

Footprints

journeying with you



Join us as we celebrate
our 25th Anniversary!



Grace Koh,
Promising Social Worker,
shares her experiences...



Chan Earng Han Runs
for Good!



New beginnings of services and
programmes at Taman Jurong and
HEART @ Fei Yue...

The Journey begins



This year, Fei Yue celebrates its 25th Anniversary! We give thanks to God for seeing us through 25 great years of service to the community, and look forward to many more years of effecting life transformation through quality social services. It has been quite a journey – beginning with four staff at our first Family Service Centre in Bukit Batok in 1991, and expanding to an organization with over 300 staff at various offices, providing a diverse range of services in different localities!

In this first issue of 2016, we celebrate Fei Yue's journey of growth by looking at our history, the starting of new programmes and services, as well as at the achievements of our staff. We also look forward to a year of celebrating all the blessings we have received these 25 years.

Do join us as we look back on and celebrate our continued journey to effect life transformation in the beneficiaries we serve!

Leng Chin Fai
Executive Director

Greetings from Fei Yue Community Services (FYCS) and Fei Yue Family Service Centre (FYFSC). Footprints will be published every quarter to bring to you highlights of what is up and coming, what event you had missed and how you can partner with us in various ways.



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Whats Inside

Community Outreach Activities

The Journey of Effecting Life Transformation

- Fei Yue's 25th Anniversary
- Grace Koh: Promising Social Worker
- Chan Earng Han: Running for Good
- History Quiz

Looking Back

- Fei Yue Family Services at SSO @ Taman Jurong
- Happy Family Programme
- It Takes a Village

Coming Up

Getting There

From *few centres and staff...*

Then



...to many centres with many staff
providing various programmes and services

Now



Business Excellence Certification



Senior Group Homes at Hougang
and Teck Whye



Transnational Family Support Services



Too many staff to fit in a photo!

“Let your dreams take flight”

22 children from the rental block attended a 2-day workshop conducted by Fei Yue and NIE Building Blocks. NIE teachers taught the children how to build their own rubber band planes from scratch, and the children designed planes inspired by their dreams. The experience of making the planes and seeing them fly far and high gave the children a sense of empowerment.

On the second day, the same workshop was held at Bukit Batok National Library, but this time round, the children ran the show and became the teachers to 38 children from the public who registered for the workshop! The planes designed by the children on the first day were also displayed at the exhibition space in the library. Furthermore, at the end of the workshop, each child was presented with a customized photo frame with a note of encouragement from their buddy teacher from NIE.

During the workshop debrief, the children mentioned how they felt good about themselves as they never thought that they could be in a position to teach someone else. One of the children mentioned, “I always felt lousy thinking I cannot achieve anything, not to mention about helping others achieve their dreams. But when I actually saw how the kid that I taught made the plane successfully and the plane flew high, I was very happy.”



Warren Charity Event **@ Lam Soon Community Centre**



The Warren Charity Event is a collaboration between Warren Condominium Neighbourhood Committee and Fei Yue Family Service Centre (Choa Chu Kang), as part of the Project Sunshine initiative. The charity event was held on 21 November 2015 at Lam Soon Community Centre, with the aim of blessing the low-income families in the Keat Hong Constituency. 25 adults attended two workshops conducted by the Health Promotion Board, which included “Positive Role Modeling” and a hands-on “Nutrition Talk”, while the children enjoyed a fun time at the balloon sculpting party.

Project *Gift of Love*



A whopping total of 284 families received a gift of love as part of New Creation Church's initiative on 12th December 2015. Gift of Love reached out to low-income families from Blocks 569A, 569B and 852. This project was made possible by the collaboration between Fei Yue Family Service Centre at Champions Way and New Creation Church for Blocks 569A & B, where 150

beneficiaries received a \$40 hamper and \$30 worth of Sheng Siong cash vouchers. At Block 852, Woodlands Constituency Grassroot Leaders lent their support by opening their venue as a distribution point and serving a buffet spread to the 134 beneficiaries. It was a great time for the families this Christmas!

Moneysmarts Programme

The Moneysmarts Programme is an initiative targeted at introducing key financial concepts to children from a young age. Key concepts included Earn, Spend, Save, Invest, Grow, and more. Children aged seven to twelve years learnt these concepts during the course of a 7-week programme from October to December 2015. They were also given ice-cream sticks which they could exchange for items such as the toy kendama, notepads, board games and 3D puzzles if they contributed during the lessons. That kept the excitement level in the room high each week as the children could see the rewards they received after "earning" and "saving" the ice-cream sticks over the span of the programme.



Grace Koh: *Promising Social Worker*



Photo Credit: SASW

How do you feel about being awarded the Promising Social Worker Award?

I feel grateful for my agency, supervisors, trainers and seniors who have guided and showed me the way to be a professional and grounded social worker.

Why did you decide to become a social worker?

After junior college, I knew I wanted a job that allowed me to interact with people and channel my passion for social justice in a productive way. I applied for medicine hoping to help others in physical pain, but then I met my mentor who happened to be a social worker, and through her I discovered that social work was a viable profession in Singapore. I connected with other social workers and undergraduates to research about social work, and since embarking on this journey that started with my undergraduate course at NUS, I now know social work is a core part of my calling in life.

What do you like most about your job?

It is a truly rewarding vocation and career that allows one to connect at a deep level with people and accompany them on their journey to achieve their goals for themselves and their families.

It is never boring, as there are always new situations to tackle and new skills to hone and refine.

The people who choose this career are generally passionate to help others and hence you can expect personal development and supervision in the sector. You can pursue your masters and PhD in social work or therapy work.

You also get to meet people from all sectors of Singapore's society. You can change practice areas and move into areas like child welfare, youth outreach, preventive programmes, medical social work, therapy and counselling, and the possibilities are tremendous.

What are some challenges you face at your job and how do you overcome them?

The emotional intensity of the cases can be overwhelming at times, especially when we enter when families are highly stressed or are going through a crisis. There can be a spillover effect on the worker himself/herself, as you have to manage expectations, anger or frustrations. We do understand that the families are going through difficult times, and we have to be grounded ourselves in order to be a space of stability and resource for the family to tap on.

Due to the nature of our cases, we work many nights and weekends to attend to the needs of the children and families, and this can take a physical toll on us as the caseworkers. Hence it is critical to maintain healthy boundaries and be clear about our roles and objectives so that we do not "overdo" things and end up burning out.

What gives you the motivation to continue to serve the people you come in contact with?

Firstly, good supervision has been a critical part of overcoming the challenging aspects of interacting with clients and systems. Through supervision, I have been able to be more reflective in my

practice and to understand the impact of certain events or interactions on myself. I also grow in my skills as a social worker through supervision.

Secondly, a good support network from family, friends and colleagues. We have a bi-monthly psychological debrief group at work that meets to process the impact of work on us as persons. In social work, the worker herself/himself is the agent of change and if the person is wounded or impacted too negatively, he or she will not be effective as a change agent. I appreciate that my agency has acknowledged this impact of work on the workers and allowed for structures to mitigate or address the impact.

Lastly, the growth in my clients is a key motivator in my work. To see them shift and grow from where they started off makes me feel excited and encouraged to keep pressing on and not to give up. Change takes time, and I have learnt not to rush change, but to provide a safe space for children and parents to increase in their resilience and skills.

What is one memorable incident you have experienced in your profession?

A family with five young children who had to be removed for a short period of time due to high family stressors which made caregiving too challenging and resulted in child neglect. After 1.5 years of co-working with a colleague to provide intensive casework and counselling, and collaborating with other partners like the Family Service Centre and SSO, we stabilised the family and now the parent is even helping to support the Family Service Centre to organise parties for the residents. The children are happier and more settled and are going to school regularly. I am so proud of the parent!

Chan Earng Han: **Running for Good**



On 6 December 2015 Chan Earng Han, a counsellor at Fei Yue Community Services, finally put on his running shoes for the Standard Chartered marathon. In the weeks before, he had pushed himself to train and get fit in order to complete the run. But this was not just any other marathon – he was able to run for the cause of helping to keep youths on the right track.

Earng Han used to run when he was younger, but did not consider running a marathon again at his age until he realised that this was an avenue where he could raise funds to benefit at-risk youths.

Being a youth counsellor, Earng Han had seen and heard first-hand the negative influences and experiences youths go through that cause them to commit offences or make harmful decisions in their lives. Even though some youths put on a front and build a wall to protect themselves, within each youth there lies untapped potential and strengths that can help them overcome difficulties and move forward in life.

Seeing how counselling and youth programmes could help at-risk youths move forward in their lives, Earng Han

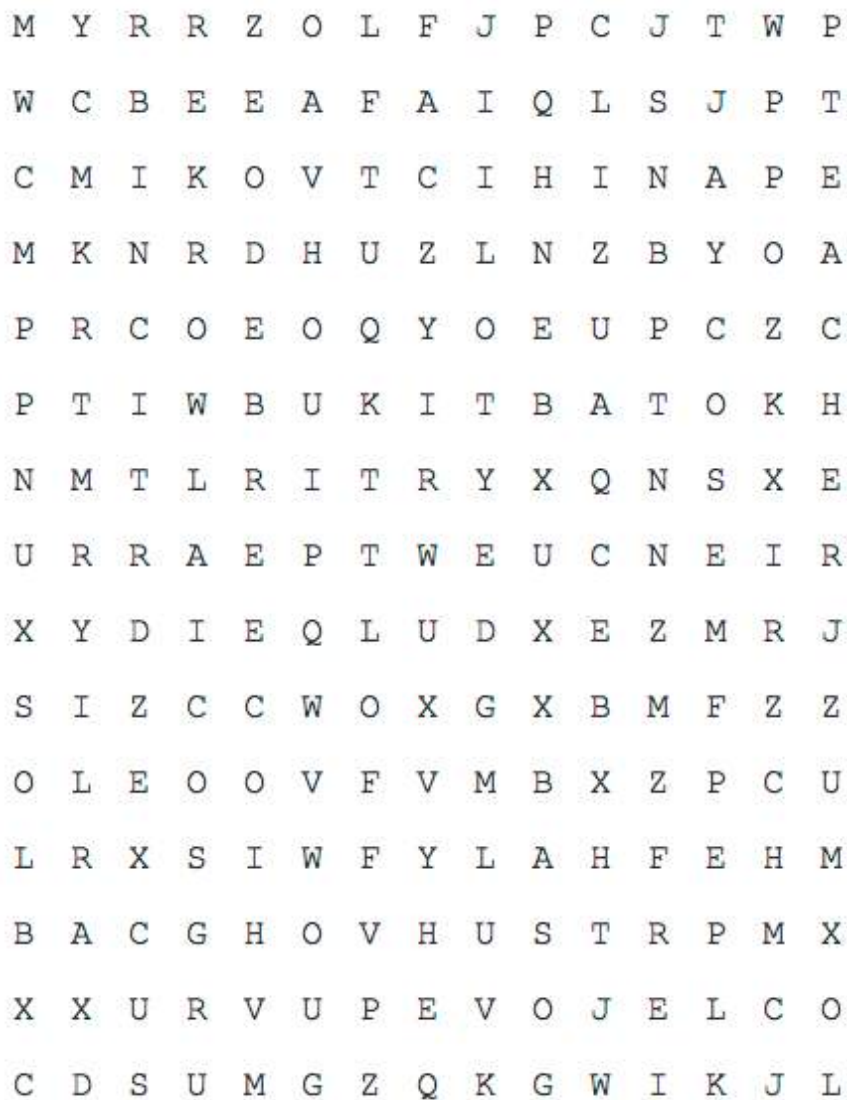
decided to be a part of giving youths a second chance at life even though they had made mistakes along the way, through raising funds to guide and develop the youths served by Fei Yue Community Services.

It was not an easy run, and there were times where he felt exhausted, but with the faithful support of a fellow staff, Earng Han accomplished running the full 10 kilometres, and raised a total of \$1,520.00 for the youths! Thank you to all who supported Earng Han and his cause!



History Quiz

Find out more about Fei Yue's history by finding the right answers to this quiz in the word search puzzle!



Where was Fei Yue's first Family Service Centre located?

Where were Mr Leng Chin Fai and Mr Arthur Ling often featured on in the past?

What were the roles of the first four full-time staff at Fei Yue?

Be the first participant to complete this word search correctly, send in your answers, along with your name, mailing address and contact number to apilding@fyys.org, and receive a special prize!



Here is last quarter's happy quiz winner!



Fei Yue Family Services at SSO @ Taman Jurong

15 December 2015 marked the official opening of the Social Service Office (SSO) @ Taman Jurong, and this also marked the piloting of a new integrated service model, where the SSO works in collaboration with Fei Yue Family Services and Singapore Workforce Development Agency in providing assistance to the community.

The official opening began with the opening address delivered by our Guests of Honour, Deputy Prime Minister Mr Tharman Shanmugaratnam and Minister for Social and Family Development

Mr Tan Chuan-Jin. They highlighted the benefits of having an integrated service model, especially catering to the interests of the clients served, as they will no longer have to seek help from multiple agencies in order to receive the holistic assistance they require. The Guests of Honour then proceeded to complete the flower bouquet symbolising how each partner agency formed the social service landscape in Taman Jurong, and in Jurong West as a whole.

Next, an interactive tour of the premises of the SSO @ Taman Jurong was conducted.

Guests were introduced to various functions of the SSO, as well as the facilities and services provided to clients by Fei Yue Family Services. The Fei Yue team even put up an entertaining skit to illustrate a client's journey in seeking help through the agency, which drew interest and some laughter from the audience.

As we embark on being a part of the pilot integrated service model, the Fei Yue Family Services team looks forward to reaching out and effectively serving even more beneficiaries through this collaboration with SSO @ Taman Jurong!



Happy Family Programme

Our Family Central - Happy Family Programme (HFP) had an extremely successful second run during the last weekend of November through to the first weekend in December.

This collaboration between Singapore Exchange (SGX) and Fei Yue Community Services was made possible through SGX's funding. The HFP aims to reach out to low-income families and equip them with knowledge and life skills through a series of Home-Based Family Life Education sessions in the comfort of their homes.

We had a strong participation of 57 befrienders who underwent training in Parenting, Couplehood, Anger Management, Stress Management and Financial Literacy.

They were then matched to the families and provided supervision, with their newly acquired life skills, in the very homes of the families. The befrienders' commitment and efforts proved worthy, as friendships were fostered during the supervision sessions with the families.



A total of 28 families, consisting of 45 parents and caregivers and 62 children from both the English and Chinese programmes, ended the programmes off with a 2-Day-1-Night staycation at a 4-star Hotel.

It was an exceptionally meaningful event to end the year 2015!





It Takes *a Village*



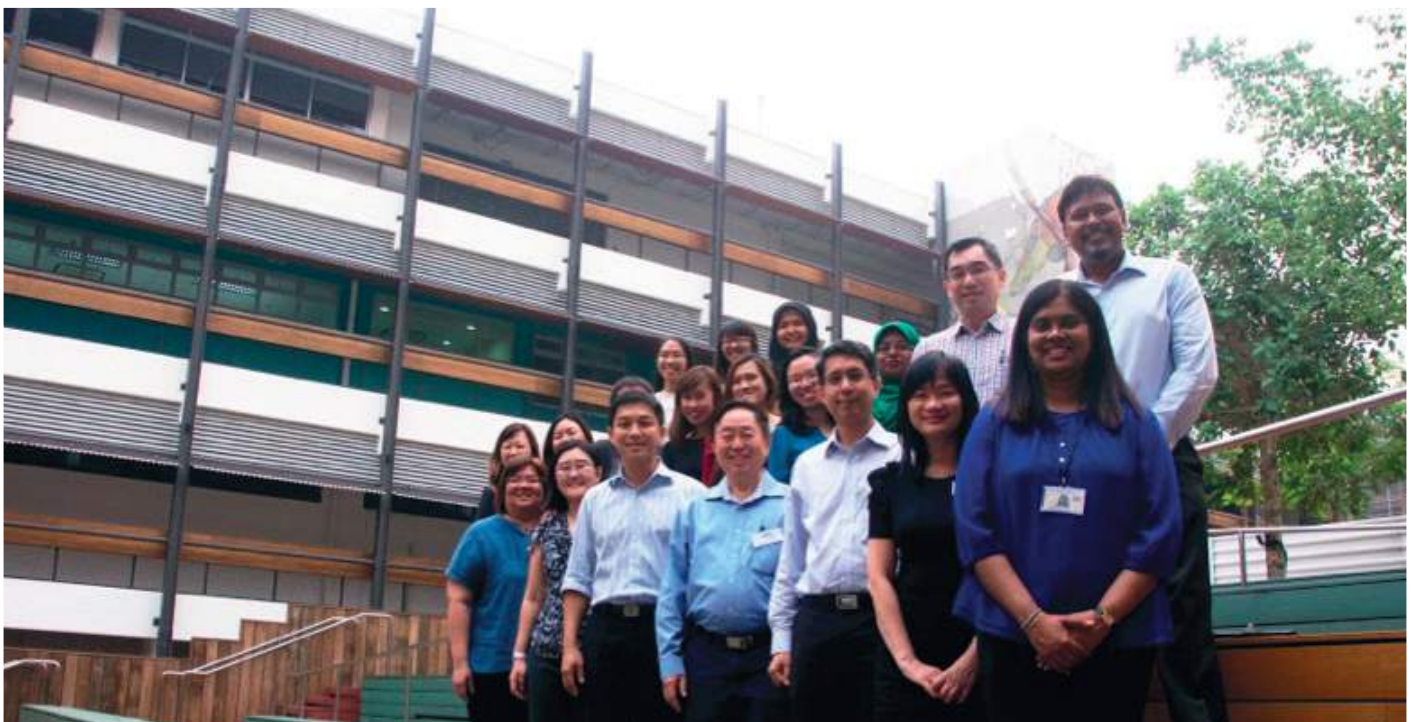
26 October 2015 was a momentous day for HEART@Fei Yue, a Child Protection Specialist Centre (CPSC), as we welcomed the Minister for Social and Family Development (MSF) Mr Tan Chuan-Jin, MSF Parliamentary Secretary A/P Muhammad Faishal Ibrahim and senior civil servants for a visit at our new office in the Enabling Village. Nestled in the heart of Redhill, the Enabling Village is a new community facility providing employment opportunities and space for persons with disabilities to interact with others in the community.

Mr John Ang, President of Fei Yue's Board of Management, warmly welcomed our distinguished guests. This was followed by

a presentation on HEART's model of work and a tour of the facilities. During the tour, our guests were introduced to sandplay, a tool social workers use to understand the child's experience and world. Jean Piaget, a developmental psychologist, saw play as the "language of childhood", and just as adults might "talk through something" in order to sort it out, a child needs to "play things through". The guests gamely participated by picking out figurines to represent their state of mind and shared stories behind their choices.

Hearing the moving testimonies of a parent, school counsellor, a Family Service Centre social worker, CPSC social worker

and a Child Protection Officer on how the community worked together successfully to provide safety and support to an 11-year-old client and his family members proved to be the highlight of the visit. The school counsellor Ms Shakthi said the "metamorphosis" she saw in how the child changed from one with angry outbursts, to one who is happy and empowered to help other children in similar situations gave her a "Wow!" feeling. Stories of life transformation and close collaboration between partners spurred us to live true to our mission to create "Homes with Empowered and Restored Ties".



Lineup of Activities in Celebration of Fei Yue's 25th Anniversary

To celebrate Fei Yue's 25th Anniversary, we will be kicking off celebrations on 1 March 2016 with a Weave Love Mend Hearts Celebration Ceremony for 300 seniors, celebrating the conclusion of our sewing therapy project.

These seniors weaved quilts for charity, and will be presenting these quilts to the needy seniors at the lunch event. Ms Low Yen Ling will be invited as our Guest of Honour to grace the event.

Do look out for our lineup of celebratory activities coming up, including the official opening of our Child Protection Specialist Centre, HEART @ Fei Yue, and an exciting carnival at the end of the year!

EIPIC @ Wellington Circle

Fei Yue was awarded the Early Intervention Programme for Infants and Children (EIPIC) centre @ Wellington Circle by the Ministry of Social and Family Development in April 2015, and we are targeting to commence operations in June 2016.

EIPIC provides social, educational and rehabilitative services for children up to six years of age who have been diagnosed with being at risk of having a handicapped condition or special need that might affect his or her development.

Do look out for updates on Fei Yue EIPIC @ Wellington Circle in the coming months!

Getting There

As we celebrate 25 years of service, we know that it is not by our own efforts that we were able to reach out to so many beneficiaries of diverse backgrounds. Our volunteers and donors have played a big role in helping us serve the community, and we are so thankful to each and every one of them for their constant support and service!

The opening of more and more centres and services at Fei Yue also shows us that there is a lot more that can be done for the community. This also reveals how important volunteers and donors are in the support of our work. If you have a heart for the needy and would like to partner with us through volunteering or contributing to our work here at Fei Yue as well, we invite you to visit us at www.fyccs.org to explore various opportunities, and join our efforts to effect life transformation in the beneficiaries we serve!