



Deepening Our Impact

ANNUAL REPORT FY2019/20
CONDENSED ENGLISH VERSION

Brand Story

VISION

To be Christ-centred, in enabling the disadvantaged and distressed to have life to the full.

MISSION

To enrich the quality of life for the disadvantaged and distressed, through integrated and holistic services in partnership with Methodist churches and the community.

VALUES

- Trust
- Respect Worth and Dignity of People
- Uncompromising Integrity
- Service before Self
- Teamwork
- Sound Governance

Since 1981, Methodist Welfare Services (MWS) has been serving the disadvantaged and distressed, regardless of age, race and religion. MWS has extended our spectrum of care over the years to meet the specific and diverse needs of vulnerable seniors, families and youth.

We empower people to have life to the full by lifting them out of poverty. On top of financial poverty, we also aim to address poverty in the areas of psychosocial health as well as physical and emotional health.

Serving through an integrated and holistic suite of care offered by 20 centres and programmes, we enable cross referrals and multi-pronged interventions.

We adopt a person-centred approach that aims to uphold the dignity of our beneficiaries by supporting their needs and respecting their preferences.

Over the years, our role has also evolved beyond being a provider of remedial services. We are building on our experience to empower, advocate and nurture.

Working in close partnership with the community, we look forward to the day where all who call Singapore home will truly be able to have life to the full.



To view the full MWS Annual Report in English, please visit <https://mws.sg/annual-governance-reports/> or scan the QR code.

MWS is a member of NCSS

IPC Registration No.: IPC000360

Charity Registration No.: 00166

UEN: S81SS0088H

Bank: The Development Bank of Singapore Limited

Auditor: Baker Tilly TFW LLP

Pro Bono Legal Service Provider: Drew & Napier LLC

MWS Centres & Programmes

> MWS CORPORATE SERVICES

CS Methodist Welfare Services

70 Barker Road #05-01
Singapore 309936
Tel: 6478 4700
Fax: 6478 4701
Email: admin@mws.sg
Website: www.mws.sg

> FAMILY SERVICES

1 MWS Christalite Student Care Centre

Blk 122 Geylang East Central #01-74
Singapore 380122
Tel: 6744 4296
Email: MWSscsc@mws.sg

2 MWS Girls' Residence

1 St. George's Lane
Singapore 328047
Tel: 6391 0567
Fax: 6296 0942
Email: MWSgr@mws.sg

3 MWS Covenant Family Service Centre – Hougang

Blk 613 Hougang Avenue 8 #01-432
Singapore 530613
Tel: 6282 8558
Fax: 6283 6361
Email: MWScfsc@mws.sg

4 MWS Covenant Family Service Centre – Buangkok

Blk 997B Buangkok Crescent #01-853
Singapore 532997
Tel: 6282 8558
Fax: 6283 6361
Email: MWScfsc@mws.sg

5 MWS Family Service Centre – Tampines

Blk 470 Tampines St 44 #01-194
Singapore 520470
Tel: 6787 2001
Fax: 6787 4459
Email: MWSfsct@mws.sg

6 MWS Family Service Centre – Yishun

Blk 855 Yishun Ring Road #01-3539
Singapore 760855
Tel: 6756 4995
Fax: 6752 4709
Email: MWSfscy@mws.sg

7 MWS Community Services – Punggol

Sengkang Central Post Office P.O. Box 865
Singapore 915408
Email: MWSscsp@mws.sg

8 MWS Family Development Programme

(Administered by MWS Corporate Services)
Tel: 6478 4700
Email: MWSfdp@mws.sg

9 MWS Family Support Programme

Blk 469 Tampines St 44 #01-156
Singapore 520469
Tel: 6786 5635
Email: MWSfsp@mws.sg

> COMMUNITY ELDERCARE SERVICES

10 MWS Home Care & Home Hospice

2 Kallang Avenue CT Hub #08-14
Singapore 339407
Tel: 6435 0270
Fax: 6435 0274
Email: MWShh@mws.sg

11 MWS Charis ACE – Geylang East

Blk 125 Geylang East Avenue 1 #01-05
Singapore 381125
Tel: 6842 0497
Fax: 6842 0495

12 MWS Wesley Senior Activity Centre – Jalan Berseh

Blk 25 Jalan Berseh #01-142
Singapore 200025
Tel: 6298 0195
Fax: 6298 0245

13 MWS Senior Activity Centre – Fernvale Rivergrove

Blk 473A Fernvale Street #01-17
Singapore 791473
Tel: 6481 7395

14 MWS Senior Activity Centre – Golden Lily@Pasir Ris

Blk 212A Pasir Ris Street 21 #01-616
Singapore 511212
Tel: 6214 0119

15 MWS Senior Activity Centre – GreenTops@Sims Place

Blk 63 Sims Place #01-227
Singapore 380063
Tel: 6747 1786

16 MWS Senior Activity Centre – Kebun Baru

Blk 180 Ang Mo Kio Ave 5 #01-2980
Singapore 560180
Tel: 6238 4137

17 MWS Senior Activity Centre – Teck Ghee Vista

Blk 307D Ang Mo Kio Avenue 1 #01-01
Singapore 564307
Tel: 6684 0341

> RESIDENTIAL SERVICES

18 MWS Bethany Nursing Home – Choa Chu Kang

9 Choa Chu Kang Avenue 4
Singapore 689815
Tel: 6314 1580
Fax: 6314 1576
Email: MWSbnh@mws.sg

19 MWS Nursing Home – Yew Tee

51 Choa Chu Kang North 6
Singapore 689581
Tel: 6568 9200
Fax: 6568 9250
Email: MWSnhyt@mws.sg

20 MWS Christalite Methodist Home

51 Marsiling Drive
Singapore 739297
Tel: 6368 5179
Fax: 6368 7127
Email: MWScmh@mws.sg

Key Highlights

A QUICK SNAPSHOT OF THE KEY RESULTS FOR FY2019/20

8,400

TOTAL PEOPLE SERVED INCLUDING
DIRECT CLIENTS AND SERVICE COUNTS

-30%

2,081

SOCIALLY ISOLATED & FRAIL
SENIORS IN THE COMMUNITY

-3%



713

CHRONICALLY ILL, FRAIL &
DESTITUTE IN RESIDENTIAL CARE

-4%



5,553

FAMILIES IN DISTRESS

-38%



53

AT-RISK YOUTH &
DISADVANTAGED CHILDREN

-37%



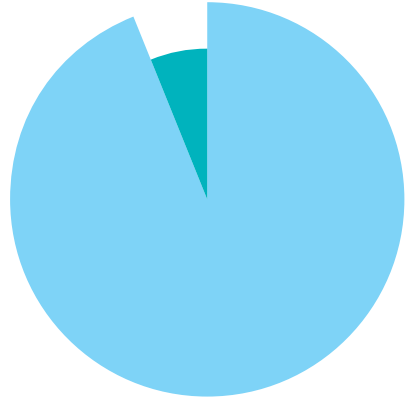
The drop in the number of total people served in FY2019/20 was mainly attributed to the suspension of MWS Community Services – Punggol's programmes since January 2020 and the closure of MWS D'Joy Children's Centre on 31 December 2019. In addition, MWS Family Service Centres organised fewer community outreach programmes in order to focus on strengthening its practice framework and core services.

FUNDRAISING

\$12.8
MILLION RAISED
+23%

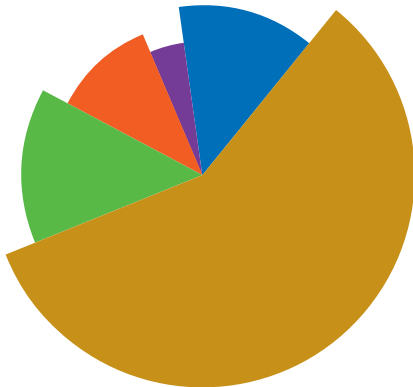
6.7% FUNDRAISING COST

93¢ OF EVERY DOLLAR RAISED
went directly to MWS centres and programmes



In FY2019/20, MWS received donations and sponsorships amounting to \$12.8 million. MWS kept its fundraising cost to 6.7% of funds raised, well below the 30% ceiling guideline set by the Charity Council.

OPERATING EXPENDITURE



\$45.2
MILLION
+10%

- Chronically Ill, Frail & Destitute in Residential Care: 58%
- Families in Distress: 14%
- Socially Isolated & Frail Seniors in the Community: 11%
- At-risk Youth & Disadvantaged Children: 4%
- Management & Shared Services: 13%

Any deficits incurred by programmes were underwritten by MWS.

Deepening our Impact in Doing Good: Delivering on our Strategy

The current COVID-19 pandemic will continue to present difficult challenges in fundraising, programme design, capability building, staff welfare, volunteer engagement and daily operations in the coming years. While MWS will stay the course in implementing the strategy developed for the next 3 to 5 years, it is critical for MWS to be more nimble and creative in tackling these emerging issues in planning. These include:

- Ensuring sustainability of funding for our services;
- Reshaping our services to meet new presenting issues from our clients;
- Training and reskilling of staff including nurses, social workers and administrators to acclimate to and thrive in new ways of working;
- Caring for the mental well-being of staff and beneficiaries;
- Keeping volunteers engaged; and
- Redesigning processes to maintain efficiencies and effectiveness.

MWS' strategy is established on 2 key principles and comprises 4 main pillars:



PRINCIPLE 1:
**COMPLEX ISSUES NEED
HOLISTIC INTERVENTION**



PRINCIPLE 2:
**VULNERABLE PEOPLE HAVE
STRENGTHS AND ASSETS**

REVIEW OF RESULTS AND PROGRESS

PILLAR A: **REORGANISING TO PROVIDE HOLISTIC CARE**

- **Integration of MWS Home Hospice and MWS Home Care** – The integrated service has been renamed MWS Home Care & Home Hospice and provides seamless care for clients living in the community.
- **Reorganisation of MWS Senior Activity Centres (SACs)** – MWS' network of 7 SACs has been consolidated under a single Head of Centre to achieve synergies in all aspects of operations.

PILLAR B: **ADOPTING AN INSIGHT-INFORMED APPROACH FOR EFFECTIVE INTERVENTION**

- **MWS Family Service Centres (FSCs)** completed the development of critical practice frameworks that will direct the FSCs' services, and guide staff on how to understand, interact with, and craft case plans with clients.

- **Client-centred Wraparound Approach** – The MWS Covenant FSC – Bangkok team facilitated meetings where the client and stakeholders met on a common platform to discuss the client's needs. This helped the agencies understand the client's needs more holistically, and made clients feel more empowered.
- **Understanding Caregiver Stress in Palliative Care** – MWS Home Care adopted the Zarit Burden Interview (a tool to assess caregivers' burden) to better provide effective care to patients and caregivers.
- **MWS Thought Leadership** – Mr Alvin Goh, Cluster Director of MWS Family Services joined other experts to discuss the issue of child sexual abuse on Channel NewsAsia's On The Pulse, while Mrs Cindy Ng-Tay, then MWS Director of Professional Standards spoke on the role of the community in catalysing social mobility at a seminar organised by the National University of Singapore's Social Service Research Centre and on CNA938.



More than being participants, seniors now co-lead activities at MWS Senior Activity Centres.

PILLAR C: EMPOWERING BENEFICIARIES IN PREVENTIVE CARE AND COMMUNITY ACTIVATION

- **The MWS Family Support Programme** was launched to support parents who needed training and guidance in parenting their primary school children and teens.
- **A Community Nurse Post** was set up at MWS Senior Activity Centre – Golden Lily@Pasir Ris to support seniors' healthcare needs at their doorstep.
- **MWS Senior Activity Centres** have been applying the asset-based community-led development approach. As such, seniors now lead activities and reach out to others more actively.

PILLAR D: EQUIPPING STAFF TO MEET TOMORROW'S NEEDS

- **Training in Dementia Care** – MWS employees and volunteers have been receiving basic training in dementia awareness. The aim is to equip all staff and make MWS a dementia-friendly organisation.
- **Training in Trauma-informed Care (TIC) Practices** – TIC care practices were embedded in MWS FSCs through staff induction programmes and external training, as well as infused as part of team culture.

Numbers Served by Centres & Programmes

KEY RESULTS OF OUR CENTRES AND PROGRAMMES IN FY2019/20

SOCIALLY ISOLATED & FRAIL SENIORS IN THE COMMUNITY

2,081
(-3%)



Seniors cared for at home and in the community

MWS CHARIS ACE – GEYLANG EAST

238

Seniors (-8%)

MWS WESLEY SENIOR ACTIVITY CENTRE – JALAN BERSEH

166

Seniors (-5%)

MWS SENIOR ACTIVITY CENTRE – FERNVALE RIVERGROVE

204

Seniors (+13%)

MWS SENIOR ACTIVITY CENTRE – GOLDEN LILY@PASIR RIS

121

Seniors (+8%)

MWS SENIOR ACTIVITY CENTRE – GREENTOPS@SIMS PLACE

132

Seniors (-14%)

MWS SENIOR ACTIVITY CENTRE – KEBUN BARU

89

Seniors (-47%)

MWS SENIOR ACTIVITY CENTRE – TECK GHEE VISTA

178

Seniors (-11%)

MWS HOME CARE & HOME HOSPICE

953

Patients, including discharged cases (+6%)

CHRONICALLY ILL, FRAIL AND DESTITUTE

713
(-4%)*



Chronically ill, frail or destitute served, including those deceased and discharged

MWS BETHANY NURSING HOME – CHOA CHU KANG

323

Residents, including discharged cases (-4%)

MWS NURSING HOME – YEW TEE

216

Residents, including discharged cases (-4%)

MWS CHRISTALITE METHODIST HOME

174

Residents, including the homeless, destitute and abandoned, as well as discharged cases (-2%)

* Number of residents served in FY2018/19 was adjusted from 1,640 to 739 due to changes in how services/programmes are grouped.

FAMILIES IN DISTRESS

5,553
(-38%)



Families & individuals
with complex challenges

MWS COVENANT FAMILY SERVICE CENTRE – HOUGANG & BUANGKOK

1,352
Families & individuals (-9%)

MWS FAMILY SERVICE CENTRE – TAMPINES

1,052
Families & individuals (-65%)

MWS FAMILY SERVICE CENTRE – YISHUN

2,072
Families & individuals (+4%)

MWS COMMUNITY SERVICES – PUNGGOL

23
Families & individuals* (-99%)

MWS FAMILY DEVELOPMENT PROGRAMME

161
Families with reduced
financial hardship (+29%)

MWS FAMILY SUPPORT PROGRAMME

893
Families

* Drop in number was due to the suspension of the Centre's programmes from January 2020.

AT-RISK YOUTH & DISADVANTAGED CHILDREN

53
(-37%)



At-risk youth & disadvantaged
children served

MWS GIRLS' RESIDENCE

10
Residents, including those referred
by the courts and government
agencies (-38%)

MWS D'JOY CHILDREN'S CENTRE

43
Preschoolers (-37%)

Bringing a Deeper Meaning of Dignity and Community to Seniors

WHO WE HELPED

2,081

(-3%)

Seniors cared for at home and in the community



953 (+6%)

Frail and ill seniors received home-based care

11,635 (+9%)

Home visits made by MWS care teams

1,128* (-9%)

Isolated seniors engaged through social, health and wellness activities in the community

* Based on seniors in MWS' 7 Senior Activity Centres.

HOW WE HELPED



COMMUNITY SUPPORT

Living Healthily

Seniors had access to senior gyms and health activities.



Building Connections

Connections were developed by the seniors at the Centres over shared memories, reaching milestones and celebratory moments.



Empowering Seniors

Seniors were empowered to take control of their physical, emotional, mental and social well-being.



Contributing Back

Seniors found purpose in using their skills and befriending isolated neighbours.

12%* (-3%)

Aged 55-65 years

88%* (+3%)

Aged over 65 years

221* (-6%)

Received crucial support while living alone

74* (-8%)

Occupy rental flats

* Based on seniors in MWS' 7 Senior Activity Centres.

HOME-BASED SUPPORT



Home-based Care

Round-the-clock care for patients with life-limiting conditions.



Holistic Care

Patients received home personal care as well as help with housekeeping, errands and daily activities.



Coordinated Care

Seniors were assured of medical, nursing and personal care as well as financial aid.



Caregiver Support

Caregivers received training, respite as well as bereavement support when loved ones passed away.

Beneficiary Story: Empowering Seniors to Shine



About 2 years ago, Ms Cynthia Tang experienced a series of unfortunate events. First, she was diagnosed with brain cancer which reduced her mobility and left her wheelchair-bound. Then, she fractured her arm and fingers during a bad fall. After the falling incident, she experienced weakness in her hand and had difficulty using her arm. As a result, she became reliant on others for her daily activities. Formerly an executive editor, Ms Tang not only lost her independence but also her confidence.

With her sister's encouragement, Ms Tang joined MWS Senior Activity Centre – Fernvale Rivergrove in 2019. Wheelchair-bound and wearing a hat due to her condition, she was very shy and self-conscious initially. She would sit by herself in a corner and read the newspaper, participating in the occasional Bingo game and singing session.

Ms Tang was paired with 2 regular members to ease her in. These senior buddies arranged for volunteers to visit and befriend her regularly. After 6 months, she started to visit the Centre more regularly.

One day, the Centre needed someone to translate presentation slides for a talk from English to Chinese for the seniors. Knowing Ms Tang's proficiency in the Chinese language, staff approached her for help.

Centre Supervisor, Ms Prescillia Lee said: "Besides translating the presentation slides, Cynthia was also the Chinese interpreter during the talk. Even though she was breathless at times, she did not give up. We're very encouraged to see our seniors contributing their skills to help others."



By stepping forward to contribute to the Centre's programme and activities, Ms Cynthia Tang (left) has regained her confidence and self-belief.

Deepening Familial Feel in Care Practices

WHO WE HELPED

713

(-4%)*

Chronically ill, frail or destitute served, including those deceased and discharged



* Number of residents served in FY2018/19 was adjusted from 1,640 to 739 due to changes in how services/programmes are grouped.

539 (-4%)

Residents cared for in our 2 nursing homes

687 (-2%)

Residents received physical therapy

174 (-2%)

Destitute and the homeless given shelter and care

98 (+1%)

Residents received dementia therapy

Profile of Residents by Cognitive Ability

265 (+2%)

able to remember, think, learn new skills or solve simple problems

413 (No change)

have difficulty remembering, thinking, learning new skills or solving simple problems

35 (-47%)

bed-bound or uncommunicative, and hence not tested

Nursing Care Needed

13* (-7%)

semi-ambulant, and need some physical assistance and supervision in ADL

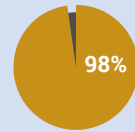
268* (-3%)

wheelchair or bed-bound, and need moderate assistance and supervision in ADL

* Based on data only from MWS' 2 Nursing Homes. ADL: Activities of Daily Living include washing, toileting, dressing, moving around, feeding, and transferring (e.g. from bed to chair).

258* (-5%)

highly dependent, and need total assistance and supervision for every aspect of ADL



● Wheelchair or Bed-bound

HOW WE HELPED



HOLISTIC CARE

Meeting beneficiaries' various needs through medical and nursing care, rehabilitation and therapy, social and recreational activities as well as caregiver support.



MEDICAL CARE

Given by doctors trained in geriatric and palliative care.



NURSING & REHABILITATIVE CARE

Given by nurses and allied health professionals.



DAILY LIVING CARE

Shelter, meals and safe haven provided for the destitute and sick.

Beneficiary Story: His Progress Amazed His Family

After contracting high fever as a child, Mr Ho Nam Fatt became intellectually disabled. He is unable to take care of himself and perform daily living tasks like taking public transport on his own, and required long-term care and supervision. Now at 84 years old, he is also afflicted with multiple health issues including heart disease.

When his mother passed away 10 years ago, his youngest brother and sister-in-law became his main caregivers. They felt overwhelmed caring for Mr Ho as he would frequently fall and refuse to take his medication. The couple finally sought help and Mr Ho was admitted to MWS Nursing Home – Yew Tee in 2018.

Under the care of a multi-disciplinary team, Mr Ho was placed on a holistic rehabilitation programme. Besides attending individualised gym sessions twice weekly and group sessions weekly to improve his strength, he was also placed in the Dementia Music Group and Art Programme to meet his psychosocial needs. Initially quiet and listless, Mr Ho is now more sociable and alert. He is also able to move around on his own and only requires some help when he takes the stairs.

Relieved from the daunting demands of caregiving, his family is less stressed and thankful for the improvements that they have seen in Mr Ho.

“Over the last 2 years of his stay, he has amazed us with his progress. He’s stronger physically and more sociable. He is intellectually challenged and has always been reclusive. Now he enjoys art and singing, and has even built rapport with the staff and volunteers,” said Mr Ho’s sister-in-law.



Diving Deeper into Family Issues

WHO WE HELPED

5,553

(-38%)

Families and individuals with complex challenges



MONTHLY HOUSEHOLD INCOME OF FAMILIES SERVED:

40% (-30%)

No income

39% (+19%)

\$2,500 or less

21% (+11%)

More than \$2,500

TOP PRESENTING ISSUES:

29%

(No change)

Financial Issues

14% (+1%)

Emotional Issues & Mental Health

6% (+4%)

Family Issues

5% (+1%)

Marital Issues

16%

(No change)

Family Violence

8% (+2%)

Parenting Issues

5% (-1%)

Accommodation/
Shelter

IMPACT

4,476 (-31%)

Families and individuals supported at Family Service Centres

893

Families reached through a parenting programme

161 (+29%)

Low-income families empowered with financial assistance and asset-building resources

23 (-99%)

Families served through community services

Status of Client's Well-being at point of Case Closure

99% experienced lowered risks and complexity of needs

90% showed ability to meet needs and/or manage risks

82% experienced enhanced self-reliance and resilience

79% achieved half or more goals

Goals were specific to the client's situation and set jointly by social work practitioners and the client's families. These included increased safety for family, financial stability, employability and caregiver functioning.

TYPES OF ASSISTANCE OFFERED

1,622 (-1%)

Counselling and Casework

Includes an assessment of the client's situation and a case plan to address risks and concerns.

2,412 (-31%)

Information and Referral

Providing clients with essential information or redirecting them to other agencies (e.g. employment firms).

1,358 (-63%)

Community Outreach Programmes

Engaging families through activities that raise awareness about parenting and other social issues, as well as community resources.

161 (+29%)

Poverty Alleviation Programme

An approach that empowers beneficiaries to clear debt, which increases their thinking capacity to make good decisions, and build assets through a monthly matching scheme.

Beneficiary Story: Holistic Care for a Family in Crisis

Mr Yan Yuelong works as a cook in a hawker centre and is the sole breadwinner for his family of 7, consisting of his wife, mother-in-law and 4 children. Although he worked long hours, the 42-year-old barely made enough to cover basic needs. The situation worsened when his mother-in-law was diagnosed with kidney failure. Desperately needing help, his wife approached MWS Covenant Family Service Centre – Hougang.

The Centre first helped the family with their financial issues. An application was put in for subsidies to cover the transportation costs of sending Mr Yan's mother-in-law for dialysis treatments and medical appointments. The family was also placed on a food ration programme which provided milk and diapers for the younger children.

Besides attending to his immediate needs, Mr Yan was placed on the MWS Family Development

Programme (FDP) to help the family work towards financial stability and build assets to buffer against crises. Starting out with zero savings, Mr Yan committed to set aside \$100 a month which was matched \$2 for every \$1 by the programme. After being on FDP for 2.5 years, they have accumulated savings of more than \$9,000 to use for emergencies and their children's education.

Staff of the Centre also observed that the couple had difficulties in parenting their children and enrolled them in parent-child interaction therapy to equip them with parenting skills. Guided by the MWS holistic approach that recognises and taps on clients' strengths, MWS Social Worker, Ms Lynette Tan would encourage the couple whenever they applied the skills that they had learnt on their children. The couple has since shown more confidence in managing and disciplining their children.

"We are very grateful for the help from the Centre and happy to see our savings grow. The help we received has been very practical and useful, and we feel less stressed," said Mr Yan.



Using Deeper Insights of Trauma to Support Positive Transformation

WHO WE HELPED

10

(-38%)

Young women given second chances



80%

of the girls experienced 4 to 7 Adverse Childhood Experiences (ACE) by the time they entered MWS Girls' Residence, while 20% had 1 to 3.

ACE refer to traumatic events that may have negative, lasting effect on a person's health and well-being. These are categorised by abuse, neglect or household dysfunction. The higher the number of ACE, the greater the impact on the individual's behaviour, health and well-being.

HOW WE HELPED

Out of 10 young women:

8

Received trauma-based intervention

8

Reconciled with their families through restoration of relationships

9

Reintegrated into community, where:

6 Returned to school

3 Found employment

1

Received a scholarship/bursary

CLOSURE OF MWS D'JOY CHILDREN'S CENTRE

MWS D'Joy closed its doors on 31 December 2019 as a result of falling enrolment contributed by changes in the childcare sector that provided more options for parents.

We served 43 preschoolers from 1 April to 31 December 2019.

Beneficiary Story: Leaving Her Past Behind



At just 18 years old, Michelle* had already experienced the deep loss of a loved one and years of trauma. After her mother passed away when she was only 10, her father put Michelle and her sister in the care of relatives while he went overseas to work. Unfortunately, she suffered physical and verbal abuse when living with her aunts. Years of abuse and neglect caused her to self-harm and she eventually admitted herself to the Institute of Mental Health for safety.

Michelle was referred to MWS Girls' Residence in 2017 so that she could be in a safe and stable environment where she could attend school and learn independent living skills. In her first year, she was afraid of being close to people as she blamed herself for bringing bad luck to others. Her

school grades were poor and negative peer influences led to anti-social behaviour such as bullying classmates. She also picked up smoking and drinking due to stress.

Case workers at the Residence introduced Michelle to expressive therapies like Sandplay and Art Therapy to bring out her inner thoughts, memories and feelings. Gradually, she became more in touch with her emotions and learnt how to express her feelings.

Reflecting on her progress, Michelle shared: "My greatest achievement is learning to forgive myself and letting go, so I do not allow myself to be tied down by my past."

Staff of the Residence also facilitated the reconciliation between Michelle and her

estranged father and sister. Through regular phone calls and meetings, Michelle has since reconnected with them.

Volunteer tutors and supplementary lessons at school also made a difference to her school grades. Last year, Michelle passed all her subjects in the N-Level examination and was promoted to Secondary 5. The help and positive change that she experienced has inspired her to pursue a Diploma in Social Work so that she can help others.

* Not her real name.

Volunteering Highlights

THANK YOU TO ALL OUR VOLUNTEERS WHO HAVE GIVEN THEIR TIME, TALENT AND SKILLS TO BRING ABOUT POSITIVE CHANGES.



Total volunteers:

14,478



Total number of engagements:

28,312

WE ASKED OUR VOLUNTEERS THE FOLLOWING QUESTIONS IN OUR ANNUAL VOLUNTEER SATISFACTION SURVEY.

Sample size of 249 respondents spread across all centres.

Key percentages were calculated by adding 'strongly agree' and 'agree' responses.

90%

Believed that they made a difference

90%

Felt appreciated by centre and programme staff

88%

Felt their values are aligned with MWS causes and values

87%

Felt happy using their skills and experiences

86%

Would recommend others to volunteer at MWS

84%

Were satisfied with their role

82%

Felt a sense of belonging

MAKE AN IMPACT TODAY!

\$10

SPONSOR OUTINGS FOR ISOLATED SENIORS TO ENGAGE THEM TO STAY ACTIVE

Seniors who are empty-nesters or retirees tend to have limited social contact, and prolonged social isolation may lead to early onset of illness and psycho-emotional issues. Outings help to meet their social and recreational needs and support them to age in place in their community.

\$400

PROVIDE FINANCIAL ASSISTANCE TO 2 LOW-INCOME FAMILIES FOR A MONTH

To help low-income families in financial distress, we provide needs-based cash assistance for monthly school supplies, milk supplements, and to cover some of the daily living expenses.

\$100

CONTRIBUTE TOWARDS DEBT CLEARANCE AND SAVINGS MATCHING FOR A LOW-INCOME FAMILY FOR 2 WEEKS

The MWS Family Development Programme aims to improve the social mobility of low-income families through holistic integrated intervention, which includes teaching of financial management skills, debt clearance, and asset building.

\$500

CONTRIBUTE TO 1 LOW-INCOME RESIDENT'S STAY AT A NURSING HOME

Most of the residents at our Nursing Homes come from low-income backgrounds, and some struggle to afford the minimum payment. Donations are critical to give them the long-term care that they cannot afford.

\$250

CONTRIBUTE TO STIMULATING WORKSHOPS THAT IMPART NEW SKILLS AND KNOWLEDGE TO SENIORS

Keeping seniors' minds active and sharp through continuous learning is one of the key components of the holistic programmes offered at our Senior Activity Centres. Workshops on topics ranging from music, dance, technology, craft-making and so on enable seniors to pick up new skills and keep their minds active.



For online donations, please visit mws.sg/give or scan the QR code. To receive tax exemption, please state your NRIC No. upon payment.



For mobile banking donations, use the PayNow feature on your app and donate directly. To receive tax exemption, please state your NRIC No. upon payment.



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Singapore 309936

THANK YOU

FOR SUPPORTING US IN EMPOWERING OUR
BENEFICIARIES AND ENRICHING THEIR LIVES.



"WHOEVER HAS A BOUNTIFUL EYE WILL BE BLESSED,
FOR HE SHARES HIS BREAD WITH THE POOR."
PROVERBS 22:9 (ESV)



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