



progress updates 2011

# Education Network

## Progress Updates

### Did You Know

- The proportion of PSLE Malay pupils eligible for secondary school, has improved since 91.2% in 2008 to 92.5% in 2010.
- The proportion of GCE 'O' Level Malay students with a least 5 'O' Level passes has improved from 59.3% in 2008 to 62.1% in 2010.
- At the GCE 'A' Level Examinations, the preceding of Malay students with at least 3 'A'/'H2" Passes and pass in General Paper or Knowledge and Inquiry demonstrated an improvement from 75.1% in 2008 to 82.9% in 2010.
- The percentage of Malay P1 Cohort admitted to post-secondary institutions has improved from 85.2% in 2008 to 86.2% in 2010. There have been a consistent improvement over the last 10 years.

Source: Ministry of Education

### Objectives of Network

- To ensure that Malay/Muslim children stay in school and complete at least 10 years of formal education
- To improve students' performance in Mathematics and Science
- To ensure that 90% of our Primary One cohort proceeds to post-secondary education by 2010

### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 535 parents and 535 children.
1.1	Evaluation Tool / Period	Attendance list
1.1.1	Findings (2011)	The programme benefitted 569 parents and 535 children.
2.	Programme Design	To ensure that 90% of children enjoyed the programme.
2.1	Evaluation Tool / Period	Expression Drawing / Session 6
2.1.1	Findings (2011)	All of the children drew a 'happy' face to indicate that they have enjoyed the programme thoroughly. The facilitator observed that the participations had shown positive changes in their behavior as they were more responsive and demonstrated interest in Math.

### Programmes for Evaluation

- Maju Minda Matematika (Tiga M) or Progressive Mathematical Minds
- Preparatory Math and Science Workshop for Primary 5
- Success in PSLE Math Seminar

*Note on source of information: Data in this report is drawn from the most recent available statistics from the Education Network. The evaluation period for all programmes, unless otherwise specified, are from January 2011 to December 2011.*

### Programme

#### MAJU MINDA MATEMATIKA (TIGA M)

#### Purpose

Initiated in 2004, a parent-child programme based on the Mediated Learning Experience<sup>1</sup> (MLE) model, Maju Minda Matematika or more commonly known as Tiga M aims to:

1. Increase parents' **knowledge and understanding** in the development of basic mathematical concepts
2. Increase parents' **confidence and skills** in engaging their children in home-based activities
3. Empower parents to create a **conducive learning environment at home** for the development of children's Mathematical skills

#### Target group

Low income Malay/Muslim families with children aged between 4 to 7 years old and household income below \$1800 nett or PCI \$450 nett.

<sup>1</sup> MLE refers to an interaction process in which adult (mediator) interposes himself/herself between the child and a set of stimuli and modifies them by affecting their frequency, order, intensity and context. This quality and intervention brings about structural modification of cognition for the child. As a result, the child is aroused to a higher level of curiosity and vigilance. Adequate parent-child MLE facilitates the development of various functions, learning sets, mental operations and needs systems.

# Education Network

## Progress Updates

3	Programme Design	To bring about a positive shift, in 75% of parents' perception on factors contributing to a child's Math performance.																				
3.1	Evaluation Tool / Period	Pre and Post Perception Survey / Session 1 and Session 6.																				
3.1.1	<b>Findings (2011)</b>	The proportion of parents who expressed their confidence in assisting their child in the learning of Math improved by 22% upon completion of the programme (Refer to graph A)																				
3.1.2		<p>The proportion of parents who indicated that they are able to leverage on available resources at home to teach Math improved by 16% upon completion of the programme (Refer to graph A)</p> <table border="1"> <thead> <tr> <th>Criteria</th> <th>Pre-test (N=100)</th> <th>Post-test (N=100)</th> <th>+ Shift</th> </tr> </thead> <tbody> <tr> <td>Acknowledged the importance of Math</td> <td>96%</td> <td>98%</td> <td>2%</td> </tr> <tr> <td>Confidence in child's ability to perform better in Math</td> <td>88%</td> <td>97%</td> <td>9%</td> </tr> <tr> <td>Confidence in assisting children</td> <td>65%</td> <td>87%</td> <td>22%</td> </tr> <tr> <td>Math can be taught using home utensils</td> <td>72%</td> <td>88%</td> <td>16%</td> </tr> </tbody> </table> <p>(Graph A)</p>	Criteria	Pre-test (N=100)	Post-test (N=100)	+ Shift	Acknowledged the importance of Math	96%	98%	2%	Confidence in child's ability to perform better in Math	88%	97%	9%	Confidence in assisting children	65%	87%	22%	Math can be taught using home utensils	72%	88%	16%
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3.1.3		The percentage of parents who acknowledged their role as parents as one of the most important factors in the learning of Math increased from 83% (pre-test) to 96% (post-test).																				
3.1.4		The percentage of parents who recognize the importance of early exposure to Math in order to excel in the subject increased from 82% (pre-test) to 92% (post-test).																				
4	Programme Design	To enable 75% of parents demonstrate the ability to use Mediated Learning Experience (MLE) during parent-child activities.																				
4.1	Evaluation Tool / Period	Pre and Post-test / Session 2 and session 5																				
4.2		Mediation Checklist and Video Analysis. Before intervention, upon completion of intervention and 6 months after completion of intervention.																				

# Education Network

## Progress Updates

4.1.1	<b>Findings (2011)</b>	<p>Upon completion of the programme, parents showed an improvement in competency in all mediation elements;</p> <p>(Refer to Graph B)</p> <table border="1"> <caption>Data for Graph B: Mediation Elements Competency</caption> <thead> <tr> <th>Mediation Element</th> <th>Session 2 (%)</th> <th>Session 5 (%)</th> </tr> </thead> <tbody> <tr> <td>Intentionality / Reciprocity</td> <td>86%</td> <td>94%</td> </tr> <tr> <td>Meaning</td> <td>66%</td> <td>85%</td> </tr> <tr> <td>Transcendence</td> <td>38%</td> <td>71%</td> </tr> <tr> <td>Competence</td> <td>57%</td> <td>77%</td> </tr> <tr> <td>Self Regulation</td> <td>78%</td> <td>92%</td> </tr> </tbody> </table>	Mediation Element	Session 2 (%)	Session 5 (%)	Intentionality / Reciprocity	86%	94%	Meaning	66%	85%	Transcendence	38%	71%	Competence	57%	77%	Self Regulation	78%	92%
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4.2.1		<p>The percentage of children who listen and respond to his/her parents improved from 82% (before intervention) to 88% (upon completion of intervention) and continues to improve to 94% (after 6 months of completion of intervention) to indicate that the parents were able to demonstrate their ability in all mediation elements and to use them effectively.</p>																		
4.2.2		<p>The percentage of parents who stimulates the child to explore beyond the immediate experience improved from 13% (before intervention) to 47% (upon completion of intervention) and continues to improve to 65% (after 6 months of completion of intervention) .</p>																		
		<p>NOTE: The ability to use MLE is measured by the following 5 elements:</p> <ol style="list-style-type: none"> <li>1. Intentionality / Reciprocity</li> <li>2. Meaning</li> <li>3. Transcendence</li> <li>4. Competence</li> <li>5. Self-regulation / Control of behavior</li> </ol>																		
5	Programme Design	To ensure that 75% of students do not enter Learning Support Programme (LSP) at Primary 1 .																		
5.1	Evaluation Tool / Period	Progress Updates																		
5.1.1	<b>Findings (2011)</b>	97% of the participants are not in LSP when they enter Primary 1, as indicated by their parents.																		

### Conclusion

The programme has proven its effectiveness through the continuous increase in participation by parents and children since its launch in 2004. Tiga M has been receiving more response to partnership within and beyond the Malay/Muslim organization since 2009.

Parents who have completed Tiga M have expressed their keen interest to proceed to the next level of learning and development, in order to continue

to play an active role in their child's attainment of mathematical skills and knowledge. Mothers who participated in the programme have also expressed that they would like to be able to engage the fathers in the programme as well.

Data also shows that the parents were able to sustain their learning and application of knowledge even after six months upon completion of the programme. The children also demonstrated higher levels of confidence and understanding in the learning of Math.

# Education Network

## Progress Updates

### Recommendations

The CLF Secretariat recommends to continue building and strengthening the network of partners to benefit more Malay/Muslim parents and their children in pre-school education.

The programme’s comprehensive and systematic evaluation mechanism provides a good insight into participants’ learning and ability to retain their knowledge and skills.

The Network Secretariat recommended that the programme be extended to lower and primary level and also suggested for worksheets to also be made available in English be translated the non-Malay speaking participants. Awareness for Tiga M programme will be raised through programme identity, collateral and branding to increase participation for the programme. The Network Secretariat will also ensure sufficient training for trainers and facilitators.

### Partners

PCF Woodlands	Bt Batok East CC
PCF Eunos	Hougang CC
PCF Bedok Reservoir	Assyafaah Mosque
Xishan Primary School	Assyakirin Mosque
Teck Whye Primary School	Darul Ghufuran Mosque
Ci Yuan CC	Al Amin Mosque
Hasanah Mosque	Al-Ansar Mosque
Darussalam Mosque	4PM
MENDAKI	

### Outreach

Total no. of participants: 569 parents and 535 children

### Programme

#### PREPARATORY MATH & SCIENCE WORKSHOP

#### Purpose

Designed as an upstream measure in 2007 to bring about better performance in Mathematics and Science at PSLE, the programme offers both outdoor and classroom-based learning for its participation. The programme aims to:

- Instill interest and motivation in participations so as to preempt them on the rigour of primary six education
- Provide opportunities for participation to develop social and communication skills through learning

#### Target group

Primary 5 Standard students from primary schools and madrasahs

### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 1,500 participants.
1.1.1	Findings (2011)	Reached out to 660 participants. <i>Students were busy preparing for PSLE and some were involved in other school activities which included the National Day rehearsals that were conducted during the same period.</i>
2.	Programme Design	To enhance students’ performance in Mathematics and Science and prepare them for PSLE early.
2.1	Evaluation Tool / Period	P5 SA2 results

# Education Network

## Progress Updates

2.1	<b>Findings (2011)</b>	There were 28% passes in Math at P5 SA2 which showed 1.3% of students who recorded at least 1 grade jump from overall P4 to P5 school results. However the result is not a true reflection of the programme as we are comparing P4 and P5 syllabus.
2.2		There were 56.4% passes in Science at P5 SA2 8.7% of students at least 1 grade jump, from P4 to P5.  However the result is not a true reflection of the programme as we are comparing the P4 and P5 syllabus.

### Conclusion

The programme has met its purpose in providing an opportunity for early intervention in preparing Malay students for PSLE. In realizing that upstream measures are critical for good performance, the participants are engaged and developed in cognitive, psychological and emotional ways through experiential learning opportunities offered by the programme.

The Network Secretariat recommends a programme review and to explore other ways of conducting it for the year ahead. The programme can be further enhanced to allow students to explore new study styles and approaches to the subjects and to reinforce a learning culture for a challenging year ahead.

### Partner/Provider

MENDAKI	Thames Education Pte Ltd
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### Recommendations

The CLF Secretariat recommends to continue with the programme and to improve outreach efforts to benefit more Malay/Muslim students based on the improvements in participation results at Primary 5.

### Outreach

Total no. of participants: 660 students

### Programme

## SUCCESS IN PSLE MATH SEMINAR

To equip students with examination strategies and to motivate them to pass Mathematics at PSLE

### Purpose

An enrichment programme introduced in 2006 for all students who wish to succeed in Math, Success in PSLE Math Seminar aims to:

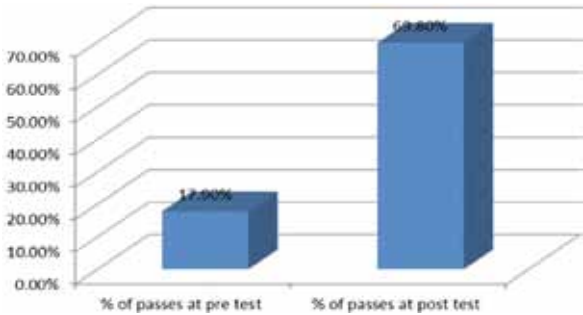
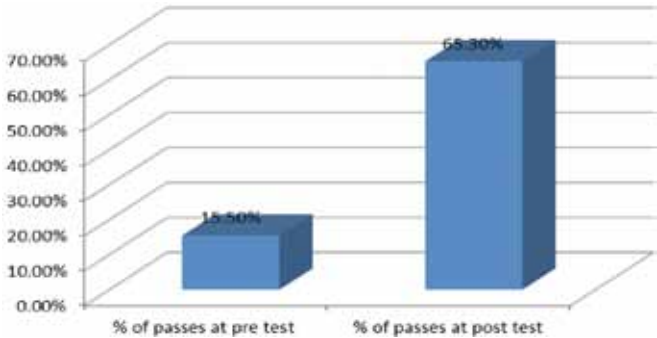
### Target group

Primary 6 Standard students from primary schools and madrasahs

1.	Programme Design	To reach out to 5,000 participants.
1.1.1	<b>Findings (2011)</b>	Reached out to 2208 participants.
2.	Programme Design	To enable students to demonstrate an improvement in their ability to grasp mathematical concepts at the end of the programme.
	Evaluation Tool / Period	Pre and post test administered at the start and end of programme respectively.

# Education Network

## Progress Updates

2.1	<b>Findings (2011)</b>	<p>The percentage of students who passed increased by an average of 51.9% in the first tier of the programme.</p> <p>(Refer to graph C)</p>  <p>Graph C</p>
2.2		76.6% of students showed an improvement by at least 5 marks in the post test in the first tier of the programme.
2.3		<p>The percentage of students who passed increased by an average of 49.8% in the second tier of the programme.</p> <p>(Refer to Graph D)</p>  <p>Graph D</p>
2.4		76.7% of students showed an improvement of at least 5 marks in the post test in the second tier of the programme.

### Conclusion

The programme has proven its effectiveness through the increase in the proportion of participants who passed at the end of each tier. This shows that the participants have a better understanding of the key mathematical concepts and the different techniques of tackling exam questions for each of the topics. However, as the seminar is a one-off measure, it may not be able to adequately impact students' performance in Math at PSLE.

extensive learning experience. Their performance can also be monitored more closely across the two tiers. The Network Secretariat recommends to also include parallel session for parents.

To measure the effectiveness of the programme and to assess students' learning, the pre and post-test will continue to be administered at the start and thereafter, upon completion of the programme.

### Recommendations

The CLF Secretariat recommends to continue with the programme and to improve outreach efforts to benefit more Malay/Muslim students based on the improvements indicated by the participants across both tiers. As the programme is designed to focus on different topics for the two tiers, students are strongly encouraged to attend both Tier 1 and 2 to ensure a more

### Partners/Provider

MENDAKI	Training Innovations
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### Outreach

Total no. of participants: 2208 students

## Network in Review

Report by Sharifah Sakinah Ali Alkaff, Education Network, Head

The Education Network was set up in 2004. The objective is to ensure that Malay/Muslim students stay in school and complete at least 10 years of education. To achieve this, both upstream and downstream efforts have been put in place. Since 2004, there have been many improvements and enhancements to the education programmes conducted by MENDAKI and its CLF partners.

The Education Network has also proven its potential to be a learning ground for tutors keen to explore new teaching methodologies. Tutors were trained to adopt differentiated teaching, experiment on cooperative learning and learn new methodologies. A group of tutors explored teaching Mathematics using Diagnostic Tests. The result of the study was encouraging.

### MENDAKI Tuition Scheme (MTS)

One of the several enhancements for MTS is to increase student engagement through smaller class size especially for upper primary levels. With the increase in enrolment, the focus shifted to having low tutor/student ratio for graduating classes. The rest of the levels have a maximum of 15 students in each class. With the enhancements and a differentiated curriculum for the students, MENDAKI projects an increase in enrolment. In addition to these, there is an annual review of curriculum and practice test papers after every module.

### Continued Subsidy

In ensuring that no child is deprived of the MTS and developmental programmes, our students enjoy a wide range of subsidies. For example in 2011, 4,862 applications enjoyed \$692,405 of fees waived. Along with this come responsibilities for both parent and student to ensure consistent attendance during the tuition and the holiday activities.

### Outreach Initiatives: Community Outreach Support Scheme (COSS)

Recognizing that Malay Muslim students are currently studying in community clubs and zonal residential committees, near their homes, MTS expanded its collaboration by adopting the same subsidy structure for these students. The programmed started as a pilot in 2010. By **2011, 595 students** had benefited from this programmed and **\$99,586** had been disbursed. Currently, there are 7 grassroots organizations that participate under the COSS: Kolam Ayer CC, Henderson CC; Kaki Bukit CC; Radon Mas CC, Bukit Batik East MAEC. By partnering with new agencies, CLF creatively design working models so our MM students can benefit from all that is available island-wide.

### Home- Community- Partnership

The most promising area is that of partnership. The network continues to benefit from supporting schools offering as many classrooms as they could to enable us to deliver our MENDAKI Tuition Scheme and the Self-Help Groups Collaborative Tuition Programmed (CTP). We thrive on partnerships to build a better tomorrow. It is through collaborative efforts, joint working relationships which will eventually lead to strong partnerships. Schools are now embracing the home and the community in developing the child. "It takes a village to raise a child."

### Introduction to Early Science

Another important subject to focus is Science. Our students will be acquire process skills and appreciate Science through experiments. Efforts are ongoing to disseminate the subject through mini-road shows and involving parents as well.

### Conclusion

The Education Network is another platform for our Malay Muslim students to leverage in order to excel.





# Youth Development Network

## Progress Updates

### Did You Know

- Out of 778 400 resident youth aged 15- 29 years at national level, 47.4% are Professionals, Managers, Executives and Technicians.
- There are 132 600 Malay youths, aged 15 – 29 years old.

Source: Singapore Department of Statistics, Yearbook of Statistics Singapore, 2012

### Objectives of Network

- To ensure that Malay/Muslim students go to school
- To ensure that students remain in school and receive a least ten years of formal education
- To widen horizons of students

### Programmes for Evaluation

- Youth-In-Action (YIA)
- Max Out
- Integrated Programme for Teenagers (NUR)
- Empowerment Programme for Girls (EPG)

Note on source of information: Data in this report is drawn from the most recent available statistics from the Youth Development Network. The evaluation period for all programmes, unless otherwise specified, are from January 2011 to December 2011.

### Data from Jan-Dec 2011

1.	Programme Design	To reach out to at least 300 students for YIA and 290 for YIA+.
1.1	Evaluation Tool / Period	Registration list
1.1.1	Findings (2011)	YIA benefitted 277 participants made up of 100 primary, 177 secondary students while YIA plus received 319 participants.
2.	Programme Design	To hold school initiation by end March 2011
2.1	Evaluation Tool / Period	Reports
2.1.1	Findings (2011)	74% of the participating schools were initiated by March 2010. The programme was well supported by the school principals, liaison teachers and mentors at every initiation session and they provided useful suggestion to the network on the programme. New referrals from the 5 schools were low hence it was decided not to have an initiation. These new mentees were instead introduced to their mentors at the monthly engagements.
3.	Programme Design	To ensure that 75% of mentees attend an initiation session.

### Programme

#### YOUTH-IN-ACTION (YIA)

##### Purpose

Piloted in 2004 as an upstream measure to help Malay/Muslim students remain in school through mentoring and developmental programmes, Youth-In-Action aims to:

- Ensure that participants progress to post-secondary education
- Reduce negative social behavior and harness their potential through the concept of Positive Youth Development

##### Target group

Primary and Secondary school students

# Youth Development Network

## Progress Updates

3.1	Evaluation Tool / Period	Attendance Report
3.1.1	Findings (2011)	78% of the participants attended the initiation session as they were able to meet with mentors and find out more on the programme's upcoming events and activities. Some participants only joined in subsequent engagement sessions as the initiation sessions coincided with their school programmes/ CCAs.
4.	Programme Design	To ensure that 75% of mentees attend at least 2 Developmental Programmes (DPs).
4.1	Evaluation Tool / Period	Attendance Report
4.1.1	Findings (2011) Number of Departmental Programmes (DPs) = 2	12% attended at least 2 DPs. The low attendance was due to school activities which took place on the same days as the DPs. From feedback received by participants and schools, the number of DPs have been reduced to 2 for 2011.
5.	Programme Design	To receive positive feedback from 75% of mentees.
5.1	Evaluation Tool / Period	Feedback Forms
5.1.1	Findings (2011)	78% of the participants provided positive feedback on the developmental programmes. The positive feedback was an indicator that participants had a favourable experience. The participants maintained a good relationship with mentors throughout the learning process.  <i>"I get to meet new friends from other schools and enjoy in the activities. It helps to build my confidence and learn new things."</i> MOHAMED RAFIQ BIN NORDIN MacPherson Pri Sch
6.	Programme Design	To ensure that 100% of YIA participants stay in school.
6.1	Evaluation Tool / Period	School Report
6.1.1	Findings	All the participants remained in school.

### Conclusion/Observations

YIA outreach to students and number of partnering agencies and schools have grown. It has provided the necessary support to the Malay/Muslim youths to remain in school.

However, YIA still faced challenges in getting participants to attend the developmental programmes. This was due to the DPs schedule coinciding with school activities and Co-Curricular Activities. Schools have expressed their concern and advised a reduced number of DP in order to improve attendance for the programme. In addition, not all schools were initiated by end of the first quarter as they were unable to make the necessary referrals.

On the whole, YIA have maintained to keep all participants in school.

### Recommendations

The CLF Secretariat proposes to continue the programme based on the positive learning points as expressed by the participants. The Secretariat also recommends that the initiation period be extended so that YIA schools are allowed more time to identify potential participants. In order to avoid coinciding with school activities, it is recommended that the annual mass bonding sessions be reduced to two and these sessions will be held during school break in June and November. YIA will also improve its process to make it more convenient for volunteer mentors to submit their reports online. This will encourage more timely report submissions which will in turn allow Secretariat to address challenges faced by mentor or participants efficiently.

# Youth Development Network

## Progress Updates

### Partners

AMP	Junyuan Primary School	Bendemeer Secondary School	Northland Secondary School
4PM	MacPherson Primary School	Bishan Park Secondary School	Ping Yi Secondary School
Dream+	Teck Ghee Primary School	Deyi Secondary School	Sembawang Secondary School
Camp Challenge Pte Ltd	Woodlands Primary School	Hong Kah Secondary School	Springfield Secondary School
Geylang Methodist Primary School	Bartley Secondary School	Loyang Secondary School	Yuan Ching Secondary School
Greenwood Primary School	Bedok South Secondary School	Naval Base Secondary School	

### Outreach

Total no. of participants: 596

### Programme

#### MAX OUT

#### Purpose

Piloted in 2005 to help Malay/Muslim out-of-school youths, through academic and character development programmes, Max Out aims to:

- Enable participants, who have dropped out of school for less than four years, to return to mainstream education

- Empower participants, who have left formal education for more than four years, with relevant skills and job training for gainful employment

#### Target group

Out-of-school youths aged 14 to 19 years old

### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 60 out-of-school youths.
1.1	Evaluation Tool / Period	Registration List
1.1.1	Findings	The programme reached out to 62 participants.
2.	Programme Design	To elicit positive reflection from at least 75% participants who attended the 5-day boot camp.
2.1	Evaluation Tool / Period	Pre and Post-Camp Questionnaire
2.1.1	Findings (2011)	72% of participants demonstrated positive reflection at the end of the boot camp. Their responses indicated that the participants had a greater sense of self awareness and were ready to adopt changes in their lives.
3.	Programme Design	To ensure that participants meet at least 75% of attendance (at JBS and Ain Society).
3.1	Evaluation Tool / Period	Attendance Report

# Youth Development Network

## Progress Updates

3.1.1	Findings (2011)	JBS offers academic lessons while Ain Society provides socio-emotional support through character development classes. The participants did not fulfill satisfactory attendance at both centers. JBS had 74% attendance rate and Ain Society, 49%. Ain Society conducted its character development classes at their Joo Chiat office to reduce travelling inconvenience. Participants had feedback previously that the venue of Ain Society classes was inconvenient.
4.	Programme Design	To ensure that 85% of participants demonstrate improvements in character.
4.1	Evaluation Tool / Period	Trainer Observation Report
4.1.1	Findings (2011)	81% of the participants demonstrated improvement in their attitude and behavior towards learning as observed by trainers during academic engagement time.
5.	Programme Design	To bring about re-admission to schools or employment.
5.1	Evaluation Tool / Period	Trainer Report
5.1.1	Findings (2011)	13 participants who registered to sit for their 'N' Level Examinations in 2011 were eligible for ITE. Presently, 6 are in ITE, 2 are serving their National Service and 5 have gained employment. The 5 participants who found jobs were also offered places in ITE although they had to work to support their families financially. 8 graduated with a skills certificate in Food Preparation in June 2011.

### Conclusion/Observations

Max Out continues to be an integral programme in providing opportunities to our Malay/Muslim out-of-school youths (OSYs) through education and skills upgrading. The programme has benefitted more than 600 OSYs since it first started in 2005. There have been fewer OSYs from primary school level since the start of Max Out. Participants who completed the programme are now more focus and determined to do well in their studies. Orientation camps before the start of the programme have prepared participants well in getting along with each other.

### Recommendations

The programme has served its purpose in meeting the needs of out of school youths through academic and socio-emotional support. The CLF Secretariat will continue to enhance the orientation experience to facilitate bonding among the participants and ensuring that they embark on the programme on a positive note. The Secretariat will explore new ideas including engaging external vendors for character development activities to entice participants and maintain their interest throughout Max Out. This will be essential to ensure improvement in attendance.

### Partners/Providers

JBS International College	Ain Society
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### Outreach

Total no. of participants: 62

# Youth Development Network

## Progress Updates

### Programme

#### INTEGRATED PROGRAMME FOR TEENAGERS (NUR)

#### Purpose

The Integrated Programme for Teenagers, or more commonly known as NUR, was initiated in 2006 to provide a holistic intervention plan for Malay/Muslim teenagers and their parents through:

- (i) NUR-on-the-MOVE; roadshows to reach out and inform youths on available community resources

- (ii) NURteensLINE; a telephone helpline whereby youths and/or parents can call to seek help or advice
- (iii) NUR Drop-in-Centres; a place for youths to engage in social activities and seek counseling help

#### Target group

Teenagers and parents

#### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 3,000 teenagers through NUR-on-the-MOVE.
1.1	Evaluation Tool / Period	Attendance Report
1.1.1	Findings (2011)	In 2011, NUR revised its outreach strategies. The new initiatives include the 7 advertorials in Gen G and 1 <sup>3</sup> publications and distribution of NUR collaterals (featuring the helpline and DICs' information) to primary and secondary school students. NUR has outreached to 2000 youths island wide.
2.	Programme Design	To attend to calls and SMSes through the NURteensLINE.
2.1	Evaluation Tool / Period	Case Report
2.1.1	Findings (2011)	Received 79 calls, out of which 82% of the calls received were on youth-related issues such as school issues, staying away from home, boy-girl relationship, smoking while 18% of the calls were on parental conflict. 20% of the callers aged 13- 16 year old.  <i>The significant decline (51.6%) in the number of calls received via the helpline prompted NUR partners to do a programme review. The review entailed feedback by partners on the relevance of the helpline and NUR services in the current landscape.</i>
3.	Programme Design	To manage 60 cases at every NUR-Drop-in-Centre.
3.1	Evaluation Tool / Period	Case Report
3.1.1	Findings (2011)	Number of DICs involved = 5 Total number of cases managed by all DICs = 216 Number of cases closed = 140  Managed 216 counseling cases from 5 DICs. There were more cases being handled as compared to 2012.

# Youth Development Network

## Progress Updates

### Conclusion

A review of NUR which was aimed to revisit the objectives of NUR and measuring its relevance was done in March 2011. The declining number of calls and counseling cases over the years had triggered the review. Partners have suggested NUR to widen its scope by including outreach and engagement apart from counseling as they felt that NUR still has its place. These recommendations have been reviewed and a case study has emerged in order to further understand the needs of the youths and identify service gaps in order to reach out and serve the youth better.

### Recommendations

The CLF Secretariat and the network are still in the process of reviewing the case study of NUR and its programme specifications. The Secretariat is still looking into a thorough assessment on NUR to ensure that the programme remains effective or otherwise, to improve and review its objectives. The review will involve inputs from partners so as to ensure that CLF programmes are carefully analysed and designed to meet the changing needs of the youth.

### Partners/Providers

Ain Society	Clubilya
Al-Falah Mosque	AMP
PPIS	

### Outreach

Total no. of participants: 2295

### Programme

#### EMPOWERMENT PROGRAMME FOR GIRLS (EPG)

#### Purpose

The Empowerment Programme for Girls, or more commonly known as EPG, was initiated in 2008 to provide confidence and self-esteem building opportunities to participants through dialogue with women professionals and other developmental programmes, so they will:

- Stay in school and complete at least ten years of formal education
- Abstain from undesirable behavior or activity such as premarital sex and substance abuse

#### Target group

Secondary 2 Normal Academic (NA) and Technical (NT) Malay female students

#### Data from Jan-Dec 2011

1.	Programme Design	To reach out to at least 100 new participants.
1.1	Evaluation Tool / Period	Registration form
1.1.1	Findings (2011)	The programme reached out to 282 female students through 11 dialogue sessions with women professionals, out of which 123 enrolled as participants.
2.	Programme Design	To ensure that 75% of participants attend at least 3 activities.
2.1	Evaluation Tool / Period	Attendance Record
2.1.1	Findings (2011)	61% of the participants attended at least 3 activities. This was because the dates of many of the activities clashed with school activities and more than 90% of EPG participants were active members of their school CCAs.

## Youth Development Network

### Progress Updates

3.	Programme Design	To enable participants to organize and/or be engaged in at least one youth-based/community-based project.
3.1	Evaluation Tool / Period	Attendance Record
3.1.1	<b>Findings (2011)</b>	Projects organized and/or engaged: 3 girls became mentors to a group of upper primary school students in Youth-in-Action programme (Mar to Dec 2011) 11 girls participated in Youth Enrichment Programme Community Service Marathon (Mar 2011). They volunteered at soup kitchen and as befrienders in children's reading programme. 13 girls organized Camp United, a collaboration with Bedok South CC and other SHGs, in conjunction with Racial Harmony Month (3-4 June 2011) 30 girls organized heARTs Festival for 100 primary school students on 11 Dec 2011.  19% of the participants attended at least one project.
4.	Programme Design	To enable 75% of participants to demonstrate improvement in self-esteem, outlook on education and character development.
4.1	Evaluation Tool / Period	Feedback from teachers & Personal Self Esteem Survey
4.1.1	<b>Findings (2011)</b>	99% of participants received positive feedback from their teachers on their improvements in behavior.  80% showed positive self-esteem through the survey conducted.
5.	Programme Design	To encourage participants to enter/qualify for post-secondary education.
5.1	Evaluation Tool / Period	Feedback from Teachers / Follow up communication / Application of Incentives
5.1.1	Findings	95% of those who took their GCE 'O' and 'N' levels in 2011 were eligible for post-secondary education. 39 of them proceeded to Secondary 5.

#### Conclusion/Observations

EPG has benefitted its participants in building their confidence through active dialogue sessions with women professionals and developmental activities where participants are able to express themselves activity-based learning. EPG has reached out to 1091 girls in 17 schools since its inception in 2008 and there are 54 volunteer women professionals who have registered to serve in EPG.

Small group engagements of not more than 40 girls are well-received by the participants as it allows more interaction time among the trainers and participants.

The activities became meeting points for the participants from various schools and provided good opportunities for them to know each other better.

EPG has proven to be flexible in accepting ideas from participants such as youth-based projects in which they are supervised by young professionals. Some of the engagement suggestions that participants initiated include Camp United and heARTS Fest.

#### Recommendations

The CLF Secretariat proposed to continue with the programme in order to bring more Malay/Muslim female students and professionals together to inspire one another. From the encouraging response and feedback for small group engagements, EPG will continue engaging the girls in such clusters, while forming more interest groups so that every EPG participant belongs to at least one group/club. EPG will seek opportunities for these groups/clubs to showcase their works.

## Youth Development Network

### Progress Updates

#### Partners/Providers

Health Promotion Board	Hong Kah Sec School
Esplanade – Theatres on the Bay	Pingyi Sec School
O School Ltd	Siglap Sec School
Ngee Ann Polytechnic	Springfield Sec School
Bartley Sec School	Woodlands Ring Sec School
Bedok Town Sec School	Yuan Ching Sec School
Fuchun Sec School	Yusuf Ishak Sec School
National Youth Achievement Award Council	

#### Outreach

Total no. of participants: 297 girls.



## Network in Review

Report by Sazali Wahid, Youth Development Network, Head

The Youth Development Network (YDN) was the first of the four CLF Networks to be launched on 15 February 2004. The formation of the Network, as an arm of the CLF, was essentially to maximise available resources and build capacity within the Malay/Muslim youth services sector. It sought to provide the infrastructure to develop our youth, particularly those deemed at-risk. As such, the core objectives of the YDN was to ensure that our youth go to school, receive at least ten years of formal education and to widen their horizons through the various YDN programmes and activities.

Since 2004, YDN has steadily grown into what it is today – an established and successful network of Malay/Muslim Organisations (MMOs), schools, government bodies and youth agencies working together to empower our youth through positive engagement. Over a period of nine years, the YDN has launched five programmes in total, each focusing on the different age groups and aspects of youth development. Youth-in-Action (YIA) was conceptualised and implemented in 2004 to prevent students from dropping out of school. 2665 primary and secondary school students have benefitted from YIA. The following year, the Max Out programme was piloted to assist premature school leavers in giving them an alternative academic pathway. Max Out has made a difference to about 600 out-of-school youths. In 2006, YIA Plus was initiated to extend the benefits of YIA to upper secondary students. For seven years, YIA Plus reached out to 1430 participants. In the same year, the NURteensLine and NUR drop-in-centres were started to provide counseling services to our youth. In the next year, the NUR on the Move roadshows were conducted at schools islandwide to promote the full range of NUR services. Since its inception, NUR has helped approximately 18,000 youth and parents. In 2008, YDN began its foray into gender-specific youth programming with the Empowerment Programme for Girls (EPG) and more than 1000 young girls have taken part in the activities.

Finally, the success of EPG led to the creation of the Engagement Programme for Boys (EPB) three years later in 2011. EPB has reached out to 372 young boys so far. In total, more than 24,000 youth have been positively engaged through these programmes and services. In each of these programmes, the YDN Secretariat works closely with its partners and conducts annual reviews and evaluations to ensure continued relevance amidst the changing youth landscape.

In the area of capacity building, apart from the training of our youth workers, the YDN has conducted two Learning Conferences in 2004 and 2005 and attended by 700 local and overseas practitioners, youth and teachers. In 2011, two sharing sessions were held for more than 150 Malay youth workers. This year, we conducted a Youth Symposium for 300 youth and youth worker professionals.

Throughout the nine years, the YDN has experienced its share of challenges and successes. While we have positively impacted 24,000 lives, we are also aware that there are many more youth out there that we have yet to reach out to. The Network is continuously looking at ways of expanding our outreach, so that more can benefit from the programmes that we run. The Network is also happy to share that for the past three years, all of the YIA participants have remained in school and are fully committed to their education. This is a marked improvement from the initial years where the programme experienced several YIA participants leaving school prematurely. This is testament to the efforts put in by the partners and the continuous program review by the YDN Secretariat. It is also very encouraging to note that several of our Max Out students, who were previously school dropouts, have gone on to post-secondary education at the ITE. Two of them have performed very well and are currently studying at the local polytechnics.



# Family Development Network

## Progress Updates

### Did You Know

In 2011, there were 26,386 casework and counselling reported by Family Service Centres in Singapore, as compared to 21,010 in 2008.

*Source: Yearbook of Statistics Singapore, 2012*

Between 2000 and 2010, all ethnic group showed an increase in household income. The average household income from work grew by 1.7 per cent in real terms for the Chinese households, 2.1 per cent in real terms for the Malay households and 3.5 per cent in real terms for the Indian households.

*Source: Census Population 2010*

### Objectives of Network

To reach out to Malay/Muslim families-in-need, especially those with young dependants, so as to ensure that

- Children complete at least ten years of formal education,
- Parents remain gainfully employed with a per capita income (PCI) of more than \$450,
- Families enhance their resiliency and functioning.

*Note on source of information: Data in this report is drawn from the most recent available statistics from the Family Development Network. The evaluation period for all programmes, unless otherwise specified are from January 2011 to December 2011.*

## ACTION PLAN FOR STRENGTHENING MALAY/MUSLIM FAMILIES

### Purpose

The Action Plan for Strengthening Malay/Muslim Families aims to provide an integrated, coordinated and comprehensive assistance to families with multiple difficulties through the following initiatives:

- Wrap Around Care Programme
- Community of Practice
- Community Projects
- Core Parenting Skills
- Family Excellence Circles

These initiatives are designed to be interconnected with the basic tenets of the 'Wrap Around Care' philosophy where families receive a systematic, coordinated and sustainable intervention efforts to meet different needs. The 'Wrap Around Care' philosophy enables the Family Development Network to offer holistic and meaningful assistance to families-in-need and ensure their effectiveness and cultural coherence for the community.

### Programme

## WRAP AROUND CARE

### Findings of Mar 2012

A third evaluation of the 'Wrap Around Care' pilot project was conducted in March 2012 as we continued to track the progress of the families. 21 cases from the pilot WAC remain active, with 9 clients achieving the 'Average Progress' level of progress and 3 clients at the 'Good Progress' level.

In comparison to April 2011, 3 clients who were previously at the 'No Progress' level have transited to the 'Slow Progress' level while 7 clients who were from the 'Slow Progress' level have moved to 'Average' and 'Good Progress' levels.

### Conclusion

As the Network continued to work closely with FSC case workers over the remaining 21 pilot Wrap Around Care cases, it has also moved forward in improving the operational framework of the Wrap Around Care. Following the evaluation of the Wrap Around Care Pilot Project in 2010, the Network recognized the need to build on the success achieved in the pilot project by enhancing the existing levels of collaboration with the various social service agencies and increasing appreciation of Wrap Around Care. In 2011, the Network reached out to 8 FSCs and 1 VWO for WAC 2011.

The Network also revised the Standard Operating Procedures and agreed outcomes of the Wrap Around Care with our partnering agencies. This eventually led to a collective agreement on what would be the framework of the Enhanced Wrap Around Care (eWAC).

The eWAC is a team-based and phase-approach of care giving, which places an emphasis on action plans which are designed and implemented by a team of professionals relevant to the family, according to their needs. This team of professionals would comprise of social workers from the FSC, Social Assistance Managers from CDC, Social Development Officers from Mosque Cluster and a Project Manager from MENDAKI. 3 eWAC teams have been formed for the 2 year eWAC pilot.

### Recommendations

The Network will continue to work closely with agencies involved in WAC 2011 as well as the eWAC pilot.

# Family Development Network

## Progress Updates

### Outreach:

Total no. of participants:

Wrap Around Care (Pilot) – 125 families since 2009

Wrap Around Care 2011 – 92 families

Enhanced Wrap Around Care – 37 families

Total no. of agencies:

8 FSCs and 1 VWO have signed the Terms of Reference for Wrap Around Care 2011:

- Singapore Children's Society (Yishun FSC)
- Rotary FSC
- TanjongPagar FSC
- FeiYue FSC (Choa Chu Kang)
- FeiYue FSC (Yew Tee)
- FeiYue FSC (Bukit Batok)
- Moral FSC Serangoon
- Ang Mo Kio FSC (AMK)
- Society for the Physically Disabled (SPD)

3 eWAC teams, comprising 8 agencies were formed in 2011:

- North East Team I
  - North East CDC
  - Tampines FSC
  - North East Mosque Cluster (Darul Ghufuran Mosque)
- North East Team II
  - North East CDC
  - Ang Mo Kio FSC (Sengkang)
  - North East Mosque Cluster (Al-Mawaddah Mosque)
- South East Team
  - South East CDC
  - THK Family Service Centre @ MacPherson
  - South East Mosque Cluster (Sallim Mattar Mosque)

### Programme

#### COMMUNITY OF PRACTICE

The Community of Practice was developed in 2009 to address the high demand for Malay/Muslim social workers to meet the high proportion of Malay/Muslim cases received at the Family Service Centres (FSCs). Its objectives are as follows:

- To champion social work issues within the Malay/Muslim community
- To create a deeper appreciation of the social work discipline and its significance in tackling the issue of dysfunctional families
- To elevate the profile of Social Work amongst Malay/Muslim undergraduates and within the Malay/Muslim community

In 2011, the following activities were carried out:

- A sharing session with 141 Madrasah students was conducted in collaboration with Muhammadiyah Association and the National Council of Social Service. During the session, Mr Amran Jamil, Centre Manager of PPIS FSC (East) and CoP member, shared on the various career pathways and available training opportunities in the social service sector.
- A Social Work Career Session was also conducted in collaboration with the Islamic Religious Council of Singapore (MUIS) and National Council of Social Service, attracting 14 Asatizahs. Similar to the session with Madrasah students, the session provided a platform for the CoP to update on the various career pathways in the social service sector, with a particular focus on opportunities to help the Asatizahs with their Social Work conversion.

# Family Development Network

## Progress Updates

### Programme

#### COMMUNITY PROJECTS

The three Community Projects run by various Malay Muslim Organizations (MMOs), are designed to address various issues faced by the community.

- (i) Projek Keluarga Teguh by Muhammadiyah Welfare Home (MWH)
- (ii) Vista Sakinah by PPIS
- (iii) In-Care Religious Programme for Malay Muslim Inmates by PERGAS

*Note: The progress updates provided for all three (3) Community Projects are from their various points of inception up till July 2012.*

#### (i) **Projek Keluarga Teguh by Muhammadiyah Welfare Home**

Projek Keluarga Teguh, initiated in October 2008 aims to:

Provide support to family members of MWH residents

#### Programme Design

1. To serve as an extension of services to other family members of 25 Muhammadiyah Welfare Home residents through intensive case management and developmental/enrichment programmes
2. To enable families to achieve stable household income with PCI of \$375 and above.
3. To minimize relapse rate of residents to below 40%
4. To minimize offence/relapse rate of family members to below 30%
5. To ensure that residents and their siblings resume school and/or complete 10 years of education
6. To achieve 80% for programmes conducted by MWH.
7. Receptivity of youths and family members to the intervention plan of the Family Social Worker

#### Evaluation Tool

- 1.1 Attendance for sessions and family sessions / Case Report
- 2.1 Payslips, CPF contribution, etc.
- 3.1 – 7.1 Home/ school visit, phone call

### Outline of project:

- Phase I: Initial Assessment (Oct to Dec 2008)
- Phase II: Planning & Intervention (Jan 2009 to June 2011)
- Phase III: Review and Closure (Jul 2011 to Dec 2011)

### Findings:

Three key criteria are used for determining cases that are ready for closure:

- a. To ensure economic stability: Parents remain employed for at least 6 months
- b. To ensure educational stability: Child and siblings remain in school and show positive engagement in learning/education
- c. Families' self-assessment that they are able to cope and are independent.

- MWH still tracks cases that are closed. To date, MWH is in contact with these families, through phone calls or visiting them once in 3 months. In addition, all cases that are closed would still have access to social worker in PKT and they are able to contact the social work directly should the needs arise.

- As of Dec 2011, 10 out of 25 cases remain active, as these families still needed support. The other 13 cases have developed positively, and these families have become independent and self-empowered in managing their needs. The remaining 2 cases are still residing in the Home and could not be discharged due to the complexity of the family's problems both involving the lack of stable and safe environment for their children. These two cases are currently under the direct management of Ministry of Social and Family Development (MSF). The caseworkers in the Home will be working with MSF's social workers to put in place a care and management plan for the two boys in MWH.

- From the 10 active cases who are still supported by MWH in the PKT, majority have shown positive progress, despite the occasional lapses and unfolding events taking place in the families which had hindered complete recovery and independence.

- In terms of recidivism, only 2 out of the 10 active cases were involved in offences and were sentenced to the Reformatory Training Centres (RTC).

# Family Development Network

## Progress Updates

### Conclusion

The programme final evaluation findings were indicated in CLF Report 2011 for evaluation period Oct 2008 – Jul 2011.

The pilot phase of 'Projek Keluarga Teguh' has yielded many positive outcomes with 40% of the families involved experiencing an increase in income levels. Efforts to minimize the relapse rates among the youths have proven successful while none of the youths' siblings have reoffended.

Beyond the statistical successes, the programme represents a value add to MWH's current programmes and services as it offers a comprehensive framework of caregiving that pays attention to the needs of both the resident and their family members.

### Recommendations

The Network will continue to work closely with Muhammadiyah Welfare Home to expand the programme and reach out to more youths in the home and their family members and siblings.

### Partners

Muhammadiyah Welfare Home

### (ii) Vista Sakinah by PPIS

Vista Sakinah, introduced in September 2009 aims to:

- Expand the Remarriages and Step Families programme, in order to reach out to 600 Muslim remarriages and step families by 2011 through orientation sessions, Projek Memupuk Kasih (Step Parenting Workshop, Marriage Enrichment courses, support group for step parents and workshop for children living with step families.

### Progress Updates:

In 2011, 553 couples had registered for Vista Sakinah's orientation sessions. 278 couples completed the Projek Memupuk Kasih, a specialized marriage preparation course to handle the multi-faceted stressors in a remarriage.

Vista Sakinah's wide range of enrichment programmes reached out to 371 family members who were able to benefit from the parenting workshops for stepfamilies to workshops to help single persons in remarriages/stepfamilies adjust better to living in stepfamilies. 170 couples also attended casework and counselling with the Centre.

### Conclusion:

The programme and its evaluation are still ongoing.

### Partners

PPIS Vista Sakinah

### Recommendations:

The Network will continue to support Vista Sakinah's efforts in 2012, having agreed on a new co-funding mechanism with MCYS and PPIS.

### Outreach:

Total number of participants: 553 families

# Family Development Network

## Progress Updates

- **In-Care Religious Programme by PERGAS**

Also known as Muslim Intensive Life-Skills Programme, introduced in October 2008 aims to:

- Provide in-care programmes to these inmates to impart religious knowledge based on Islamic tenets and a set of life skills to enable them to assimilate and reintegrate into society upon release.

The following strategies were adopted:

- Development of curriculum based on MUIS' Adult Learning Model & Training of Asatizahs
- Identification and training of asatizahs
- Implementation of a three-phased programme; Islamic Worldview, Spiritual & Lifeskills, Building Resilience & Preparedness

### Progress Updates of 2011

The programme reached out to 32 inmates. Between September 2010 and March 2011, they embarked on the first module, 'Islamic Worldview' (Tassawur Islam). This phase allows participants to revisit the relevant basic Islamic doctrines and to reconcile the different levels of spiritual understanding that might exist.

The inmates began the second module, 'Spiritual & Lifeskills' in April 2011. This module lasted for a year

until Mar 2012 and it introduces specific subjects that aim to provide inmates with the relevant life-skills and knowledge in preparation for their eventual release. Topics discussed include 'Goal Setting', 'Having a short-term and long-term vision', 'Self-Reflection (Muhasabah)' and 'Genuine Repentance'. Regular weekly Quranic Recitation sessions were also conducted throughout this phase with the objective of completing selected passages from the Quran which are related to the topics introduced.

### Conclusion

The project has just completed in July 2012. As of Dec 2011, PERGAS continued to deliver their weekly sessions (4 times per week) with the inmates, more specifically for the 2nd module, Spiritual & Lifeskills.

### Recommendations

The Network continues to work closely with PERGAS to identify new and improved ways to reach out to Malay Muslim inmates.

### Partner:

PERGAS

### Outreach

Total no. of participants: 32 inmates

## Programme

### CORE PARENTING SKILLS

#### Purpose

The programme, introduced in 2008 aims to:

Equip parents with the necessary parenting skills so that they would be more effective primary educators in developing their children holistically. In order to realize the aim of the programme, the following initiatives were adopted:

- Education Seminar Series**
- Program Bijak Belanja** or Financial Literacy Programme

#### (iii) Strengthening Families Series

- Education Seminar Series, introduced in 2008, aims to:

Create awareness on the changing landscape and the alternative pathways for:

- Parents with pre-school and primary school children
- Parents with children sitting for PSLE and secondary school education

# Family Development Network

## Progress Updates

### (i) Education Seminar Series

#### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 200 participants per seminar
1.1	Findings	The programme reached out and benefitted 867 participants in 2011.
2.	Programme Design	To receive positive feedback from at least 85% of participants.
2.1	Findings	92 % of participants strongly agreed that the seminar met their expectations.
2.2		90% strongly agreed that the seminars were useful and beneficial to them.
2.3		Almost all of the participants indicated that they will recommend the seminar to others.

#### Conclusion

The Education Seminar Series has exceeded its targeted participants and continues to improve its outreach since inception. The programme serves as a platform for parents and their school-going children to be in touch with the latest developments in the education landscape. The series also provided parents an opportunity to engage the experts and professionals in an informal setting on issues relating to the educational needs of their children as well as their roles as parents and mediators of their children's learning.

A total of three seminars were held in 2011, each focusing and targeting specific groups of students. Of these, the seminar targeting the PSLE students

proved to be the most popular with an overwhelming response. Recognising this, the network will ensure that venues selected will be able to meet the demands.

The Network will continue to collaborate with the Education Network in engaging the experts in the field of education and education-related matters.

#### Partners

MENDAKI

#### Outreach

Total no. of participants: 867

#### Purpose

##### (ii) Program Bijak Belanja, established in 2008, aims to:

Create an awareness and understanding of the importance of financial literacy and management

and to enable participants to apply the knowledge and skills learnt to their daily lives through:

- (i) One (1) core module on Financial Literacy and
- (ii) Three (3) electives on 'Lifestyle', 'Home Ownership' and 'Credit and Debt Management'

#### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 50 participants per core module and 30 participants per elective module.
1.1	Findings	The programme reached out to 3121 participants in 2011.
2.	Programme Design	To receive positive feedback from 85% of participants.
2.1	Findings	Upon completion of the programme, all of the participants indicated that Program BijakBelanja has met its objectives, was relevant and beneficial to them and they would recommend it to their friends or relatives.
2.2		When interviewed 6 months after the programme, 24% of those interviewed, were now able to save than before.
2.3		While more than 66 % of the participants have expressed their interest to attend further courses on financial literacy, data also shows that Program BijakBelanja has encouraged an increasing proportion of them to attend other financial literacy programmes offered by community agencies for example, Budget Seminars by Family Service Centres and CDCs.

# Family Development Network

## Progress Updates

### Conclusion

Program Bijak Belanja has proven to be popular among parents including those who received some form of assistance from organisations such as the CCs and mosques. The positive feedback received at the end of each session had led the network to constantly assess the environment to seek new and relevant financial-related topics. In 2011, a new module was introduced that highlighted the importance of insurance as part of building resilience for the family.

The Network will continue its efforts to keep the topics relevant in the fast-changing economic environment.

### Partners

Bukit Batok East MAEC	Ace the Place CC & MAEC
BtBatok Central MAEC	Masjid Khalid
Ang Mo Kio CC	Masjid Assyakirin

### Outreach

Total no. of participants: 3121

### Purpose

(iii) **Strengthening Families Series, established in 2009, aims to create greater understanding on effective family functioning through:**

- Session 1 : Setting Goals and Boundaries
- Session 2 : Physical, Emotional and Spiritual Well-being
- Session 3 : Understanding Life Stages of an Individual

### Data from Jan-Dec 2011

1.	Programme Design	To reach out to 30 participants for every run (consisting of 3 sessions).
1.1	Findings	The Strengthening Families Series reached out and benefitted 540 participants.
2.	Programme Design	To receive positive feedback from 85% of participants.
2.1	Findings	Though all three sessions were rated highly by participants, Session 3 was mostwell-received with 98% of participants rating the session as 'satisfactory' and 'most satisfactory'.
2.2		88 % of the participants indicated that they will share the information received and that they would encourage others to attend.
2.3		According to the pre and post perception survey administered before and after the completion of the 3 sessions, figures showed an improvement in the proportion of participants who indicated that they "agree that challenges are good and necessary for the family", "are more aware of signs of unhealthy stress" and that "every child is unique with their own personalities."

### Conclusion

The Strengthening Families Series consistently drew positive responses from the participants who attended all three workshops in the series. However, outreach remains as the main challenge in carrying out the workshops.

The Network will be introducing the elective modules in 2012 as part of the series. It also hopes to work closely with like-minded organizations to reach out and organize the sessions for their clients and beneficiaries.

### Partners

TanjongPagar FSC	North West CDC
MUIS (EPS via Ain Society, Apkim, Peace PL)	Singapore Children Society
BtBatok East MAEC	Masjid Assyakirin
Masjid DarulMakmur	Ace the Place CC & MAEC

### Outreach

Total no. of participants: 540



# Family Development Network

## Progress Updates

### Programme

#### FAMILY EXCELLENCE CIRCLES (FEC)

#### Purpose

Implemented in 2005, Family Excellence Circles or FEC aims to:

- Provide a social support network for parents to connect and interact with one another. Such interactions would help to facilitate the exchange of ideas and the sharing of best practices in coping with the everyday challenges of parenthood
- Empower these parents with the knowledge to tackle familial issues and to enhance their family resilience

#### Data from Jan-Dec 2011

1.	Programme Design	To complete 6 Group Support Sessions, 2 Bonding Sessions and 4 Learning Journeys for a period of a year.
1.1	Findings	80% of the participants fulfilled the attendance requirements for the programme and were able to leverage on attending the Strengthening Families Series conducted by MENDAKI. They were also participative in MMOs events and activities, such as Jamiyah's Maulid Nabi Celebrations, International Museum Day Celebration @ Asian Civilization Museum and Cancer Awareness Seminar by Ain Society Seminar.
2.	Programme Design	To demonstrate awareness of lifelong learning and gain at least 2 new skills/knowledge
2.1	Findings	Members have progressed independently to plan and manage their group activities. They leveraged on the new social media platforms to reach out to their members by creating their own social space in Facebook and blogs to keep them updated on programmes and services available at MENDAKI and other MMO agencies. Existing members are provided with facilitation training to equip them with leadership and facilitation skills to lead and manage their own group organized by MENDAKI.

### Conclusion

Members have been actively participating in FEC activities, parenting-related workshops and events conducted by other Malay Muslim Organisations. The Network will continue to support our partners in their activities and constantly engage them to foster better partnership and rapport building. A review of the FEC programme will be conducted in 2012 to gather feedback and suggestions from FEC partners to better improve the programme.

### Partners

Ain Society	Singapore Kadayanallur Muslim League (SKML)
United Indian Muslim Association (UIMA)	Singapore Islamic Scholars and Religious Teachers Association (PERGAS)
Ace the Place Community Centre	Bedok Green Primary School

Muhajirin Mosque	Muhammadiyah Welfare Home (MWH)
Assyakirin Mosque	Arab Association (AI-Wehda)
Muslim Kidney Action Association (MKAC)	Malay Youth Literary Association (4PM)
Yayasan MENDAKI	

### Outreach

Total no. of participants: 604 members

Summary of Findings for the Action Plan for Strengthening Malay/Muslim Families

A set of outcome and milestones is being introduced to track the progress of FEC members and their groups as part of the FEC programme review.

## Network in Review

Report by Abdul Halim Aliman, Family Development Network, Head

Strong families lie at the heart of every successful community. Hence, set against the backdrop of the issue of dysfunctional families as highlighted by then Prime Minister Goh Chok Tong in his National Day Rally in 2003, the Family Development Network (FDN) was launched on 12 September 2004 with the aim of moulding resilient families, prepared to face current challenges while successfully preparing themselves for the future.

In its formative years, the FDN Network conducted several upstream programmes that addressed pertinent issues and gaps within the community at that time. One such example was our flagship "Program Mahligai", aimed at addressing the issue of early marriages and divorces. Harnessing the potential that informal support networks play in our daily lives, the Family Excellence Circles (Keluarga Akrab) was also launched in 2005 as a social support network to empower parents, through the exchange of ideas and best practices in tackling familial issues and enhancing their resilience. Now in its 7th year, the Network has 13 FEC partners with a combined total of 466 active members.

With the introduction of Action Plan for Strengthening Malay Muslim Families during the Community Leaders' Forum in 2007, the Network further streamlined its efforts and introduced the "Wrap Around Care", a philosophy of care giving where families receive systematic and coordinated intervention efforts, aimed at meeting their ever complex needs. Several programmes and initiatives have since been borne out of this Action Plan.

One such programme was the Wrap Around Care (WAC) pilot, which involved 5 FSCs and 125 families in 2008, facilitated better synergy and collaboration amongst agencies in the various districts. Through extensive networking sessions and gaining buy-in for the Action Plan, the Wrap Around Care has since been extended to 18 partnering FSCs and VWOs in 2011. 2011 also saw the birth of the 3 Enhanced Wrap

Around Care (eWAC) teams, a collaboration between the FSCs, CDCs, Mosque Clusters and MENDAKI.

Another was the Core Parenting Skills, a series of workshops aimed at equipping parents with the necessary parenting skills to help them become more effective primary educators in developing their children, was also introduced in 2008 following several sharing sessions between the Network and key agencies such as the FSCs, CDCs, Mosques and MAECs. At the end of 2011, 13 792 participants had benefitted from the various workshops offered.

In a bid to cast its net wider and reach out to more members of the community, the Network continued to identify and address various issues and service gaps within the community. Several key programmes have since been earmarked and scaled up, with the Network tapping onto the strengths and expertise of the agencies running these programmes, while playing a supportive role to their efforts. These include:

- Projek Keluarga Teguh by Muhammdiyah Welfare Home
- Vista Sakinah by PPIS
- In-Care Religious Programme for Malay/Muslim Inmates by PERGAS

In conclusion, the Network has moved leaps and bounds over the past 8 years. During this period, the Network has seen its role evolve from being a provider of family services into a key proponent of the Wrap Around Care philosophy, consistently and effectively engaging key partners, leveraging on each other's strengths and providing care in a systematic and coordinated manner. Moving forward, the Network continues to be an advocate of its motto, "Knowledgeable Families, Quality Families" as it continues to effect change within the community.



# Employability Network

## Progress Updates

### Did You Know

- Preliminary estimates show that total employment grew by 31,700 in the second quarter of 2012. The gains were higher than the 27,200 in the preceding quarter and 24,800 in the same quarter last year.
- With the slower employment growth, the overall unemployment rate decreased from a seasonally adjusted 2.1% in March 2012 to 2.0% in June 2012. Over the same period, the unemployment rate for residents decreased from 3.0% to 2.8%. This showed an improvement in the unemployment rate.

Source: Ministry of Manpower

### Objectives of Network

- To facilitate jobseekers entry into the workforce
- To provide timely opportunities for continuous skills training and development to help workers remain employable
- To provide job opportunities for those with special needs or unique skills through enterprising endeavours

### Programmes for Evaluation

- Move Into
- Move Up
- Move Between
- Move Across

Note on source of information: Data in this report is drawn from the most recent available statistics from the Employability Network. The evaluation period for all programmes, unless otherwise specified, are from January 2011 to December 2011.

### Data from Jan-Dec 2011

<b>Programme Design</b>	To reach out to 1700 job seekers
	To achieve 600 job placements
<b>Evaluation Tool / Period</b>	Letter from employers
	Survey conducted on workers and/or their employers
<b>Findings</b>	Reached out to 1,729 long term unemployed (LTU) and out of this, 648 are Back to work Women.
	39% secured jobs upon completion of their foundational training and one-stop centre services at SENSE.

### Programme

#### MOVE INTO

Definition: Unemployed individuals find gainful employment

#### Purpose

The programme, initiated in 2010, aims to better track the unemployed into the workforce. It is also used to identify the various industries for new entrants as well as the emerging industries that provide high number of job positions.

#### Target group

- An individual who is not in employment when registering for services with SENSE
- Long Term Unemployed (LTU)
- Back to Work Women

# Employability Network

## Progress Updates

### Conclusion

Singapore’s economy began to strengthen within the first six months of 2011. With good economy, there was an increase in the job vacancies as more jobs were created. However, the new jobs were often in “new” industries that are not typical – in healthcare and tourism. Jobs offered in industries synonymous to Singapore’s economy like retail, service and logistics have undergone re-designing, i.e the job specifications comes with high demands for service standards and skills. While it was easy to apply for such jobs before, with the new criteria, certain qualifications like Workforce Skills Qualification by the Singapore Workforce Development Agency (WDA) are necessary to obtain eligibility to apply for such jobs.

While we continue to see many jobseekers seeking employment assistance, it is also worrying that most of them are not in tune with the demands of the “new” industries. Most often lowly-skilled and not resourceful, it is through series of intervention, training and Career Coaching that enables the jobseekers to attain market value to the employers.  
Recommendations

The CLF Secretariat recommends to continue with the program. The Network will continue to develop and implement training programmes aimed at improving the skills of the jobseekers to meet the demands of hiring sectors. Through continuous Career Coaching and outreach, LTUs will develop awareness of the skill requirements for jobs in these industries and pursue courses to better their chances of getting employment.

### Partners

Singapore Workforce Development Agency (WDA)
Temasek Cares
Infocomm Authority of Singapore (IDA)
25 WDA’s Continuous Education & Training Centre (CETCs) and approved training organisations
90 Employers from small-medium enterprises

### Outreach

Total no. of participants: 126 outreach activities, large and small scale, were conducted throughout 2011, reaching out to about 14,000 people.

Total number of job seekers: 1729

### Programme

#### MOVE UP

Definition: Move Up within a company. Worker gets promoted or get into a bigger job role.

#### Purpose

The programme, initiated in 2010, aims to:

- Better track workers movement in their employment. It is also used as a programme evaluation platform to identify the effectiveness of the training programmes that they have attended and their impact on the workers’ performance;
- Transit workers into PMETs through training: SENSE facilitates Skills Development Fund (SDF) for workers who take up skills upgrading courses through the Surrogate Employer Programme (SEP). This programme provides an avenue for workers who could not get company’s support, to gain access to SDF in defraying part of the cost of pursuing skills upgrading courses to move up in their career. Through SENSE’s facilitation of the SDF, and collaborations with our network of training providers, workers have been able to upgrade their skill sets to take up supervisory roles and transit to the role of PMETs;
- Engage with Continuing Education and Training (CET) Centres: To supplement basic training in soft skills, SENSE engages other CET centres to tap on the functional training programme for specific skill sets. This enables the workers to take up diploma courses and move up in their industry. In the first half of year, we had engaged the following CET centres to share our programmes and services and explore possible areas collaboration;
- Organize seminars and workshops for PMETs: Apart from skills upgrading courses, SENSE also engages PMETs through talks and workshops that are targeted to their personal and professional development.

#### Target group

Experienced rank and file workers aspiring to be supervisors

# Employability Network

## Progress Updates

<b>Programme Design</b>	To track trainees' progress in their jobs in terms of experienced better performance at work, promotion, salary increments, supervisory role and bigger job scope.
<b>Evaluation Tool</b>	Letter and acknowledgement from employers
	Survey conducted on worker and/or employers
	Evaluation forms
<b>Findings</b>	15% of workers attended supervisory training as part of transiting them into PMETs.  80% of workers who have attended training have moved up in their jobs. This means that they have experienced better performance at work, received a promotion or an increment or even higher job responsibilities. Out of this percentage, 30% of them actually received a job promotion and salary increments.
	Engaged 10 CET centres and they are invited to participate in various outreach activities.

### Conclusion

Although the statistics for aspiring PMETs decreased, data shows that there are many workers who are already performing their jobs at PMET levels ie. Supervisory levels, leading teams etc.

It is found that these are mainly male workers between 35 to 45 years old. They are usually not identified as PMETS due to the lack of paper qualifications to accompany their PMET job scope and lack of literacy skills as compared to functional skills to be able to do management reports, business emails and proposals. These factors deter them from advancing to junior management positions. The Network will continue to encourage workers to pursue advanced work courses such as literacy and writing.

### Recommendations

The CLF Secretariat recommends to continue with the Move Up programme to assist workers to uplift their opportunities for better employment prospects.

The Network Secretariat proposes to develop partnerships with agencies like WDA and other training centres in order to have a wider selection of training courses pertaining to leadership and management. The Network recommends working with reputable universities and institution to offer accredited courses for PMETs. Also SENSE's Career Coaching will be expanded to be able to provide portfolio building for such workers who are already doing supervisory tasks.

### Partners/Providers

Singapore Workforce Development Agency (WDA)
Temasek Cares
Infocomm Authority of Singapore (IDA)
25 WDA's Continuous Education & Training Centre (CETCs) and approved training organisations
90 Employers from small to medium enterprises

### Outreach

126 outreach activities, large and small scale, were conducted throughout 2011, reaching out to about 14,000 people. Of which, 10% are PMETs.

# Employability Network

## Progress Updates

### Programme

#### MOVE BETWEEN AND MOVE ACROSS

Definition: Move Between companies in an industry

Worker finds new job within same industry such as in the case to avoid retrenchment

Definition: Move Across to another industry

Worker finds new job in a different industry, such as in case of growing industry to seize new opportunities.

### Purpose

The programme, initiated in 2010, aims to:

- Provide Career Coaching: Early 2011, SENSE launched its Career Coaching programme. Targeting mainly at low-skilled workers, the aim of the Career Coaching is to provide consultancy services in drawing out career pathways and identifying skill gaps that impedes the pathways, and mapping the gaps to the training programmes. This is done through leveraging on the various government initiatives like the Workfare Training Support (WTS) and training grants available. To date, we have 10 Career Coaches that are able to provide guidance and advise to jobseekers and workers who seek to level up in their career, or do a career switch for better employment prospects.

- Build resilience of rank and file workers through Surrogate Employer and Skills Development Fund. The Surrogate Employer programme also facilitates a large portion of SDF for rank and file workers to level up their skills and build their resilience in the volatile economy. With emerging economies come new skill sets, and acquiring this allow workers to move between sunset industries to sunrise industries that has potential for growth. Training for this category ranges from various industries like pre-school, logistics and manufacturing, construction and safety, IT, business management and so on.
- Offer Contract and Casual Workers programme (CCW): Amidst assisting the LTUs and BWWs, there rose another trend of employment - the contract and casual employment. While some CCWs are consultants and professionals who survive by contracting their skills and expertise, it is the group of low-skilled hence low wage CCWs that is of emerging concern. Most of the contractual working agreements for the low-skilled workers do not have provision for CPF contribution and hence they lose out on the various national initiatives on top of their constant susceptibility to structural displacements during economic crisis.

### Target group

- Low Wage Workers
- Contract and Casual workers

Programme Design	To track trainees' progress in their jobs in terms of:
	Moving between companies
	Moving across another industry
Evaluation Tool	Letter and acknowledgement from employers
	Survey conducted on workers and/or their employers
	Evaluation forms
Findings	770 Casual and Contract Workers (CCWs) were attended to, exceeding target by 53.8%. 43% of the CCWs signed up for training programmes.
	25% of workers have been tracked to either move between or move across jobs.
	10 career coaches deployed to render career coaching services.
	60 % of them have been referred to training programmes, while the rest have been referred to employment services like Career Readiness Workshop.
	Through surrogate employer programmers and WSQ programmes, SENSE has achieved 12,568 training places.

# Employability Network

## Progress Updates

### Conclusion

Casual and Contract Workers (CCWs) remain to be one of the most challenging group of workers to engage for training, due to the nature of their work. Most often, they have to forego salaries to attend training. The services available at SENSE's Career Service Centre thus assists not only the worker, but his family too, in the form of employment facilitation for spouse who are not working, family support programmes like getting highly subsidized computer and connecting the family to child-care facilities and subsidies.

### Recommendations

The CLF Secretariat recommends to continue adopting the Move Between and Move Across programmes to assist workers to uplift their opportunities for better employment prospects. The programme will continue to engage CCWs in the importance of skills upgrading for stable employment.

The Network Secretariat recommends to send CCWs for training programmes with training allowances, to cover for the loss of income during training also to create awareness on government's Workfare scheme which provides higher course fee subsidies for the courses that they take. This is in conjunction with the holistic approach adopted to not only reach out to the workers but their families

### Partners/Providers

Singapore Workforce Development Agency (WDA)
Temasek Cares
Infocomm Authority of Singapore (IDA)
25 WDA's Continuous Education & Training Centre (CETCs) and approved training organisations
90 Employers from small to medium enterprises

### Outreach

Total no. of participants: 126 outreach activities, large and small scale, were conducted throughout 2011, reaching out to about 14,000 people. Of which, 60% low-wage and/or contract casual workers.

## Network in Review

Report by Shenaz Poonawala, Employability Network, Head

This year marks the 10th anniversary of Community Leaders' Forum. Since its inception, CLF through the Employability Network has been instrumental in addressing issues faced by Malay/Muslim workers. We are now seeing a positive shift in attitudes such that more of our workers are embracing lifelong learning. Continuous skills upgrading is regarded as an important ingredient to their economic success. This is also evident from the upward trend in the number of training places recorded by Malay/Muslim workers in the last ten years.

The success of Employability Network is a testament to the commitment shown by key stakeholders such as Malay Muslim Members of Parliament in pushing the national agenda, training partners and Mosques for the provision of training programmes and facilities respectively, other CLF Networks in supporting our workers and their families holistically through their developmental programmes.

MENDAKI SENSE as the main driver and Secretariat Head of Employability Network will continue to record, monitor and respond to the skills needs of every individual worker. We will take on the stewardship role in ensuring better progression for our workers via career coaching, job readiness,

employment facilitation as well as alternative training pathways made available to them. For example, SENSE College which is operational in 2013 will provide students who are unable to attend mainstream institution with academic qualification to prepare them for the work force. In addition to academic programmes, there are skills-based certification programmes offered by the College for our workers. Efforts are also underway to make our services more accessible to the Malay/Muslim Community in the heartlands. The provision of Integrated Hubs will serve just for Malay/Muslim Community. It is expected to be fully operation come Jan 2013.

CLF has proven to be an effective engine in garnering support from the community. It is a community platform designed to help uplift the socio-economic status of the Malay/Muslim Community. Thus, the good effort must continue. In moving forward, we hope more training partners, employers can be engaged to deliver more training programmes and provide job opportunities for our workers. More synergies must be forged between Networks to streamline processes and offer integrated services for the workers and their families as a whole.





## Network Highlights

(from inception to 2011)

### Education

<b>Maju Minda Matematika (2004 – 2010)</b>	
2,888 parents & 3,053 children	30 partners
<b>Preparatory Math &amp; Science Workshop for Primary 5 (2007 -2011)</b>	
4,279 children	5 partners/ providers
<b>Success in PSLE Math Seminar (2006 – 2011)</b>	
14,412 children	4 partners/ providers

### Youth Development

<b>Youth-In-Action (YIA) (2004 -2011)</b>	
3,480 youths	89 partners
<b>Max Out (2005 - 2011)</b>	
621 youths	4 partners
<b>Integrated Programme for Teenagers (NUR) (2006 -2011)</b>	
4342 youths	12 partners
<b>Empowerment Programme for Girls (EPG) (2008 – 2011)</b>	
1106 youths	29 partners

### Family Development

<b>Wrap Around Care Pilot Project ( 2008 – 2011)</b>	
254 families	22 partners
<b>Community of Practice (2009 – 2011)</b>	
546 participants	5 Senior Social Service Practitioners
<b>Community Projects (2008 – 2011)</b>	
4884 participants	6 partners
<b>Core Parenting Skills (2006 – 2011)</b>	
14,320 participants	28 partners
<b>Family Excellence Circles (2008 – 2011)</b>	
604 participants	21 partners

### Employability

<b>Employment Facilitation (2004 – 2011)</b>	
22,729 job seekers	
<b>Training Facilitation (2004 – 2011)</b>	
80,208 training places	

## In Conversation with Beneficiaries

EDN – Tiga M

### Madam Diana Bte Wagiman

Madam Diana Bte Wagiman, a mother of three young boys aged 7, 5 and 3, participated in Maju Minda Matematika (Tiga M) programme at Boon Lay Kindergarten from June 2012 till the end in July 2012. Initially Madam Diana was unwilling to participate in the programme as it will take 3 hours of her weekend. After encouragement and positive feedback about the Tiga M programme from her neighbour and friends, she finally decides to participate in the programme.

Before attending Tiga M programme, Madam Diana and her husband were impatient and strict in coaching both her 7 and 5 year old sons, Muhammad Ramadhan and Muhammad Rahmat respectively. As a result, her sons were often demotivated and easily lost interest in doing their homework. She also did not understand certain Mathematics concept such as Number Bonds. She became worried of her son's progress in studies especially Mathematics. Like other mothers, Madam Diana wants her children to excel and do well in their studies. Thus, with that in mind, she changed her perspective and participated in the Tiga M programme.

Although Tiga M is targeted at parents with pre-schoolers, Madam Diana not only finds this new knowledge useful in coaching her 5 year old son, she also managed to apply it to her son in primary one. There was a significant improvement in her son's performance. She is now able to coach her sons with different creative methods at home. After the programme completed, Madam Diana and her husband is noticed that they are now more patient towards their children. They are now calmer when coaching them and is truly satisfied with the Tiga M programme. Now her children look forward to doing homework at home and they are no longer restless as they are able to understand the Mathematics concepts better.

Madam Diana certainly looks forward to attending similar programmes to the Tiga M programme as she feels that these programmes will definitely help parents play an important role in coaching their children.



### A Quote by Mdm Diana

EDN, Maju Minda Matematika (3M) Participant

*"After attending this programme, I find that I am more capable of helping my children in their studies despite my inability to speak English. Whenever my children brought their schoolwork home in the past, I was always at a loss and was unable to understand how my children were supposed to complete their assignments. Through this programme, I am now able to assist my children when they need help to complete their assignments. I have also discovered the various ways to educate a child through Tiga M. The skills that I have learnt and put to use have proven to be very effective indeed.*

*I realised the importance of providing more freedom, care and support to my child when he is learning. I cherish the knowledge that I have gained through this programme as it has taught me to be more aware of my ability to take better care of my children's well-being. Being patient is another key factor to my children's development. Having gained this knowledge makes me happy and less worried as I know now that I am now able to guide my children in their learning at home, especially in Mathematics."*

## In Conversation with Beneficiaries

YDN – Youth-In-Action

### Mr Khairul Asraf B Irwan

Mr Khairul Asraf B Irwan is 16 years old and sitting for 'N' Level examinations this year. He was introduced to the Youth-In-Action (YIA) programme by his teachers when he was in Secondary 2. After Khairul completed the programme, he still receives invites to mass gatherings and now plays the role of a mentor to the participants. He has also been actively participating in various volunteer activities since his involvement in YIA.

The YIA programme has given Khairul opportunities to participate in adventurous activities such as mountain climbing, camping, travelling in KTM trains and more. He also managed to overcome his fears when he took part in a sailing module. Apart from that, Khairul acquired knowledge to carry out religious activities while in YIA. He had truly enjoyed his time at YIA and making new friends throughout the programme. He has learned a lot and benefitted in many ways through his participation in these activities. Khairul is now more confident and admitted that his communication and time management skills have improved as well.

YIA taught Khairul the importance of care and concern for one another. Khairul is now closer to his family and spends more quality time with them by going out for dinner or picnics together. He also recognized the importance of the spirit of 'gotong-royong' to the Malay community.

Khairul strongly encouraged Malay youths to participate in YIA programme as well, so that they are engaged in meaningful activities. Through YIA, Khairul learnt that fellow Malay youth stand equal chance to excel in their education. Khairul looks forward to more activities in the YIA programme. He also suggested that mentors should try to establish collaboration with Ministries and other youth organisations to provide participants with a wider social network.

### A quote by Mr Khairul Asraf B Irwan YDN, Youth In Action (YIA) Participant

*"New friendships were built and we managed to keep in contact with each other on Facebook till now. We would meet up during the weekends and study together. From there, it helps to build up my confidence of interacting with others, taught me time management where I learn how to balance my time between studies and going out to have fun with my friends."*

*"I started to communicate more with my sisters and my father. For this year's Ramadhan, I asked my father whether he could take leave for a day and come down to support the Masjid's event, "Ramadan on Wheels" and he agreed and tried his best to get a day off from work to come and volunteer as a family."*

*"Through YIA, I have learnt how to overcome my fears and think positively. I used to have anger management problems but after participating in the YM programme and meeting many people like my mentors, Alhamdulillah, I have managed to control my anger."*

*"In every hurdle that I am going to meet, I will continue to go on and even though I may fall down, I will still get up and carry on because life will never stop even if you have a weakness. "*



## In Conversation with Beneficiaries

### FDN – Wrap Around Care (WAC)

#### Mdm Juliana Bte Razali

The Wrap Around Care (WAC) programme was introduced to Madam Juliana through the Family Service Centre which she was engaged to. She has since committed herself to attending the one year programme which began in November 2011. She has also participated in many courses through the WAC programme such as Maintain Professional Image (MPI), Certified Service Professionals (CSP), Program Bijak Belanja (PBB), Career Readiness Workshop (CRW) among others.

Previously, Madam Juliana did not have much job experience and was a very reserved individual. She has seen a tremendous personal and social skills development in herself ever since she participated in the courses through the programme. Her level of confidence has boosted and her communication skills have improved with the exposure from attending the courses. The courses have given her more opportunities in the job market as well. Madam Juliana was shortlisted for several job interviews shortly after attending a few courses.

Madam Juliana enjoys attending the courses as she finds them interesting. She has made many new friends with other participants and built her network of contacts. She also truly appreciates the trainers' readiness to assist her with her questions throughout the sessions. As the trainers do not present themselves as trainers, but rather as friends, she has no difficulties approaching them for assistance.

Madam Juliana now hopes to find a full-time job so that she will be able to support her children through school. She wishes to be a role model to her children and inculcate life values in her children. She would like her children to learn that perseverance is key to success. The outcome of her participation in the WAC programme has also made her closer to her children.

She finds the programme to be very beneficial and has recommended it to many of her friends. She uploaded a picture of her customized EZ-Link card that was awarded to her after she completed a course as a way of sharing with her friends about the WAC programme. This sparked the interests of her friends in the programme. Madam Juliana now looks forward to many more enriching courses in the WAC programme.

#### A quote by Mdm Juliana Bte Razali FDN, Wrap Around Care (WAC) Participant

*"Of all the courses that I have attended, the one that really benefitted me was the Certified Service Professionals (CSP) course. As it was a 5-days boot camp, I've learnt a lot from the camp such as sharing with the other participants. It certainly built my self-confidence. I used to keep to myself and not mix around with people until I joined this course. This course had bonding sessions that I went through with the other participants and it gave me more exposure to the outside world as well.*

*I am able to communicate more openly now and share my views with the friends I made through the programme. We also exchanged contact numbers to keep in touch. The programme is really interesting and fun. I wish there are more of such programmes. I am more jovial as a person after this programme."*



## In Conversation with Beneficiaries

### EmN – ES WPS Courses for Operations and Supervisory

#### Mr Mazli Nizam Bin Ahmad

Mr Mazli Nizam Bin Ahmad, 38 years old, wanted to upgrade himself in his career. He was then recommended by his brother-in-law to take up the Employability Skills (ES WPS) Courses for Operations and Supervisory programme. For six months, he attended the courses after his working hours. Before he completed the programme, he was already promoted from a Customer Service Sales Assistant to Senior Sales Executive in a photo publishing firm.

Mr Mazli has acquired new knowledge and skills that are relevant to his career as well as personal development. From “a plain and normal person” as described by himself, he is now a person with an improved image and great level of confidence. The knowledge and skill sets that he has acquired through the EPS WPS courses have been of great help to his work. He mentioned that the course has guided him on how to approach people, how to be tactful, as well as learning the methods to tackle certain questions that customers may ask. There were also emphasis on product knowledge and its importance, amongst many others. Through the courses, he has also his communications skills with his customers, family, relatives and also his friends has improved.

Mr Mazli is very pleased with the outcome of his participation in this programme which he commented as beyond his expectations. This programme has changed his lifestyle and has made him a more patient, tactful, cheerful and positive person. His product knowledge and relationship with colleagues at work have also improved. Since then, he also attended many corporate events and company dinners, one of which was a show by the Singapore Arts House where he was invited as a special guest by the Vice President of Hewlett-Packard (Singapore), Aman Dokania.

Mr Mazli definitely recommends the ES WPS Courses for Operations and Supervisory programme to others and strongly encourages the community to approach MENDAKI Sense to find out more about the programme. He also suggested adding a course or component on self-confidence at the start of the programme. He believes that self-confidence is a fundamental to personal growth. He also suggested stronger outreach to the community on these programmes. He hopes that MENDAKI Sense will continue to promote such programmes in the long run for the benefit of the community.

#### A Quote by Mr Mazli Nizam Bin Ahmad Employability Network – ES WPS Participant

*“I met a lot of people and extended my network. I was very amazed because the programme was totally relevant to my career. Ever since I attended the course, I was promoted from just a normal employee to Senior Sales Executive. It has given me the opportunity to meet many people and expanded my knowledge.”*



## In Conversation with Partners

### EDN –Tiga M

#### **Madam Norashikin Mohamed Said LH Mathematics**

Si Ling Primary School started the Maju Minda Matematika (Tiga M) programme on 4 Feb 2012, and completed 1 out of 6 sessions. The programme ended around the end of March this year. It was scheduled every Saturday, from 9 am to 12 pm, for both the identified students and their parents or guardians. Si Ling Primary hoped this programme is able to bring awareness to the parents that they can also contribute to their children's learning in the subject of Mathematics in an effective way at home.

The challenge faced by Si Ling Primary School to convince parents to participate in the Tiga M programme was mainly because of the varying home environment and lifestyles of the families. In fact, the first lesson was seen as a failure by the primary school as the parents were not convinced that the programme would meet its purpose. As parents are able to attend this programme for free, some doubted the effectiveness and credibility of the programme. MENDAKI continued to build a rapport with the parents by sending them letters. Also, with the effort and co-operation of the school teachers to personally call the parents, Si Ling Primary School managed to convince them to attend the programme. The School explained to them the benefits of the programme and how it would be helpful for them to be a part of their children's learning.

Madam Norashikin commented that the trainers of both students and parents were very good and committed. They were also able to engage the participants and manage their interest. As the programme went on, parents began to see the benefits of attending this programme. Signs of improvements were shown in the pre- and post-perspective feedback received from the parents. After attending the sessions, they mentioned that they found the programme to be useful. They have now gained confidence and unique knowledge in coaching their children in Mathematics at home.

Madam Norashikin also commented that Si Ling Primary School's collaboration with CLF is a good platform for the school to help students who are weak in Mathematics. She would certainly recommend the Tiga M programme to other schools. She suggested for this programme to be run in clusters instead of in individual schools in order to acquire more participants. She hopes that CLF will continue its effort to help the community through programmes that are as beneficial as Tiga M.

#### **A Quote by Madam Norashikin Mohamed Said, LH Mathematics**

**EDN – MajuMindaMatematika (3M) Partner**

*"I think everything went well. It is a good collaboration because the programme reached out to schools, through schools to the Malay communities so they get the correct audience.. it's a good platform, then you get your targeted audience right because the school will play a part in identifying and sieving out the correct audience for the programme. I hope it's a continuous effort by CLF to partner with the schools in helping to reach out to the Malay community."*



## In Conversation with Partners

YDN – Youth In Action

### Mr Mohd Alfian B. Mohd Ismail

The Association of Muslim Professionals (AMP) has been a CLF partner in running the Youth-In-Action Plus (YIA+) and NUR Drop-In programmes since 2009. Mr Mohd Alfian B. Mohd Ismail, Senior Executive Officer who has been running the AMP Youth Wing for two consecutive years, quoted that AMP hopes to be an active and viable CLF partner. To date, in its second year of running the YIA+ programme, AMP has managed to deliver its operations and engaged youths to be part of this programme.

There are certainly challenges faced by AMP in running the programme. Although most of the participants gave favorable response during the outreach, there were some youths who were reluctant. Volunteer mentors feedback that it is beyond their capacity to reach out to these youths and ultimately have to rope in AMP staff to assist. Another challenge faced is that AMP has to compete with schools to get the participants' time and commitment in light of the recent development of schools' systems.

Despite these challenges, Mr Mohd Alfian shared a number of benefits and success stories of youths who participated in the YIA+ programme. Many youths have improved in their academic achievements and shown stability emotionally as well as in their academic achievements. The youths are also given opportunities to engage themselves in many healthy activities outside school through the YIA+ programme. This programme also allows successful Malay Muslims to give back to the community through their mentorship. On the whole, participants find that their participation was indeed a valuable experience.

AMP values its partnership with CLF. Mr Mohd Alfian views CLF as a concerted effort which brings multi-agencies together and commented that this is a brilliant approach. With centralized resources, agencies are able to tap on each other's expertise in helping the community.

Mr Mohd Alfian suggested for CLF to consider engaging AMP's volunteers directly rather than through AMP when getting feedback from volunteers. This will enable the volunteers to realize the significance of their contributions to the community. He also strongly recommends other agencies to collaborate with CLF in helping the community. He believes that with more organisations partnering with CLF, the better it will be.

### A Quote from Mohd Alfian B. Mohd Ismail YDN Partner

*"Through our collaborative efforts with Mendaki for the past two years, AMP has witnessed various improvements in our ability to effectively manage the functioning of our operations as well as the conveying of our objectives to the youths of the community. In addition, we have even surpassed our own expectations, and our youths not only improved academically, but emotionally as well. They also began to engage themselves in healthy activities outside schools too. Furthermore, with CLF partnership, many organizations are brought together, and there is now a platform for centralized resources, where these organizations can rely on each other's expertise for the benefit of the community."*



## In Conversation with Partners

### FDN – Family Excellence Circles

#### Mr Raja Mohammed, SKML

Singapore Kadayannallur Muslim League (SKML) has been a CLF partner in Family Excellence Circles (FEC) for 4 years and has expanded from only 2 groups in the beginning to 10 groups at present. The Family Excellence Circles (FEC) programme has helped SKML in providing a more structured assistance to the Indian Muslim community in Singapore.

Mr Raja Mohamed, FEC coordinator, is a strong believer in the FEC programme and finds that it is worth collaborating with CLF in running the FEC programme. He is positive that this collaboration has allowed SKML to adopt a more institutionalized and effective approach required in order to meet the needs of the community. He sees the benefits in the framework of the FEC programme. The FEC programme not only provides help to the community but also engages various experts to communicate with them about this programme. However, there are certainly challenges that SKML have faced in running the programme such as understanding and managing the participants' needs and expectations. When the programme first started, there was a high drop-out rate of participants. SKML also saw an inactive involvement of husbands and fathers in the programme due to their hectic working schedules. With the continuous support of the Indian Muslim community, SKML is still able to run various programmes successfully despite the challenges faced with the limited number of participants present from time to time.

Through the collaboration made with Mendaki, SKML has changed their method of approaching their participants which has been proven to be more effective and sustainable. SKML has employed a more interactive approach towards the participants which emphasizes on guidance as well as assistance to ensure that the social and also emotional well being of the participants is taken care of, instead of solely assisting them with financial aid, as what they were initially doing. Hence, while the problems are not directly solved through financial aid, the participants are encouraged to go for courses which educate them about the various issues such as financial literacy and indirectly allowing them to seek for themselves the ways to solve the problems. This programme has also inculcated Islamic values in the Indian Muslim community. Over a period of time, SKML has received positive feedback from the participants who said that they have benefitted tremendously from the lectures, meeting and workshops that they have gone through. For an instance, participants with financial difficulties would receive the first priority through the FEC programme such as tuition schemes and bursaries.

Mr Raja Mohammed suggested for the outreach of the

FEC programme to be expanded to the Tamil media such as featured articles and interviews on Vasantham Channel and the Tamil Murasu newspapers so as to create more awareness among the Tamil speaking Indian Muslim community about CLF programmes.

Mr Raja Mohammed certainly recommends other agencies to collaborate with CLF on the FEC programme. He sees many benefits out of SKML's collaboration with CLF. He and his team have been actively writing about FEC programme in SKML's publications such as newsletter and annual reports which are published on the internet.

#### A quote by Mr Raja Mohammed SKML FDN, Family Excellence Circles (FEC) Partner

*"When we came to know of FEC, we positioned ourselves and availed our organization as complimenting CLF's programme so that we will be able to reach out more to the Indian Muslim community."*

*"CLF's programme not only gives them the help that they need, but it puts them in a framework by using various experts and talking to them about the benefits of why they should not just be coming to us for incidental help, but to also realize that change is needed in order to prevent the continuity of this cycle. If we have a network that conducts this type of programme, the Indian Muslim community will realize that they are not alone in this situation."*





## In Conversation with Partners

### EmN – SPARK Programme

#### Ustaz Mohd Ali Hj Atan

An-Nahdhah Mosque has been a CLF partner under the Employability Network since 2009 for the SPARK programme. It is spearheaded by the Muslimahs' Wing of An-Nahdhah in collaboration with the mosque's Madrasah. The SPARK programme target audience is identified through the Madrasah's very own students.

Ustaz Mohd Ali believes that one of the primary roles of Mosques is to serve the community in Islamic learning and social development. The collaboration with CLF has helped the mosque to further facilitate this role. He feels that mosques also serve as an information centre for the Malay Muslim Community. With the collaboration, functions and resources of the various participating mosques are centralized, and more structured and strategic under the monitoring of Enhanced Mosque Cluster.

One of the challenges faced by An-Nahdhah Mosque is to encourage people to come to the Mosque, not only to seek solace and carry out religious acts, but also to attend the courses provided. However, not everyone is comfortable in participating in the programmes held at the mosques. Hence, the mosques most time need to convince these people of the benefits of these courses available. He believes that the mosques will be able to overcome these challenges by bringing these courses to the community's attention and have them interested to attend to develop more skills and gain new knowledge.

Ustaz Mohd Ali sees the collaboration of Mosques and CLF as an excellent way for Mosques to serve the community. Not only is it a platform to gather and centralize national resources to help the community, the collaboration also minimizes duplicated efforts among mosques and agencies, allowing them to be more focused on their objectives in helping the community. The constant sharing sessions and progress updates, as well as discussions for improvements that are held between the organizations, are beneficial to the mosques in running the programme.

Ustaz Mohd Ali feels that the programmes are well researched and thought through to cater to the community's needs. He also feels that the SPARK programme has been going on well as they not only help in career development, but also the personal development in the day-to-day life of the participants. Ustaz Mohd Ali suggested inviting more community leaders, agencies and service providers to come onboard to strengthen CLF's efforts to help the community.

#### A Quote by Ustaz Mohd Ali Hj Atan

EmN – SPARK Partner

*"As a board member, together with the board, we are very happy and grateful to be able to contribute in our little ways through CLF.*

*In our interaction with Mendaki Sense, there are numerous meetings for us to be updated, to discuss on how to improve our services and our co-ordination to be better and to outreach to our community encouraging them to come over and attend the courses. So we have very close collaboration like how we can provide the captured audience that are already here in the mosque to be benefitted and to reach out to these people so that they can somehow understand that these courses are available too, besides sending their children for religious education or coming to the mosque to do our prayers, there are these courses that can help us in our daily lives, our job and as a family.*

*We are all convinced. This is concerted effort. We know that alone we cannot do everything as we may not have the resources, the expertise. We should always leverage on national resources and if CLF has these resources, why not? After all at the end of the day, we still serve our target audience, which is the community at large. I think this is a good example of the community working together."*



## Programmes & Achievements by CLF LABs

### Summary of 2011-2012 Projects



#### **Keelat Theatre Ensemble: 'Living Iqraa' (October 2011- January 2012)**

'Living Iqraa' is a theatre immersion programme that consists of 12 sessions, which culminates in a showcase of theatre skills for three groups of participants. It aims to provide theatre skills for young people in order to nurture them into astute, articulate and socially-engaged youth. The participants of 'Living Iqraa' proved that these objectives are met through assuming leadership roles with the Ngee Ann Polytechnic Muslim Students' Society, and applying the skills learned from the programme to their work and classroom learning. The programme has also enabled the participants to forge new relationships with such Malay/Muslim community bodies as Young AMP and to obtain newfound confidence that will enable them to pursue their goals.

#### **My PART (Malay Youth Performing Art) (24th December 2011)**

This project aims to boost the self-esteem of youth from low income families through music and to establish strong rapport between the parent and child. Held over a two-hour year-end concert in 2011, this project also strives to provide opportunities for youth to express their creativity.



#### **Group from ITE College East (of Class UA1004P) (12 January 2012)**

The project aims to raise awareness of local independent artistes in Singapore through an album re-launch for a Hip Hop/RnB crew named X'Clusive. It also strives to engage about 1,000 Malay students through music.



## Programmes & Achievements by CLF LABs

### Summary of 2011-2012 Projects



#### **NTUMS- SMU Islamic Business & Finance Society: Islamic Business Seminar (28th January 2012)**

The Islamic Business Seminar organised by Nanyang Technological University (NTU) Muslim Society and the Singapore Management University (SMU) Islamic Business and Finance Society aims to promote business and entrepreneurship among Muslim students in NTU and SMU, and to highlight challenges faced in practising Islamic principles in conventional business world. The full-day seminar consists of three interlinked sessions. It imparts to the audience skills and theoretical knowledge needed to start a business, the ways in which one should utilise financial instruments in order to support his or her business, and the importance of understanding and responding to the challenges faced in the conventional business world as a Muslim entrepreneur.

#### **PULSE 2012 (9th to 19th November 2012)**

PULSE 2012 is a self-initiated visual arts exhibition that is organised by three young ladies with a strong passion for the arts. It aims to provide a unique platform for young and emerging local artists to showcase their artworks in a professional gallery setting, thereby providing them with a promising head-start to their careers. In addition, PULSE also hopes to inspire more Singaporeans, who are interested in becoming artists in their own right, but whose opportunities are limited by the lack of governmental support within the arts scene to step forward and display their talents. Featuring 10 young artists, this exhibition features a range of art forms with varying media, which include textiles, mixed media, 'batik' painting and woodblock painting. PULSE hopes that this will encourage the audience to explore and appreciate the different forms of artworks available in the local context.

Centrally located in the heart of Kampong Glam in North Bridge Road, Maya Gallery is a strategic venue that enables PULSE to extend its outreach efforts to both tourists and locals alike. This includes attracting youth who frequent the area to the gallery in order to discover the creative and amazing works of young artists.



'Stop Child Terrorism'- A sample of artwork done by Ade Putra Safar, one of the young artists whose works are featured in the exhibition



PULSE 2012 is made up of Ernie Sulastri, Izziyana Suhaimi and Istilah Yanti (left-right). Other samples of artworks by young artists

