



STEWARDSHIP REPORT

2022



FACES OF FILOS

Building Stronger Communities, Together



Vision

To see effective functioning of individuals and families



Mission

To build resilience and empower individuals and families



VALUES

F **aithfulness**
Accuracy, Dependability, Commitment

I **ntegrity**
Truthfulness, Honesty, Uprightness

L **ove**
Friendship, Care and Concern

O **penness**
Transparency, Frankness and Sincerity

S **ervanthood**
Serving, Helping, Benefitting Others

SERVICES

F **amily, Children and Youth**
Building Strong Marriages and Resilient Families

A **ssistance & Referral**
Extending a Helping Hand in a Time of Need

C **ommunity Engagement**
Building a Caring Community

E **ldercare**
Integrating Health and Social Care

A Word from the **CHAIRMAN**



Allan Wong
Chairman
Filos Community Services

Although we were still not completely out of the Covid pandemic in 2022, Singapore was already making plans to transit to endemic and relaxing some measures. Filos adapted following every announcement, building on the opportunities to maximise our capacity to serve our clients and other Social Services Agencies (SSAs). While pressing on with our mission and holding true to our core values of faithfulness, integrity, love, openness and servanthood, Filos was once again awarded the Charity Transparency Award (CTA) 2022.

New programmes or projects were launched or took place to meet the pressing needs on the ground in all our 4 areas of multi services (FACE) as an SSA and our role as an SG Cares Volunteer Centre (VC) @ Bedok:

- Parents Plus Healthy Families Programme (PPHF)
- Parents Plus Special Needs Programme (PPSN)
- The Learning Support Programme (Literacy & Numeracy)
- Reading Room Special
- Bursary for ITE and Polytechnic Students
- T.E.A.M. Fiesta graced by Deputy Prime Minister and Coordinating Minister for Economic Policies Heng Swee Keat
- Scam Alert & Ready Response for Seniors in Bedok town
- Senior Befriending Training for volunteers and partners
- HAPPY Programme at Blk 808A Chai Chee Road
- Community Nurse Post
- TeleHEalth Service for Seniors (THESS)

We continued with our mission to build resilience and empower individuals in the community with our multi services for family, children and youth, assistance and referral, community engagement, and eldercare.

In family, children and youth, Filos hosted a Learning Journey as part of the NCSS Empowerment Movement.

The Waves of Blessings project regularly assists and supports the daily needs of homes in Kembangan-Chai Chee with essential items. Assistance disbursements of food rations, grocery vouchers, milk and diapers continued to be provided to low-income persons.

In our area of community engagement in addition to playing our role as one of the nation's Volunteer Centres, we also support NCSS' volunteer management capability-building efforts.

In eldercare, our Cognitive Stimulation Therapy (CST) sessions, an evidence-based, non-pharmaceutical group work intervention designed to improve cognition, independence and well-being for individuals living with mild to moderate dementia, were re-started.

I am also glad that Filos was invited to share about our services and work. We went on live with CNA 938 and FM 958. We were featured in The Straits Times, Lian He Zao Bao, 8World, SG Cares Office's "Volunteer - It's heart work" campaign video and the National Council of Social Service's video on volunteer managers.

I want to take this opportunity to thank and commend our volunteers, donors, sponsors, Filos Board and Staff for their continuing and generous efforts and support so that we can all build stronger communities, together!

2022 HIGHLIGHTS



Charity Transparency Award 2022

Filos Community Services was once again awarded the Charity Transparency Award (CTA) on 9 November 2022. Our first CTA Award was in 2019.

Only 85 out of more than 2000 charities in Singapore received the CTA 2022.



Filos in the Media

Filos was invited to share about our services and the work of our volunteers and staff were also featured by various media outlets. These include:

Radio Interview with CNA 938 Live: Shared about how Filos' Active Ageing Centre empowers seniors in the community

Radio Interview with 958 FM: T.E.A.M. Fiesta feature

Editorial Features in The Straits Times, Lian He Zao Bao and 8World: T.E.A.M. Fiesta feature

SG Cares Office's "Volunteer. It's heart work" campaign video: Featured a skills-based volunteer from Filos Community Services

National Council of Social Service's video on volunteer managers (produced by 'Our Grandfather Story'): Featured Filos' Volunteer Manager

T.E.A.M. Fiesta

The SG Cares Volunteer Centre @ Bedok, operated by Filos, organised a town-wide carnival on 2nd December 2022 to engage close to 450 beneficiaries from 15 social service organisations in a fun and meaningful event.

More than 270 volunteers from 22 organisations took part to set up game stalls and interactive workshops for the beneficiaries. Deputy Prime Minister and Coordinating Minister for Economic Policies Heng Swee Keat graced the event as Guest-of-Honour.



Filos X NCSS Empowerment Learning Journey

Filos was invited to host a Learning Journey, for other SSAs, as the NCSS-appointed Empowerment Champion for the family sub-sector. A virtual briefing was held on 25th February, with an in-person session held on 2nd August 2022.

32 representatives from 12 social service organisations attended the session on 2 August to hear about Filos' experience in empowerment and to learn from one another.

FAMILY, CHILDREN AND YOUTH

Building Strong Marriages and Resilient Families



FAMILY LIFE

Strong families form the basic core of healthy communities. Filos' Family Life programmes aim to build the resilience of families by empowering spouses, parents and children with skills to strengthen their relationships as they support one another through the ups and downs of life.

A PARENTS PLUS PROGRAMMES

The Parents Plus Programmes are evidence-based parenting programmes for families. Filos offers the following Parents Plus modules:

Parent Plus Early Years Programme (PPEY) for parents with children from 1 - 6 years old

Parents Plus Children's Programme (PPCP) for parents with children from 6 - 11 years old

Parents Plus Adolescents Programme (PPAP) for parents with children from 11 - 16 years old

Parents Plus Healthy Families Programme (PPHF) for parents with children from 1 - 12 years old **NEW**

Parents Plus Special Needs Programme (PPSN) for parents of adolescents and young adults with an intellectual disability from 11 - 25 years old **NEW**



30 Parents reached through Family Life Education Programme



232 Parents reached through Parents Plus Programmes



100% Of the parents who attended the Parents Plus programmes reported having achieved their personal parenting goals after the workshops

I have learnt that I can now control my emotions better. Especially when dealing with my children. I am also better at knowing what better options I can give my children in order to help them manage their feelings. I've got more ideas on how to plan my time with my kids and the importance of self-care.

Ms Chee, 3 children aged 16, 14 & 9

Now I am able to respond and connect with children better. I am equipped with skills on positive parenting and positive discipline.

Ms Olivia, 1 child, aged 1

B FILOS MOTHERS' GROUP (FMG)

The aims of the Filos Mothers' Group are to:



Provide mothers from low-income families with some respite from parenting and household responsibilities and to help them to feel appreciated



Provide an opportunity for the mothers to form friendships and to support each other



Empower and equip mothers with life-skills for more effective functioning

The Filos Mothers' Group was expanded to include befriending. The befrienders were able to provide the mothers with a listening ear, encourage and support them in their parenting journey, as well as build meaningful friendships with them.

The FMG sessions covered a range of topics including talks on crime prevention and family violence, self-care, positive parenting, cyberbullying and even outings. 55 participants attended the sessions.

Being in the Filos Mothers' Group, I was able to meet other mothers. We can talk about our children and also laugh together. My children and I really enjoyed all the outings. It was a good family time. I also learnt good parenting skills when I joined the Parents Plus programmes. Thank you!

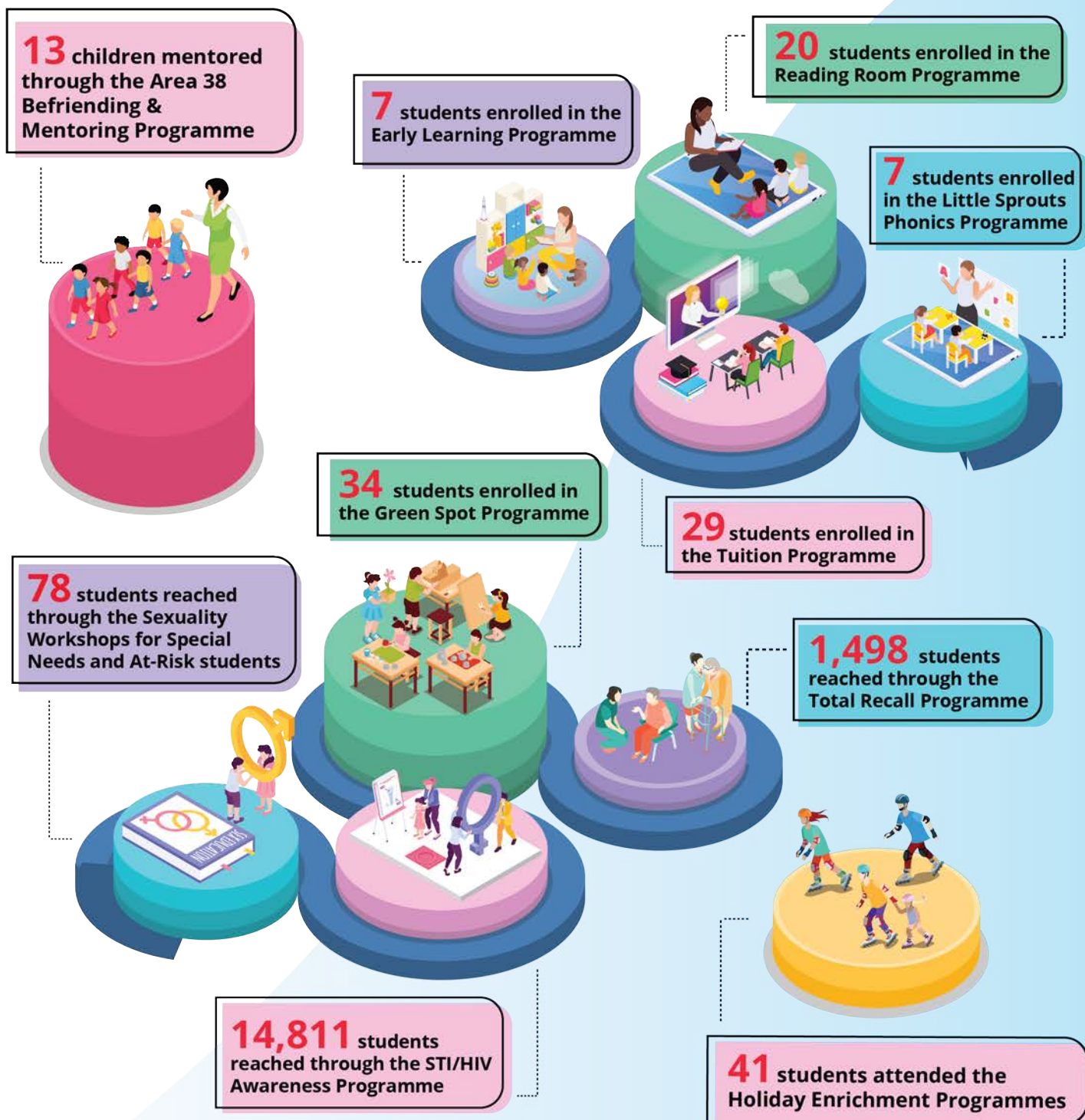
Ms Aiysha, mother with 4 children aged 12, 11, 7 & 5



CHILDREN AND YOUTH

Filos believes in advancing educational equity for children from disadvantaged families through improving their literacy and numeracy skills so that they will have the competencies to do well in school.

As part of holistic development, Filos also trains students in life skills to equip them to cope with challenges and to build their resilience.



A

Tuition

Tuition in English, Math and Science subjects was offered for Primary 1 to Primary 6 students who come from low-income homes.

NEW

As part of the Tuition Programme, the **Learning Support Programme (Literacy & Numeracy)** was launched in July 2022 in collaboration with Care Corner Singapore Ltd to help children with special learning needs reach their potential through professional early intervention. The classes continued to operate on a hybrid mode (i.e. both onsite and virtual) throughout 2022.



B

Little Sprouts Phonics Programme

The Little Sprouts Phonics Programme teaches the fundamentals of reading literacy to preschool and lower primary children from low-income, non-English speaking families. In collaboration with Curious Thoughts Giving in March 2022, our classes resumed fully onsite to ensure the children fully benefitted from the lessons. All students showed a significant increase in their literacy scores after attending the classes.

C

The Early Learning Programme

Continuing our collaboration with Learning Vessels from 2021, the Early Learning Programme (ELP) has helped lower primary children improve their literacy and numeracy skills through interactive and personalised classes in a 1-to-1 setting. In 2022, classes continued to be conducted in hybrid mode, with majority of the sessions being held onsite.



D

Reading Room

The Reading Room continued to support the phonics classes in building young children’s English literacy through weekly online reading and storytelling sessions.

NEW

In 2022, we introduced **Reading Room Special**, with the theme of “Around the World”, to help children broaden their knowledge through reading sessions. Group storytelling sessions were conducted online with international volunteers from Germany, Ireland, and Russia, who brought the children through the different cultures and stories from their countries. A total of 10 Reading Room Special sessions were conducted in 2022.





E

The Green Spot

The Green Spot is a weekly enrichment programme, with different monthly themes, to expose children to knowledge beyond the classroom through interactive sessions. It provided a platform for children to gather in creative play, during a time when congregating at the playground was limited due to Covid restrictions. 37 sessions were conducted by 78 volunteers.

F

Life Skill Education Programmes

Total Recall

This is a programme targeted at primary school, secondary school and junior college students to raise awareness of ageing issues, especially dementia, to the next generation of caregivers. In 2022, the programme was delivered in hybrid mode to schools. Filos conducted 45 Total Recall talks and workshops in 2022.



STI/HIV Awareness Programme

Filos is appointed by the Health Promotion Board to run the e-Teens Sexuality Education programme that raises awareness on Sexually Transmitted Infections for Sec 3, Junior College and ITE students. Filos conducted STI/HIV Awareness Talks at 50 secondary schools and junior colleges and a total of 14,811 students attended these talks.



Sexuality Workshop for Special Needs and At-Risk Students

Filos was invited to conduct sexuality workshops for a children's home and a vocational school to equip at-risk youths as well as those with special needs with knowledge and skills on healthy boy-girl relationships and maintaining healthy boundaries. In 2022, two sessions were conducted for 78 youths at Mountbatten Vocational School and Gracehaven.



G

Holiday Enrichment Programmes

The Holiday Enrichment programmes are designed to provide opportunities for the children to learn and have fun while participating in enriching activities and outings during the school holidays. 18 holiday programmes took place in 2022.

H

Area 38 Befriending & Mentoring Programme

As part of the journey to empower our youths, Filos facilitated our youth to take on greater ownership of the programme by giving them the opportunity to co-create activities as well as to name the programme. Originally called the 'Plants & Pillars' programme, the youths opted to call the programme 'Area 38' as this resonated with their sense of belonging to their homes around Blk 38 Chai Chee Avenue, where one of the Filos offices is located. A total of 66 sessions were held in 2022, with 13 youths enrolled.



When Farish first joined Filos, he came across as a shy and quiet boy. Despite already being in Primary 1, he could barely read, write or speak in English. However, after attending the Early Learning Programme (ELP) on a regular basis, along with the support of a dedicated volunteer, his literacy level improved quickly and he progressed to be able to read simple stories.



“ Before ELP class, he didn't know how to read at all. Now he knows how to read more words and is getting better. Thank you so much and really appreciate it! ”
Farish's mother

“ I was approached to be a part of the planning process for the Snow City outing. Initially, I was worried but it turned out to be better than what I expected. It was enjoyable and not as stressful as I thought. Through this experience, it taught me the importance of being a team player. I also learned to listen to others' opinions. As everyone has their own opinions, it is important to ensure that they are heard. ”
Areeqah, Sec 1 student and beneficiary of Filos



FUTURE PLANS

Parents Plus Programmes

- 1) We plan to ramp up collaborations with various schools and organisations for our Parents Plus Special Needs Programme.
- 2) To raise awareness of our array of Parents Plus programmes, we also plan to produce a promotional video, in partnership with skills-based volunteers from Mediacorp. The video will be utilised for informational, marketing and publicity purposes.

Consolidation of Green Spot, Holiday Enrichment, Filos Mothers' Group and Area 38 Programmes

We plan to streamline and review the above programmes' aims, objectives and curriculum to support the changing needs of the family, children and youth communities more holistically.

The Reading Room Programme

With more sessions coming back onsite, we will be bringing Reading Room Special to our Centre and extending it into one-hour sessions, with hands-on craft activities that will further enhance the reading experience and reinforce the learning from the stories read.

Community Library

To enhance literacy in the community and to encourage a love for reading, we will be setting up a community library at the Filos office @ Blk 38 with donated books that the public can take home to read.

Collaborations

We will continue to intentionally continue existing partnerships and cultivate new ones to achieve our mission of empowering families and children. There will be continuing collaborations with the following organisations to empower our young clients in 2023:

- | | |
|---|--|
| (1) Curious Thoughts Academy for supporting the Little Sprouts Phonics Programme | (4) Learning Vessels for the Early Learning Programme |
| (2) Tcher SG for providing quality tuition for students from vulnerable families | (5) Care Corner for the Learning Support Programme to support children with learning needs through professional early intervention |
| (3) MSF Comlink – We will continue to extend our programmes to Comlink families for their participation | |

ASSISTANCE AND REFERRAL

Helping in a Time of Need

Filos aims to support individuals and families in the community through economic assistance, resource information, referral to other essential services, and person-centric care management.

We are grateful to our volunteers, partners and sponsors who were integral in helping us serve the beneficiaries over the past year.



ECONOMIC RELIEF AND ASSISTANCE

- A Waves of Blessing (WOB)**
Filos expanded our monthly bread distribution into WOB, to include essential items, during the Circuit Breaker in April 2020. WOB was continued throughout the pandemic to help individuals and families with food and essential needs.
- B Assistance for Low-Income Families**
- C Go With The Flow / Motion (GWTF/GWTM) Collaboration**
In collaboration with GWTF and GWTM, Filos aims to bridge access to menstrual healthcare and hygiene products for low-income families. Our ongoing collaboration has made sanitary pads and diapers more accessible.
- D Transport Vouchers for Clients from Filos and other SSAs in Bedok Town**

E South East Community Development Council (SECDC) – Support for the Community Fund

Funds received from SECDC were used to provide essentials to those in need, home improvements for the elderly, family bonding opportunities, soft launching a community library and support for student development.

F Bursary and Scholarship Awards for Primary and Secondary Students

G Bursary and Scholarship Awards for ITE and Polytechnic Students NEW

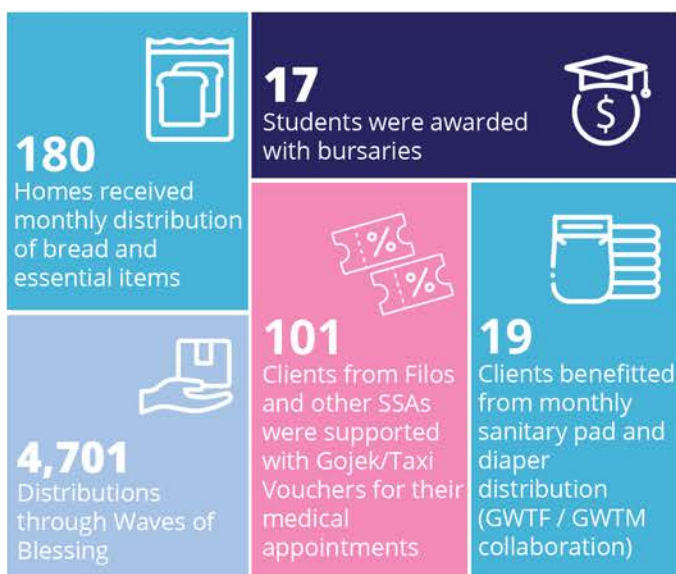
H Collaborations with Other Community and Corporate Partners

In addition to the above collaborations, Filos also partnered many other organisations to help those in need. Our partners include Mediacorp Pte Ltd, DBS Bank Ltd, Lenovo Singapore, Trip.com Singapore, P-Serv Pte Ltd, Boys' Brigade Singapore, Girls' Brigade Singapore and many more.

Mdm Patty's husband, the sole breadwinner of the family, lost his job due to health issues. On top of caring for her husband and three young children, Mdm Patty has also been trying to find a job that allows her to work from home so she can supplement the income.

Filos has been supporting Mdm Patty and her family over the past year with grocery rations, baby diapers and literacy programmes for the children.

“The year has been challenging. However, I am grateful for my family as they are my backbone and motivation. Filos is very helpful and encouraging. I would like to thank all the staff at Filos for your help. The monthly food rations help us ease our financial hardship; the children's programmes which our kids attend, like Phonics, Reading Programme and Green Spot, have helped improve their reading and communication skills, facilitated them to make new friends and to learn to care more for others.” – **Mdm Patty**



FUTURE PLANS

Over the next few years, we hope to work on providing healthier rations for our beneficiaries as well as adopting more environmentally-friendly practices in our rations programmes. Some plans include:

- **Reduction of food waste** by better understanding the needs of our community
- **Encouraging our clients to be environmentally friendly** by getting them to bring their own trolleys or recycled bags when picking up their rations
- **Helping our clients to build healthier, more balanced diets** and continuing to explore varied food choices for our monthly assistance and waves of blessing projects

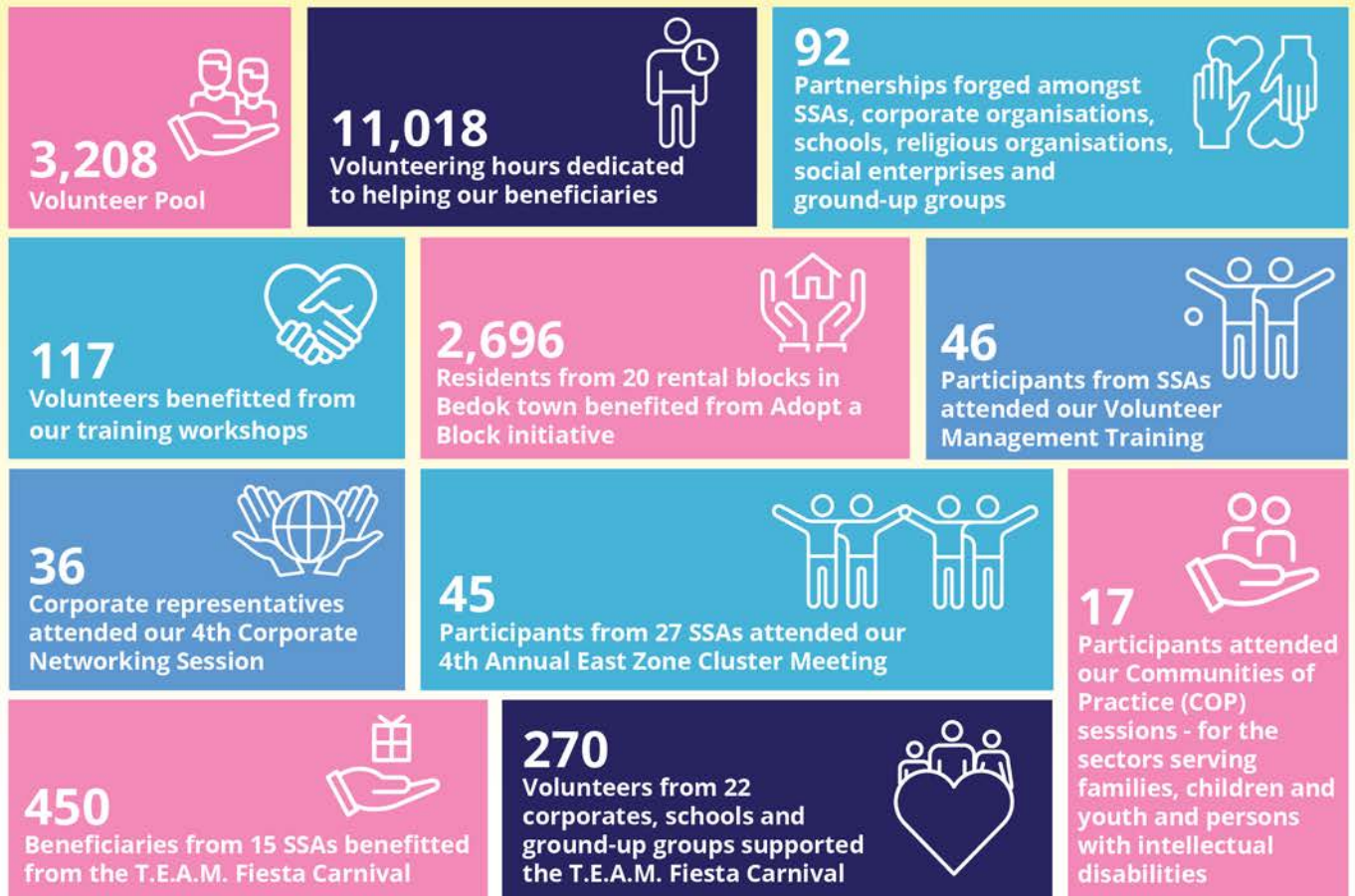
COMMUNITY ENGAGEMENT

Building a Caring Community

Through serving its dual roles as the SG Cares Volunteer Centre @ Bedok (SG Cares VC @ Bedok) and a Social Service Agency, Filos aims to cultivate a community of care in Bedok town. It does so by engaging volunteers, partners, and stakeholders in identifying the strengths and needs of the community and journeying together to address these needs through volunteerism.

Our programmes and initiatives can be broadly categorised into the following key areas:

- 1 **Building Volunteer Capacity and Fostering Community Partnerships**
- 2 **Developing Volunteer Management Capabilities**
- 3 **Building a Strong SG Cares Community Network**



1

Building Volunteer Capacity and Fostering Community Partnerships

a. SG Cares Gojek Medical Transport Subsidy Scheme

We are in the 4th year of partnership with Gojek for the Medical Transport Subsidy Scheme. This scheme provides transport assistance for needy residents (including kidney dialysis patients) to go for medical treatments or appointments at hospitals, polyclinics and dialysis centres.

From January to December 2022, 87 beneficiaries from 6 Social Service Organisations benefitted under the scheme.



b. Adopt A Repair

SG Cares VC @ Bedok continued to collaborate with Howdyman, a corporate organisation who chose to give back to the society through skills-based volunteering. In 2022, besides fixing and attending to home repair cases, Howdyman also conducted a training for volunteers who are keen to pick up the essential skills. To date, we have recruited 7 new volunteers to support this initiative. 12 households have benefitted from the service provided by 12 volunteers.

c. Adopt A Block

The Adopt a Block is an ongoing initiative where corporates, schools, and groups are encouraged to donate and distribute food and daily essentials to the residents of rental blocks on a quarterly basis.



d. Medical Escort Volunteer Programme

Our Medical Escort Volunteer Programme was set up to meet the needs of seniors who are not able to go for medical appointments on their own. In 2022, the SG Cares VC @ Bedok garnered the support of 24 volunteers and they have provided over 70 medical escort assistance for appointments.

e. Volunteer Appreciation Event

Filos' Annual Volunteer Appreciation Event was held on 25 November 2022 over Zoom. Besides our dedicated volunteers, our beneficiaries and partners were also invited to join in the town-wide celebration. The programme included a dance performance by our seniors, a storytelling session by our children, heartfelt sharing of gratitude by our beneficiaries and an award ceremony to thank our volunteers for their commitment in helping our community.

f. Clean & Shine



To help our frail and isolated seniors in the community, a total of 58 student volunteers from Temasek Polytechnic's Community Service Club (TP CSC), cleaned the houses of 8 seniors. This is the second run of their *Project Refresh/Clean Chai Chee* initiative with the SG Cares VC @ Bedok. We are also building a pool of volunteers that can provide monthly house cleaning services to frail seniors living alone in rental flats, in the hopes of helping our seniors to live in a clean and healthy environment.



g. Scam Alert Ready Response for Seniors

With the rising scam cases in Singapore, we partnered with the Singapore Police Force to conduct scam alert talks to 8 SSAs, reaching 217 seniors with 23 volunteers. 175 seniors from 8 SSAs benefitted from Singapore Civil Defence Force's emergency response training. This training was conducted to create awareness of home safety and impart basic first aid skills.

2 Developing Volunteer Management Capabilities

a. Volunteer Recruitment Talks

As part of Filos' effort to build a sustainable pool of volunteers to better serve beneficiaries in Bedok town, Filos continued to conduct regular Volunteer Recruitment Talks in 2022. Besides sharing about volunteering opportunities, participants were also introduced to the ground needs in Bedok town, the importance of volunteerism and tips to get them started on their volunteering journey.

b. Senior Befriending Training for Volunteers and Partners

In collaboration with Changi General Hospital (CGH), Filos conducted two training sessions on senior befriending for Eldercare volunteers in Filos and Bedok town in 2022.



Filos also newly launched two in-house senior befriending training modules, titled "Introduction to Befriending" and "Fundamentals of Befriending". The former is a short introductory module for new volunteer befrienders while the latter includes an in-depth sharing by a professional medical doctor on common diseases and challenges faced by seniors, as well as a sharing by Filos' Eldercare staff on how to communicate effectively and with empathy with seniors.

c. Training for Volunteers Working with Children and Youth

To engage and upskill our volunteers working with children and youth, Filos conducted two volunteer training sessions in 2022. The first session "Engaging Children through Storytelling" was conducted by a volunteer trainer who is also an Adjunct Lecturer of National Institute of Early Childhood Development (NIEC), while the second session, "Recognising and Managing Children's Emotions" was conducted in collaboration with KK Women's and Children's Hospital (KKH).



d. Volunteer Management Training and Resources for SSAs

To further enhance our Community Partners' capabilities, SG Cares VC @ Bedok conducted a Volunteer Management Framework Training on 31 March 2022. This 3-hour training focused on "Designing Volunteer Programme & Volunteer Development". We continued to update our Volunteer Centre Toolkit as we completed our 4th year as the SG Cares VC @ Bedok. The monthly Volunteer Centre newsletter provided updates on resources, town-level initiatives and upcoming training for SSAs in Bedok town.

3 Building a Strong SG Cares Community Network

a. T.E.A.M. (Together, Everyone Achieves More) Fiesta



The TEAM Fiesta carnival was organised by the SG Cares Volunteer Centre @ Bedok, operated by Filos Community Services, to engage beneficiaries in a fun and meaningful event that aims to enhance their physical, social and mental well-being.

Held on 2 December 2022, the carnival saw close to 450 beneficiaries from 15 Social Service Agencies come together to play games and participate in interactive workshops set up by 22 volunteering organisations from corporates, schools and ground-up groups, galvanising more than 270 volunteers.

The carnival also had the privilege of hosting Deputy Prime Minister and Coordinating Minister for Economic Policies, Mr Heng Swee Keat. It was the first time an SG Cares Volunteer Centre hosted a town-wide event and the event was also covered by various media platforms, including news agencies such as The Straits Times and 联合早报 ('Lian He Zao Bao') and on free-to-air news channels in all four official languages – namely English, Mandarin, Malay and Tamil.



b. Community Service Fairs with Schools

To promote volunteerism in the community, Filos continued to participate in Community Service and Values-In-Action Fairs organised by schools and Institutes of Higher Learning.

c. Corporate Networking Session – Take Flight Into the Heart of CSR

With the support of the Ministry of Culture, Community and Youth (MCCY), the SG Cares VC @ Bedok, operated by Filos Community Services, held our 4th corporate networking session. 3 corporate speakers from Crimson Logic, Gojek and Kleen-pak were also invited to share their Corporate Social Responsibility (CSR) Journey and experience.



d. East Zone Cluster Networking Session

The 4th Annual East Zone Cluster Meeting was the first physical cluster meeting, organised by the SG Cares VC @ Bedok, since 2019. Our community partners were invited to share challenges they anticipate facing in 2023 and what they wish to see for the Bedok community. Two key challenges that surfaced were with regard to volunteer management capabilities and space constraints.

e. Communities of Practice for Sector-based SSAs

To build a stronger sector-based community, the SG Cares VC @ Bedok organised Communities of Practice (COP) to create a platform for SSAs in each sector to come together to share ideas and challenges as well as support and learn from one another.

f. Kembangan-Chai Chee (KCC) Network

In collaboration with the KCC network of partners, the SG Cares VC @ Bedok provides social health and community care integration for residents living in Bedok. The collaboration includes:

Working closely with the Agency for Integrated Care (AIC) and the Kembangan-Chai Chee (KCC) Social Team to identify unmet gaps in the KCC community and mobilising resources to address these gaps.

Sharing resources to bring benefits to the wider community. These include but are not limited to providing mental health lunchtime talks, healthy living talks, healthcare projects, and children’s programmes for the community.

4

Future plans

a. Volunteer Peer Mentoring Programme

In its pilot run, this programme aims to orientate new volunteer befrienders into Filos’ elderly befriending programmes and build their volunteer capabilities through a peer support system. Through this, experienced volunteers will help guide new volunteers in their first 3 months of volunteering with Filos. The pilot run started in Q4 2022 and we plan to review it in 2023.



b. Matching of Supply and Demand Organisations in Bedok Town

We will continue to match resources to the town’s needs in an efficient and optimised manner, to avoid duplication and create more synergy across the various community partners through sustainable collaborations.

c. Needs Analysis and Introduction of New Volunteer Roles

We plan to conduct a needs analysis with the different departments to identify new needs on the ground and gaps that we can help fill with new volunteer roles.

d. Increase Social Media Engagement for Brand Awareness

The marketing strategy for Filos’ social media platforms will be reviewed periodically to work towards greater engagement and brand awareness.

e. Volunteer Leadership Framework

We aim to develop a Volunteer Leadership Framework to help with service delivery as well as volunteer engagement and retention efforts at Filos.

f. Volunteer Management System

We hope to leverage the new Volunteer Management System to better manage volunteer database and analyse data for recruitment and retention efforts.

g. Volunteer Management Training for SSAs

We aim to strengthen the volunteer management capabilities of SSAs in Bedok town through regular provision of cheat sheets to help SSAs better support and engage the volunteers channelled to them.

h. Communities of Practice

We will continue to conduct town-level Communities of Practice for Social Service Agencies based on the specific town’s needs in hopes to build a more connected and caring network where SSAs are inspired to work together towards a common goal.

i. Townhall Conference

We plan to organise a conference where demand partners, supply partners, grassroots and government agencies can come together to listen and discuss about the emerging trends on sustainable volunteerism, to create a bigger social impact in Bedok town.



I am impressed with Filos Community Services and its various programmes, which have supported many less-privileged members of our community. The Filos team’s commitment towards the less-privileged was evident throughout my engagement with them, and it has been a privilege and pleasure for me to partner them on various programmes throughout the past two years. It has certainly been inspiring for me.

Mr Jason Lee,
Head of Public Relations, Trip.com Group



During my years volunteering with Filos, I have had the opportunity to pick up new skills and make new friends with the volunteers, beneficiaries and staff – all while helping seniors age well in the community. It has been a fulfilling experience and I am grateful for the support provided by Filos along the way.

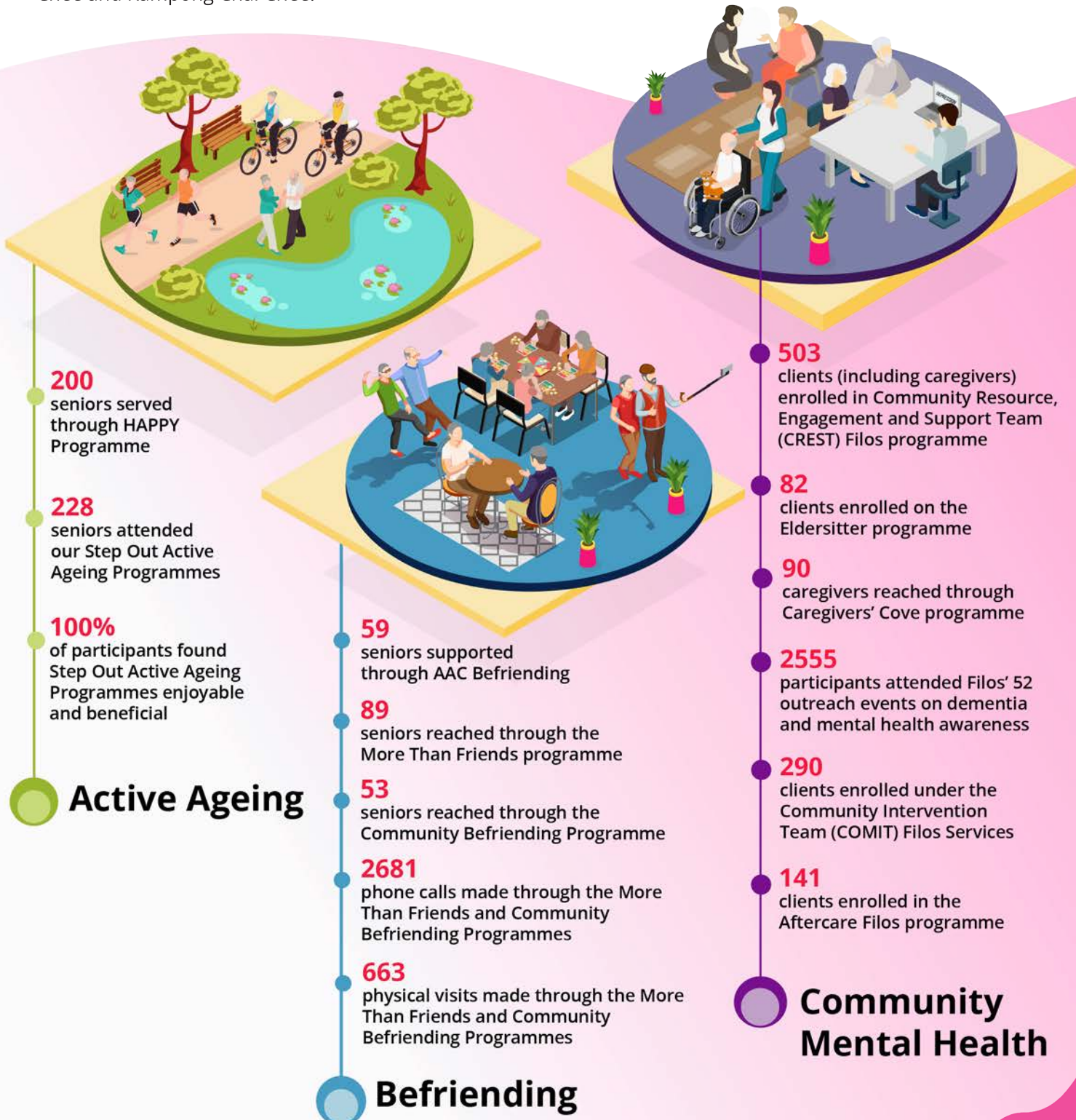
Ms Chong Nyek Heong,
Volunteer with Filos’ Eldercare Programmes since 2019



ELDERCARE

Integrating Health and Social Care

Through our Active Ageing Centre (AAC), Filos focuses on helping the elderly live independently in the community for as long as possible and to maintain their physical, social-emotional, and mental health, through active ageing activities, befriending, and care management. Filos is the Community Mental Health provider, appointed by the Agency for Integrated Care, for residents in Kembangan-Chai Chee and Kampong Chai Chee.



ACTIVE AGEING CENTRE

1

Active Ageing Programmes

i) HAPPY Programme

HAPPY is an exercise interest group with physical, mental, and social components, which aims to reverse physical and mental frailty in seniors.

Mdm Tan recapped that she became a member of Filos Active Ageing Centre since its commencement in 2021. She had always been doing some exercise by herself at home, so she was open to attending the HAPPY Exercise Interest Group when Filos staff invited her to do so. She was pleasantly surprised to observe that the exercises had strengthened her knees significantly - the effects were much better than when she was doing her own exercise. She is grateful to Filos staff and volunteers for conducting this exercise programme regularly.



ii) STEP Out Active Ageing Programmes

STEP Out Active Ageing Programmes (AAP) are designed to promote active ageing and raise awareness regarding mental and physical health. The focus is on cognitive and physical activities as well as awareness of good nutrition to encourage seniors to remain active and healthy. The following are some of the programmes conducted in 2022:

Physical and Health Activities

- Cha Cha Dance Workshops
- Pilates Workshops
- Neighbourhood Walking Trails
- Physiotherapy Workshops
- Physical and Mental Health Talks
- Nutrition Trails

Cognitive Activities

- Digital Learning Clinics
- Board Games
- Mental Fitness and Brain Games
- Reminiscence Activities

Social / Creative Activities

- Art & Craft
- Festive Celebrations
- Gardening Activities
- Outings to National Gallery, SEA Aquarium, Madam Tussauds, Hydroponics Farm and Hippo Bus Tour

Others

- Scam Alert Talks
- Emergency Response Workshop



2

Befriending

i) AAC Befriending and Buddying

The service anchors social support for vulnerable seniors through regular visits and engagements. For moderately vulnerable seniors, there are quarterly Buddying contacts and for highly vulnerable seniors, there are weekly Befriending contacts.

ii) More Than Friends (MTF)

MTF is a befriending programme for vulnerable elderly with chronic diseases. It aims to empower them to self-manage their conditions more effectively. Elderly were kept connected and emotionally supported through home visits and phone calls by staff and volunteers for health monitoring.



Mdm Kam is a single lady in her 80s living alone in a rental flat. She has a lively personality and has led an active social life. As age caught up, she developed chronic diseases and a stroke changed her life significantly. Mdm Kam grew frail and became homebound over time.

She is enrolled in Filos' More Than Friends Programme where a dedicated volunteer befriender, April, keeps in touch to support her as she self manages her chronic conditions. Mdm Kam speaks of April fondly and appreciates April for keeping in contact regularly to alleviate her loneliness as well as take note of her medical conditions. April even accompanied Mdm Kam for medical appointments at Changi General Hospital.

April said, "Madam Kam's positive attitude and cheerfulness makes it easy for me to assist her. I thank her for trusting me to manage some medical schedules on her behalf. I am delighted to see her improvement and progress. It takes a village of people to see her through many challenges and I am glad to play my part to bring cheer to her."



iii) Community Befriending Programme (CBP)

CBP engages senior volunteers to befriend isolated elderly lacking in social connections and caregiving support. The aim is to connect them in the community and provide service linkages they may require. The CBP will cease by March 2023, as it is subsumed under the Active Ageing Centre Befriending programme.

3

Care Management and Referral

i) Information and Referral

Filos works closely with various community partners in Kembangan-Chai Chee to provide care management and referral services to clients with multiple issues with the aim of integrating their health and social care. 18 clients were supported with care management and referral services in 2022.



ii) Community Nurse Post (CNP)

In collaboration with Changi General Hospital, a Community Nurse Post was set up at Filos AAC in 2022 to enable elderly with multiple chronic diseases to receive care closer to their homes. A total of 17 clients were served.

iii) TeleHealth Service for Seniors (THESS)

In collaboration with SingHealth Polyclinic @Heartbeat, THESS service was made available in 2022 to seniors who would like to receive teleconsultation with a doctor to monitor their medical conditions and prescriptions. A total of 6 clients were served in 2022.



Mdm Wan is in her early 80s and lives alone. She has a few chronic conditions and a leg injury from the past which makes walking increasingly difficult. She is pleased that Filos offers the convenience of telehealth services so that she can consult her doctor, without having to go all the way to the polyclinic. Medical and pharmacy services are brought to her doorstep. During the pandemic, she also feels safer doing teleconsultations as she does not need to visit crowded clinics.

Community Mental Health



Community Resource, Engagement and Support Team (CREST) Filos @ Kembangan-Chai Chee and Kampong Chai Chee

The CREST Filos Services provide vital links between residents and mental health support networks. The team provides basic emotional support to persons with mental health problems and their caregivers. CREST Filos also conducts outreach to the public to promote mental health awareness and information.

i. CREST Filos Outreach Programmes

In collaboration with community partners, Filos conducted public talks, community workshops, and community screening to promote awareness and early detection of dementia and depression. In conjunction with World Mental Health Day, Filos also collaborated with Agency of Integrated Care (AIC) and Institute of Mental Health (IMH) to conduct 4 public talks that saw more than 300 attendees.



"I wish to express my sincere thanks to Kenneth and Chime from Filos who gave me much help and support when I was at a loss. I was trapped in a strange mindset, unable to get rid of a strange fear of crowds and feeling very anxious to go out to places with more people. Kenneth and Chime came to my house regularly to visit and counselled me. They patiently taught me ways to monitor and manage my emotions. I feel much better after having sessions with them. Together with the medication prescribed for me, I am now able to go out to places with crowds. I truly appreciate the help for me to do more things." – **Lucas**

ii. Eldersitter Programme

This is a home-based intervention programme with befriending and therapeutic activities aimed to maintain cognitive faculties in persons with dementia. Caregivers were empowered with knowledge and skills to build better relationships with their loved ones and care for them at home. 82 clients were served in 2022.



Jean* and **Janet*** are a pair of sisters who moved into a one-room rental flat in Kembangan-Chai Chee. Jean had suffered a stroke and showed symptoms of low mood. She became less communicative, was eating poorly and started showing signs of dementia. Janet was experiencing caregiver's stress and struggled to cope with her own needs as well.

Jean was enrolled in Filos' Eldersitter Programme where a lively staff visited her regularly. She soon warmed up to him and began talking to him and Janet. Janet was also supported through caregiver services, which taught her self-care and coping skills. The family also received some rations as short-term assistance to defray their household expenses.

**Pseudonyms were used to protect the privacy of our clients.*

iii. Cognitive Stimulation Therapy (CST) NEW

Cognitive Stimulation Therapy (CST) is an evidence-based, non-pharmaceutical group work intervention designed to improve cognition, independence and well-being of individuals living with mild to moderate dementia. It was originally developed by Dr Aimee Spector from the National Institute for Health and Care Excellence in the United Kingdom. The bi-weekly Phase 1 module, comprising 14 sessions, was conducted for 5 clients in 2022.

Since 2013, **Jasmine** has been a caregiver to her father who suffers from obsessive compulsive disorder. Jasmine tried her best to meet his daily needs and became a tutor so she could have a more flexible schedule.

Thereafter, she also had to care for her elderly mum and relatives. When Covid-19 struck and her father's condition worsened, even with the help of a helper, Jasmine was feeling the brunt of caregiving and began to suffer from depression. This led the family to make the difficult decision to admit her father into a nursing home in 2022.

However, adjusting to the void prolonged her depression. With the help of a counsellor from Filos and her psychiatrist, Jasmine began to see some light at the end of the tunnel. She has learnt to better manage caregiving boundaries and care for herself. Through Caregivers' Cove Conversations, she has also received comfort from other caregivers and supported them on their journey as well.

iv. Caregivers' Cove

Caregivers' Cove includes a monthly online group that allows individuals to share their concerns, learn about different topics and support one another through their caregiving journey. Social Workers and Counsellors facilitate these sessions, and monthly tip sheets are circulated with useful knowledge on caregiving and self-care skills. Caregivers' Cove supported a total of 90 caregivers in 2022.



B COMIT (Community Intervention Team) Filos @ Kembangan-Chai Chee and Kampong Chai Chee

COMIT Filos Services serve residents in Kembangan-Chai Chee and Kampong Chai Chee. It provides psycho-social therapeutic intervention for persons with mental health issues and supports their caregivers so that they can live well at home and in the community.

Mr Tan* and his wife have been living in Chai Chee for more than 20 years. Unfortunately, Mr Tan was struck with a strange skin disease and soon became immobile. As a result, he became unemployed and they had trouble making ends meet with the medical appointments he has to attend each month.

A COMIT Filos case worker saw to their needs and even looked into the welfare of Mr Tan's mother.

**Pseudonyms were used to protect the privacy of our clients*

[Filos staff] seems to understand our difficulties. He knew that I am out of job, and it was a big expense to travel to and from my medical appointments. He helped us apply for transport assistance which reduced our financial burden. He always tries his best to help us with every need we share. He really earned the respect from us for his good work.

*Mr Tan**

i. Aftercare Programme

The Aftercare Programme is a collaboration with the Institute of Mental Health (IMH) and the Agency for Integrated Care (AIC) to support and reintegrate persons with mental health issues in the community. Case Managers from Filos and IMH jointly care for clients in the community.



Future Plans

Eldercare Services

With the launch of Healthier SG in July 2023, the Filos Active Ageing Centre will play a greater role in bringing preventive healthcare to seniors in our assigned blocks. This will include the following services:

(a) Social Connector

To provide information and referral services to seniors to help them stay active, healthy and age well in the community.

(b) Vital signs monitoring for seniors from our assigned blocks

This will see us working closely with seniors and their primary care doctors to support their self-management of their chronic diseases in the community.

Filos will continue to widen our networks and collaborations to provide active ageing programmes that will help seniors maintain their health and prevent / reverse frailty. We will also work with primary care providers to see how we can better provide integrated care support for our seniors.

To increase awareness of the Filos Active Ageing Centre to residents, an Open House will be conducted in 2023. There will be intentional efforts to outreach to all residents in our designated blocks to engage with them to ensure that their social and health care needs will be well looked after.

Community Mental Health

As the main provider of Community Mental Health services for Kembangan-Chai Chee (KCC) and Kampong Chai Chee, we will continue to collaborate with the KCC network partners to lead in care coordination, especially for clients with mental health issues.

We plan to conduct outreach at Kampong Chai Chee to promote our COMIT and CREST services to better serve residents there, and progress into Phase 2 of Cognitive Stimulation Therapy programme to support clients living with dementia.

We will work closely with AIC and KCC Social Team to provide a constituency-wide Caregiver Support Network for caregivers in KCC.

To better support caregivers of persons with dementia, Filos will pilot the Post Diagnostic Support programme for this group of caregivers, in collaboration with AIC as well as the Institute of Mental Health (IMH).

As part of our expansion of COMIT services, Filos will also collaborate with Singhealth Polyclinics at Bedok and Tampines to offer support and intervention services to mothers with postnatal depression.

In an effort to provide holistic and integrated care for our clients, we will be providing Community-based Advance Care Planning services for residents as well.

THE YEARS AHEAD (2023 – 2025)

“Filos is in the forefront of national initiatives in the healthcare and community care sector.”

As an **Active Ageing Centre (AAC)** appointed by the Agency for Integrated Care (AIC), Filos will play a crucial role in the Healthier SG movement that shifts the healthcare focus to preventive care for seniors in the community. Filos AAC will provide Active Ageing Programmes, Befriending services and Care Referral services, as well as support primary care physicians in the monitoring of vital signs of the elderly in the community as they take on a bigger role to manage their health.

As the nation emerges from the pandemic, the mental health needs of our community have also garnered greater attention. With our **Community Mental Health services**, including CREST and COMIT, Filos is poised to meet these needs and we are looking to expand our services to serve more clients.

We will collaborate with the Institute of Mental Health (IMH) to introduce a pilot programme to provide **Post-Diagnostic Support (PDS) to persons newly diagnosed with dementia and their caregivers**. We will also collaborate with Singhealth Polyclinic to provide **intervention and support services for women with postnatal depression**. The integration of CREST services with the mental health needs of seniors at Filos Active Ageing Centre is also a new area of service provision to ensure holistic care to help seniors age well in the community.

All these initiatives will see us giving emphasis to building and maintaining collaborations with partners to mobilise resources for our beneficiaries.



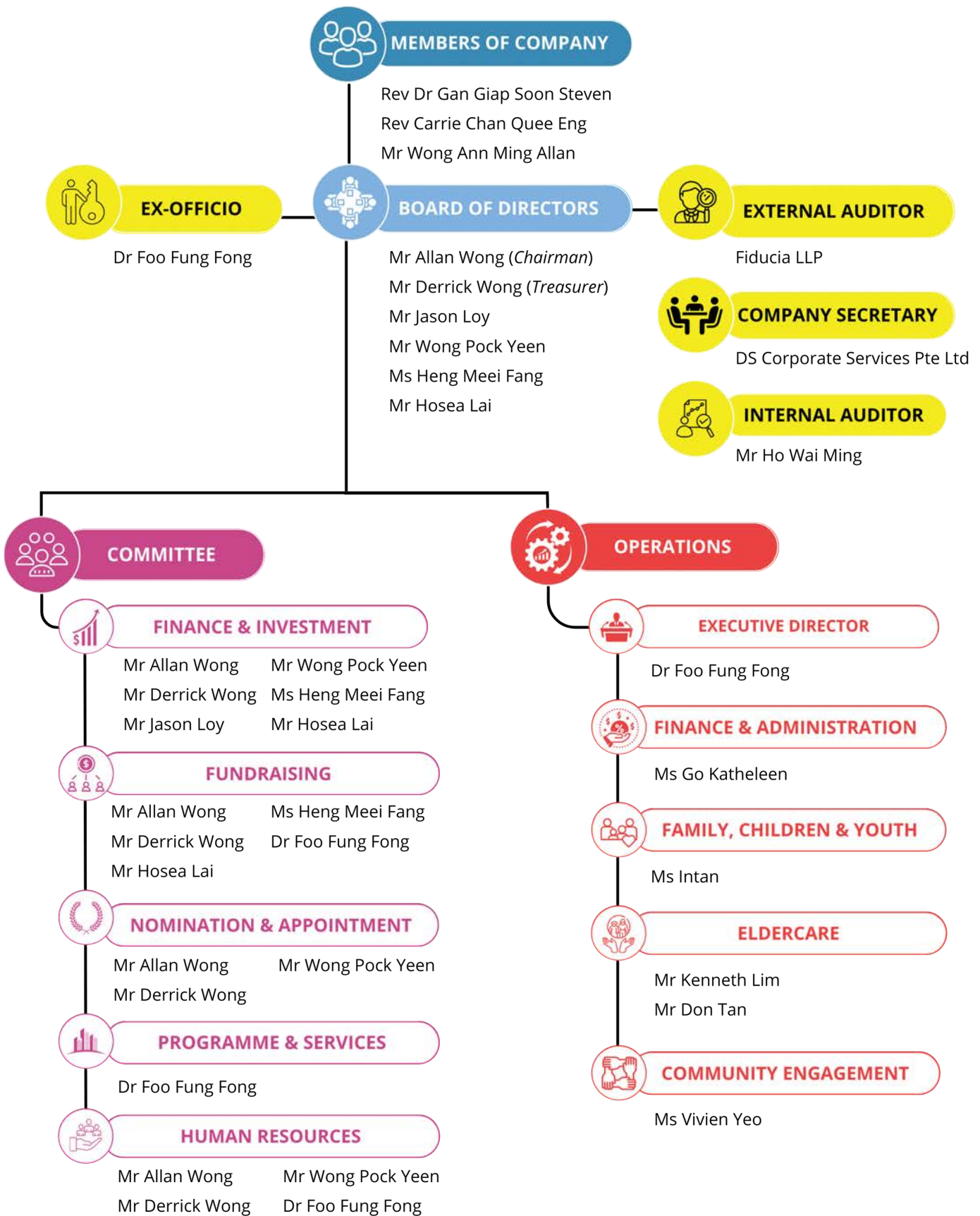
As we seek to fulfil our mission to build resilience and empower individuals and families, Filos will continue playing our role as the SG Cares Volunteer Center @ Bedok, appointed by the Ministry of Culture, Community and Youth (MCCY), to build a caring ecosystem in Bedok town where public, private and people sector play our unique and complementary roles to build a stronger community together. Besides catalysing connections and mobilising volunteers, one of our areas of focus will also be on providing training to upskill the competencies of stakeholders in Bedok town so that we may all play our roles in better caring for the beneficiaries we serve.

For our beneficiaries at Filos, we see the importance of empowering them to co-create solutions for their challenges. Intentional efforts to adopt an empowering mindset to programme delivery will continue to be a focus in the coming years.

Beyond **building the literacy competence and numeracy skills** of children from underprivileged backgrounds, our Family, Children and Youth programmes will also have a **stronger emphasis on healthy lifestyles to help children and their families** adopt healthy habits from young and help them build good mental health and resilience.

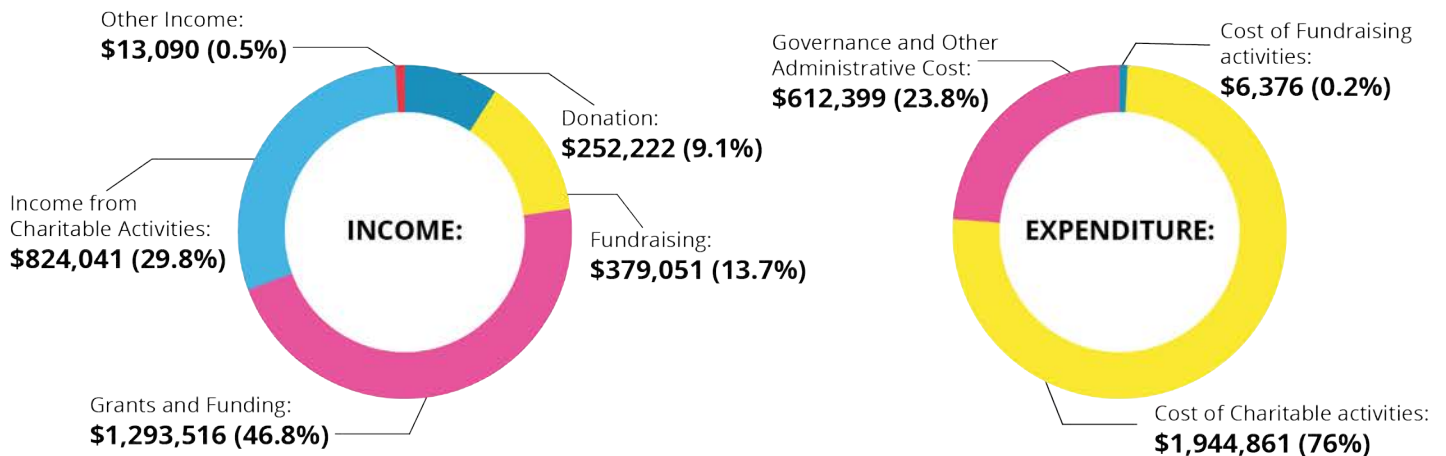
Last but not least, **capacity-building and good governance** are core competencies that Filos will continue to build as the bedrock on which our services operate from. Over the next 3 years, we will continue to review and enhance our digitalisation transformation plans, fundraising strategies as well as organisational governance and functions to strengthen our foundation and work alongside stakeholders in building stronger communities, together.

FILOS ORGANISATION CHART



2022 SUMMARY FINANCIALS AND GOVERNANCE DECLARATIONS

Code of Governance, Disclosures, Asset Management and Reserves Policy



CODE OF GOVERNANCE FOR CHARITIES AND INSTITUTIONS OF PUBLIC CHARACTER

A. CODE OF GOVERNANCE

Based on the last evaluation, Filos has complied fully with the applicable guidelines of the Code of Governance Checklist for Institutions of Public Character.

This is available at www.charities.gov.sg

B. DISCLOSURE OF SPECIFIC REQUIRED INFORMATION

No Board members are remunerated for their Board services in the financial year 2022.

There is 1 board member who have served for more than 10 years. The Board is looking into succession planning and current founding member will continue in his role until suitable person is identified.

Staff remuneration band \$100,000 - \$200,000: 2. One of the staff receiving this remuneration sits on the Governing Board as an Ex-Officio.

There is no paid staff, being a close member of the family belonging to the Executive Director or the governing Board of Filos, who has received remuneration exceeding \$50,000 during the financial year.

C. ASSET MANAGEMENT / RESERVES POLICY

The reserves that the management have set aside provide financial stability and the means for the development of the Company's principal activity. Current year ratio of reserves to annual operating expenditure is 1.61.

The management intends to establish the reserves at a level equivalent to 4 years of operating expenditure through increasing public awareness of their activities, seeking more donors, both private and corporate, and fundraising efforts. The Board reviews yearly the amount of reserves that is required to ensure that they are adequate to fulfil their continuing obligations.



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