how to cope with the needs of caring for someone with dementia while caring for their own well-being.	1	46	Participants obtained better knowledge in managing mental health challenges from the session
<b>Let's Talk About Grief</b> The online discussion educated the public on the various types of losses experienced during COVID-19 and how we could cope with our grief.	4	176	Participants obtained better knowledge in managing mental health challenges and were also able to help others cope with grief
<b>Let's Talk About the New Normal</b> The online discusses different types of losses that could impact on the wellbeing of individuals especially on issues being affected by COVID-19.	3	60	Participants obtained good knowledge in managing mental health challenges and were able to set goals to cope with the challenges

Mental Wellness Campaign #pieceofmine



The campaign aimed to raise awareness of mental wellness in the existing community through social media by using the hashtag #pieceofmine. The campaign encouraged the 'invisible' people suffering from mental health concerns to open about their challenges and seek appropriate help. The Grief Support Team leveraged on the campaign to raise awareness of how grief and mental wellness are closely related. Clients who went through various losses shared their grief via social media.

The team has created stickers for text messenger platform for the public to download and share. The one-hour music fest was featured on VCS YouTube channel, held on World Mental Health day with performers who were advocates of mental health.



# VIRIYA PSYCHOLOGICAL SERVICES

VCS started Viriya Psychological Services (VPS) in March 2019. VPS is part of the suite of VCS specialist services to offer greater support to those in need in the community.

VPS offers clinical and other psychological services including psychological assessments and therapeutic interventions to support families and individuals and help them achieve better psychological and mental wellness as below:

## Promotion

- Psychoeducation
- Outreach
- Preventive & wellness programmes

## Assessment

- Screening & assessment
- Monitoring
- Early intervention & supportive care

## Capability

- Professional training
- Referral
- Collaborative initiatives

## Treatment

- Casework & counselling
- Psychological therapy
- Family therapy
- MDT support

## Clinical Work

Our team comprises qualified and experienced Psychologists and Associate Psychologists. The team offers specialist psychological services and also works with in multi-disciplinary teams with professionals from our other services to provide holistic support to our clients.

In 2020, VPS provided specialist psychological services to 69 clients.

VPS also offers consultation and supervision to other professionals on matters related to Psychological Assessment and Intervention. In 2020, VPS supported in the following:

- Case conferences with the family service centres for complex cases with mental health concerns
- Sharing during Trauma Network for Children Learning Network Session organised by KK Women's and Children's Hospital (KKH)
- Collaboration with KKH on the Community Crisis Response Plan
- Support in training and supervision of volunteer Duty Care Officers for the National Care Hotline





Group Work

The team designed and delivered three different support groups. Due to the overwhelming responses, the team worked with our colleagues from VTC for 3 runs of Brave Network. The team delivered two sessions of Psyched Up for persons with low self-esteem and subsequently designed Psyching Up to provide continuing support for the participants.



Event	No. of Sessions	Cumulative Attendance	Outcomes
<b>Brave Network</b> A safe and supportive platform for persons with mood difficulties to talk about their concerns and find ways to cope better.	12	61	Participants enjoyed the time together, topics of discussion, use of expressive arts activities using the online medium, as well as the approach from the facilitators.
<b>Psyched Up</b> 2 runs of this therapeutic support group was delivered to help persons struggling with low self-confidence using Cognitive-Behavioural Therapy (CBT).	16	78	Participants expressed satisfaction with the groups and effectiveness of the (CBT) techniques used. Participants achieved clinically significant improvements in their mood, anxiety, and self-esteem after attending the support group.
<b>Psyching Up Together</b> A support groups for participants who have completed Psyched Up to continue to provide mutual support while continuing to improve their self-esteem.	3	216	Participants expressed satisfaction with the group and reported that the continuing support helped them to continue to improve their self-esteem.

Online Forums

Event	No. of Sessions	Cumulative Attendance	Outcomes
<b>Let's Talk About Anxiety I, II and III</b> The forums promote understanding of stress and anxiety, their causes and how they could be managed for better mental and overall wellbeing. The forums also discussed stress and anxiety arising from the impact of the COVID-19 pandemic.	13	647	Participants reported that they learned about stress and anxiety and were able to apply the strategies taught during the forums.
<b>Let's Talk About Mental Health</b> The sessions provided information on common mental health concerns such as Depression and what one could do to maintain mental wellness.	4	225	Participants expressed satisfaction with the sessions and indicated that they learned new knowledge.



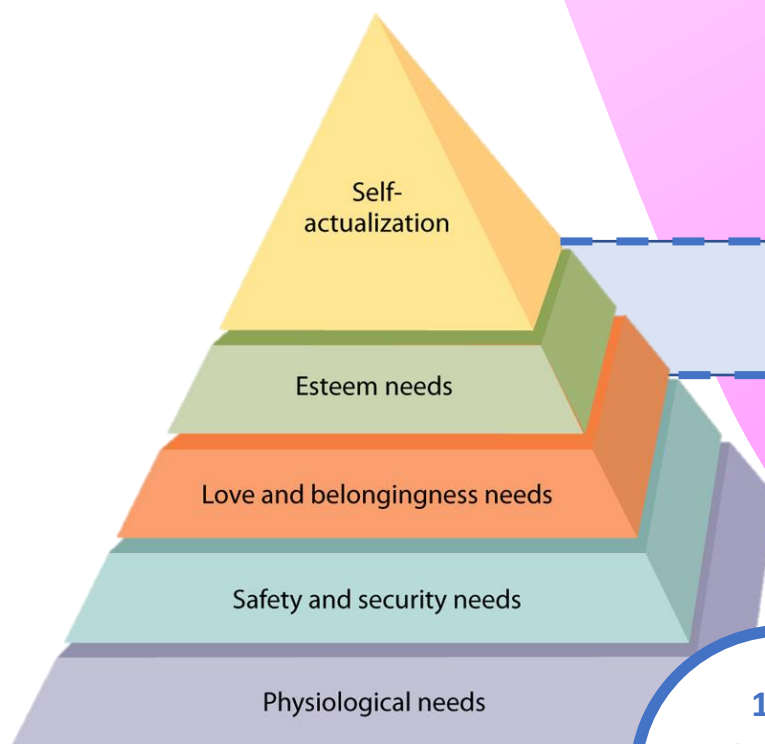


## Viriya Medical Social Services

Since 2004, VCS has been supporting individuals with chronic medical conditions through community-based support to enable them to live their life to the fullest in their home and community. The medical social services provide financial support to alleviate part of the increased cost of living and more importantly focuses on enhancing the social emotional wellbeing of the individuals to continue living a fulfilled life as independently as possible while being connected to family and friends.

# VIRIYA CHILDREN MEDICAL PROGRAMME

Viriya Children Medical Programme (VCMP) was established in 2010 to help families with children requiring long term medical attention. The programme works with the family to enhance the parents and caregivers' capability to care for and support the development of the children. Through financial assistance, caregiver support and various supportive services, VCMP seeks to support the developmental of our children to the greatest possibility with focus on meeting their needs .



Maslow Hierarchy of Needs

VCMP provides opportunities to meet the **esteem, love and belongingness needs** of the children through:

- Financial assistance to reduce financial stress faced by caregivers
- Caregivers' support programmes to enhance parenting and caregiving capability towards the children.
- Positive and meaningful interaction to promote family bonding and build supportive relationships.

**111**  
**Children**

and their families  
were part of VCMP in  
2020.

**\$122,200**

were provided for the  
families to reduce  
their financial strain.

In 2020,

- 1 session of children programme (Mangroves? What are they?) was conducted by SMU volunteers on 30 May 2020
- 9 sessions of caregiver support group were conducted to replace the monthly gatherings with average attendance of 7 caregivers
  - 23 April 2020 –Strengthening Bonds
  - 28 May 2020 - Positive Parenting Strategies
  - 25 June 2020 –Caregiving Journey
  - 23 July 2020 –Relationships in the Life Cycle
  - 27 August 2020 –Strengthening the Relationship with Your Spouse
  - 24 September 2020 –Relationship to Self (Self-Care)
  - 22 October 2020 – How to communication with children with autism
  - 26 November 2020 –Strategies to help children with autism in their routines
  - 17 December 2020 –Year-end Special: Basic Canva Tutorial Workshop

## Outcome

100 % of participants indicated that the sessions helped them and provided support. They also appreciated the airtime given for them to discuss their challenges and how they could overcome the issues.




# VIRIYA ELDERLY MEDICAL PROGRAMME


Viriya Elderly Medical Programme (VEMP) was launched in July 2013.

The programme aims to enable the seniors to continue to live meaningful lives while being engaged with the community despite their medical conditions. Our social workers work with eldercare agencies and hospitals to provide community care for the seniors. Through a case management approach, VEMP links our beneficiaries to other required services and support for them to live a fulfilled life as long as possible in the community.

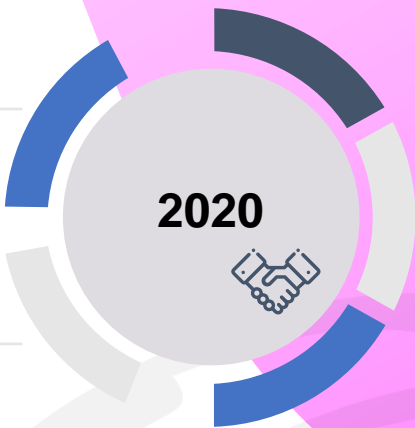
## Disbursement



**85 Seniors**  
were supported by  
VEMP



**\$87,650**  
Provided to support  
part of the daily living  
expenses of our  
members



**VEMP**

- Financial Assistance
- Social Engagement
- Community Support

- **VEMP assist elderly who are:**
  - Singapore Citizens or Permanent Residents
  - 65 years old or above
  - Suffering from chronic medical condition(s) and require medical follow-up for at least 6 months
  - With gross per capita income of not more than \$650.00
  - With poor family or social support

Due to COVID-19, activities for members of VEMP could not be carried out in 2020. The team conducted regular home visits to check on the coping and wellbeing of our seniors instead.

## Our other medical social service programmes:

### Viriya MediAssist Fund

**129 Beneficiaries**  
\$145,000  
Viriya MediAssist Fund is a collaboration between VCS and Potong Pasir citizens' Consultative Committee (CCC). The fund is administered by VFSC and helps residents within Potong Pasir Constituency with medical and other related costs.

### LHCST-NKF Dialysis Centre

**100 Beneficiaries**  
\$40,000  
VCS supports patients of LHCST-NKF Dialysis Centre. The centre provides dialysis treatment and promotes community-based rehabilitation.

### Viriya-KK Children's Hospital HomeCare Programme

Viriya-KK Children's Hospital HomeCare Programme was started in 2004. KK Children's Hospital administers the funds provided by VCS. The programme provides financial support for medical equipment to allow the children to receive required medical support at home, instead of having to be hospitalised. And by doing so, reduce the caregivers' stress through making homecare possible.





## FINANCIAL ASSISTANCE SCHEMES



# FINANCIAL ASSISTANCE SCHEMES

## VIRIYA CHILDREN EDUCATION FUND

VCS believes that education is crucial in the development of children and youths and it builds the foundation for the future of their lives. The Viriya Children Education Fund (VCEF) recognises the differing strengths and abilities of every child and aims to support and motivate each of them to realise their academic potential during their school-going years. There are three different VCEF support programmes:

In 2020, VCS supported our children and youths in their education as follow:

- **311 back to school packs totaling \$18,660**
- **13 Viriya Education Awards**
- **2 Viriya Scholarships**

The funds would be disbursed in 2021.

### Back to School Pack

Vouchers for our children and youths from financially strained backgrounds to purchase necessary educational materials.

### Viriya Education Award

To recognise effort and improvements achieved by primary and secondary students from families facing financial challenges

### Viriya Scholarship

To recognise excellent academic achievements of our children and youths.

## VIRIYA SOCIAL WORK FIELDWORK EDUCATION SUPPORT FUND

- VCS launched the fund to support social work students during their fieldwork.
- In 2020, \$32,000 were awarded to 20 students from SUSS in the first round of application.

## VIRIYA GAP FUND

- From March 2020 to June 2020, all donations made to VCS was allocated to the GAP fund as part of the Solidarity Donation Drive to support our clients through the COVID-19 pandemic
- In 2020, \$4,025 was disbursed to individuals to meet basic needs or fulfil their educational potential.



**IN THESE EXTRAORDINARY TIMES**

**SHOW YOUR SOLIDARITY WITH REAL HELP**

Donate your Solidarity Payment or any amount you can to help those whose lives have been GREATLY disrupted by COVID-19 and will truly need a lot more extra help even to meet basic needs. **ALL** donations made from now until 30 June 2020 will go directly to the clients whom we serve.

**MAKE A DONATION VIA PAYNOW TO UEN TO1SS0059B OR SCAN THE QR CODE**

**YOU MAY ALSO DONATE TO US AT**  
[WWW.GIVING.SG/VIRIYA-COMMUNITY-SERVICES](http://WWW.GIVING.SG/VIRIYA-COMMUNITY-SERVICES)

Donations of \$550 or more qualify for 250% tax deduction.  
Please indicate your NRIC during the transaction for auto-inclusion in your tax assessment.

"I have no more milk powder left.  
I thought my husband could bring some money back today.  
He only brought home less than \$520.  
Can you help me?"  
Mother of 3 young children  
with chronic medical conditions

6200 8033  
contact@viriyasg  
www.viriyasg  
142 Potong Pasir Avenue 3  
#01-224 Singapore 14142  
Viriya Community Services is a registered charity and Institution of a Public Character.



## CLINICAL AND PROFESSIONAL DEVELOPMENT

# CLINICAL AND PROFESSIONAL DEVELOPMENT

VCS aims to be the best professional social service agency. There is strong emphasis on building professional competency to achieve high standards of professional and practice standards.

Key initiatives carried out in 2020 to support clinical and professional development are as below:

## Ensuring Good Practice

### Practice

#### Supervision and Supervision of Supervision

- All professional staff complied met the recommended supervision requirements.
- Professional staff receive case management supervision, clinical supervision and group supervision.
- 7 groups are supervised by internal supervisors and 4 groups are supervised by external supervisors.

#### Panel Review

- Total of 10 sessions of monthly panel review to discuss complex and high risk cases were conducted.

#### SSIT-R

- A pilot implementation of the Safe Systems Improvement Tool-R was started in August 2020. The tool seeks to enhance management of complex cases through increasing resilience in the system. VCS is working with the author to adapt the tool to the local context to support safe practice.

## Developing Professional Practitioners

### Practitioners

#### Training and Continuing Education

- All supervisors are to obtain a Professional Certificate in Clinical Supervision. As at 31 December 2020, all supervisors are on track to meeting the requirement.
- Senior supervisors are recommended to take the Professional Degree in Clinical Supervision.
- All professional staff would be sent for regular professional development sessions from December 2020.

#### Professional Leadership

- Staff are able to allocate up to 20% of their workhours on activities contributing to their development or to sectorial work.
- VCS provided 16 interns with placement and supervision as part of their professional training.

## Establishing the BEST Agency

### Agency

#### Accreditation and Registration

- 100% of professional staff meet the requirements for accreditation.
- As at 31 December 2020, 80% of professional staff have been registered with their respective professional associations.

#### Multi-disciplinary Team (MDT)

- VCS has set up multi-disciplinary teams across all programmes and services with an MDT Service framework.
- The approach has been found to be more effective and efficient in managing the needs of the clients we serve.

#### Organisation Structure

- The Clinical and Professional Development Team oversees clinical and practice standards in VCS.
- Each FSC has a Clinical Lead to oversee clinical and practice standards within the programme.

#### Research

- 4 research studies were initiated to explore the needs of our clients and the communities. The results would be used in programme design and development.

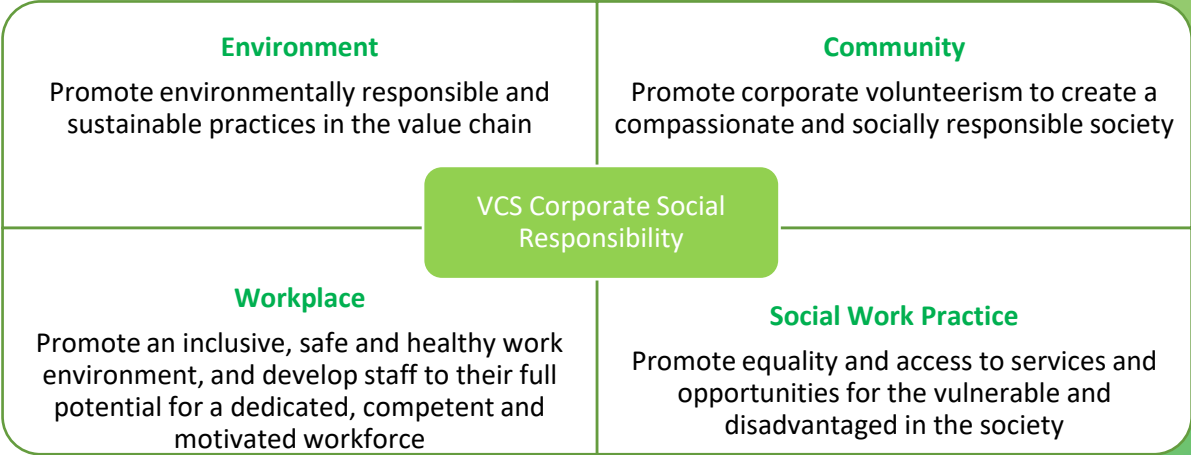


## VCS Corporate Social Responsibility



# VCS Corporate Social Responsibility Initiatives

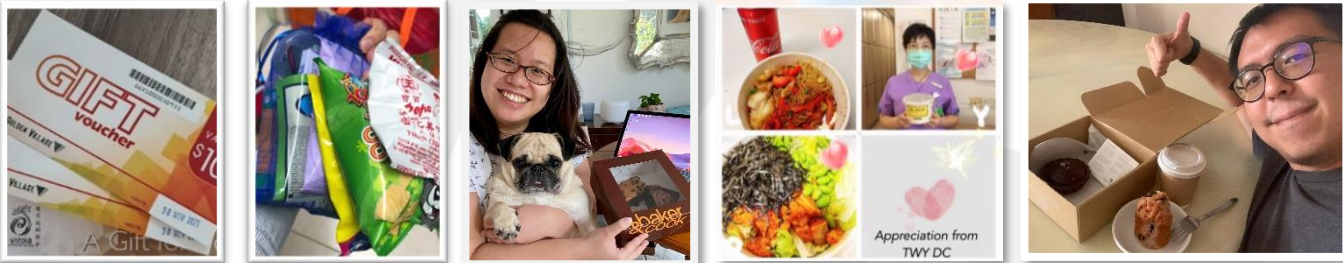
At VCS, we incorporate corporate social responsibility (CSR) into our daily lives. We take ownership to assess and take responsibility for environmental and social wellbeing beyond what we do in the course of our work as professionals. Our CSR efforts align with the United Nations Sustainable Development Goals (SDGs) as below:



Despite the disruptions caused by the pandemic, the CSR team demonstrated readiness to meet greater challenges to deliver an inclusive, safe and healthy work environment for all of us.

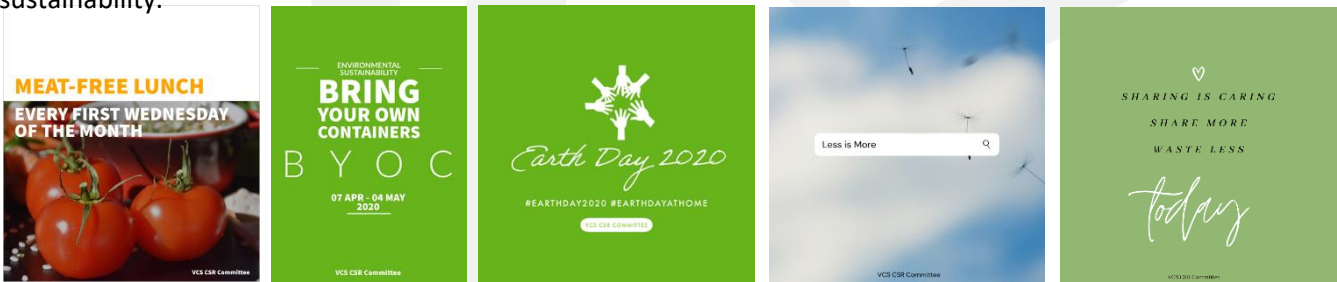
## Heart Warmers

Personalised gifts that kept the teams going during the Covid-19 pandemic. The team also prepared appreciation gifts for our NKF colleagues at LHCST-NKF Dialysis Centre.



## Way of Life Campaigns

5 campaigns were started to encourage our colleagues to take small steps actively towards environmental sustainability.



## Right Effort Publications

2 issues of the Right Effort Publications were developed in 2020. The first reminded our colleagues to maintain good hygiene to protect themselves against the coronavirus and the second shared on compassion to encourage our colleagues along in the fight against COVID-19.

## Appreciation



VCS is grateful to our dedicated staff for the dedication and unwavering commitment to excellence through the unprecedented year.

We appreciate the support and guidance from Mr. Sitoh Yih Pin, Patron of Viriya Family Service Centre, and Mr. Cedric Foo, Patron of Whispering Hearts Family Service Centre.

We would also like to express our gratitude to our Founder, Venerable Sek Meow Ee and Leong Hwa Monastery for their continuous support towards our projects, programmes and services.

We remain grateful to our donors, stakeholders and volunteers without which we would not be able to bring smiles to our clients. All Good Things come from GRATITUDE.; the Root of our Joy.

Our journey continues as we pursue greater heights in the spirit of our vision; Caring for you, enhancing quality of life.

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