



HUG Community Services Ltd

Annual Report 2017



every youth deserves a second chance

Contents

Director's Message	2
Mission & Values	3
Programmes & Services:	
a) Counselling	3
b) Groupwork	4
c) Legal Advisory	5
d) Mediation	5
e) Volunteer Training	5
Management Committee	6
Core Team	6
Sources & Use of Funds	7

Director's Message



We are thankful for another year of fruitful service in impacting and transforming the lives of at-risk youths in Singapore. It all started in 2014 with an at-risk youth that I counselled. While counselling him, I realized that there is always a bigger picture to consider, one involving family, friends, schools and society at large. There cannot be sustainable change unless we bring restoration to both at-risk youths and their families. Most would despair at the mention of a police charge. For us, it is an opportunity to restore and restart lives.

With the support of faithful volunteers and dedicated partners, we journeyed with a number of youths and families through their difficult moments in the year 2017. Through our integrated helping approach which includes counselling, groupwork, legal advisory and mediation, we were able to see a reduction in the risk factors as well as the building up of lifeskills and self-management skills in the youths' lives.

For the year ahead, we look forward to being a part of that transformative journey in deeper and more meaningful ways. We aim to design a set of groupwork curriculum that serves to meet the needs of our clientele, and also establish a counselling clinic for individuals and families dealing with mental health and relational issues.

Jeffrey Mak
Director / Founder

Mission & Vision

Our Mission

To be a committed social service organization that serves the needs of youths who are at risk or who have fallen foul of the law, while providing assistance and support to their families and friends.

Our Vision

To impact the lives of youths and aid in transforming through care and mentoring.

Our Objective

To impact the life of youths and their families, preparing them for any outcomes.

Programmes & Services

To help us achieve our mission, we adopt a case management framework for our youth clientele which integrates elements of a) counselling, b) groupwork, c) legal advisory and d) mediation. We also provide e) training and equipping for our volunteers and helpers in youth work competencies to ensure quality in our service delivery.

a) Counselling

Our casework and counselling is aimed at helping at-risk youths better understand their behaviour, address risk factors and enhance their consequential thinking and decision making skills in order to prevent re-offending. Besides individual counselling, our family counselling sessions seek to equip parents and enable them to better support their child.

Number of **youths** who attended **counselling** sessions in 2017: **20**

Number of **families** who attended **counselling** sessions in 2017: **4**

Youth Testimonial

" I was referred to HUG Community Services where I got to know Jeff. He has guided me through one of the darkest time of my life where I've taken a wrong step in the law. He did not judge me nor put me down. Many times when I felt like giving up, they were there to direct me back to the right path, even if it's in the middle of the night. Now, i'm ready to restart my journey and continue to study and my passion in bicycles and scooters. Thank you"

Vynn Lee

b) Groupwork

Our groupwork sessions serve the purpose of harnessing peer support and group dynamics in promoting positive change. Topics that were conducted include decision-making, self-management, peer pressure, etc.

Number of **groupwork** sessions conducted in 2017: **40**



Using experiential learning and team building in groupwork

c) Legal Advisory

Youths who are arrested can sometimes be at a loss of what to do and what resources are required to see them through the criminal or legal processes. Through our legal advisory service, professional lawyers provide much needed advice and assistance to our clients to help them through the uncertainties.

Number of **legal clinics** conducted in 2017: **2**

Number of **youths** who acquired legal advisory in 2017: **10**



Legal clinic conducted by Lawyer James Ow Yong.

d) Mediation

We have experienced mediators who helped clients mediate with creditors, gangs, employers, etc.

Number of youths/families who acquired mediation services in 2017: **10**

e) Volunteer Training

To ensure quality services delivered, we provide regular training and equipping sessions for our volunteer case workers and befrienders. Topics trained on include counselling skills, youth engagement skills, basic legal knowledge etc.

Number of training sessions conducted in 2017: **3**

Management Committee

Directors

Jeffrey Mak

Mak Sook Han

Ravinderpal Singh

Secretary / Accounts

Joanne Chen

Treasurer

Jonathan Peh

Case Manager

Anne Lee

Core Team Members

Head of Department (Community Services, Elderly, Ang Mo Kio)

Sheena Yuen

Family Counselor

Jane Mak

Sources & Use of Funds

Statement of Comprehensive Income

January 2017 through December 2017

4-0000	Income	
4-1000	Donations	\$5,295.28
4-6000	Bank Interest	\$0.48
	Total Income	<u>\$5,295.76</u>
5-0000	Cost of Sales	
	Gross Profit	<u>\$5,295.76</u>
6-0000	Expenses	
6-1050	Bank Charges	\$2.50
6-1300	Dues & Subscriptions	\$45.00
6-1500	Entertainment & Refreshment	\$217.75
6-1550	Festive Expenses	\$108.85
6-1900	Maintenance	\$89.00
6-2400	Telephone	\$223.02
6-2500	Transport	\$150.00
	Total Expenses	<u>\$836.12</u>
	Operating Profit	<u>\$4,459.64</u>
8-0000	Other Income	
9-0000	Other Expenses	
	Net Surplus / (Deficit)	<u>\$4,459.64</u>