

VOLUNTEER CASE OFFICER (VCO)

GUIDEBOOK



**SINGAPORE
PRISON SERVICE**



VERSION 1.1

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VCO ROADMAP



WELCOME ONBOARD!

TRAININGS

VCOs will undergo:

1. PIVOT
2. VCO Foundational training

There will be other training opportunities along the way!

CASE ASSIGNMENT

VCOs will work closely with SPS staff to support supervisees in their rehabilitation journey.

PEER SUPPORT SESSIONS

VCOs get to connect with like-minded individuals to exchange knowledge and experiences!

REVIEW

VCOs can review if they would like to continue based on availability and interest.

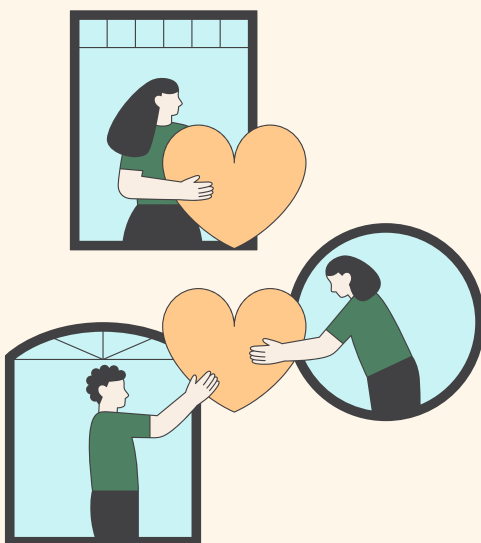


ROLES AND EXPECTATIONS

VCOs will work with Rehabilitation Officer (RO) or Correctional Rehabilitation Specialist (CRS) to support supervisees undergoing community supervision. This includes:

1. CASE MANAGEMENT

- Conduct individual sessions to engage supervisees once a month
- Assess and address reintegration needs
- Review case periodically
- Coordinate or link supervisees up with relevant community resources, when required



2. BEFRIENDING

- Serve as a prosocial model
- Provide a listening ear
- Be present

VCO DEVELOPMENT

VCOs will undergo trainings to build your knowledge on corrections work. There will also be platforms such as peer support sessions for VCOs to build connections with one another and learn together through sharing of your experiences and expertise.

1. PIVOT

- Procedures to take note of
- Environmental awareness
- Relevant legislation



2. FOUNDATIONAL TRAINING

- Case management
- Relationship-building
- Behavioural modification
- Family engagement
- Ethics
- Crisis management

3. OTHER TRAININGS

Interested to learn more about other topics? Look out for email broadcasts from the Training Team on trainings to complement your competencies. These could include topics such as Correctional Landscape and Approaches, Substance Addiction and Counselling Practices.



4. PEER SUPPORT SESSIONS

- Sharing of best practices
- Build VCO community

TIMELINE

After completing required trainings, VCOs will receive case assignments.

BEFORE START OF PROGRAMME

- Upon case assignment, liaise with RO/CRS to arrange for case discussion and a first joint session with supervisee.
- 1-2 months before supervisee is emplaced, conduct a pre-employment interview to introduce yourself, explain your role and assess supervisee's reintegration needs (e.g., employment, accommodation).

DURING PROGRAMME

- Engage supervisees at least once a month
- Review case periodically
- Link supervisees up with relevant community resources, when required
- Submit monthly progress reports after each session via FormSG

SCAN ME

<https://go.gov.sg/vco-programme>

COMPLETION OF PROGRAMME

- Discuss with supervisee on milestones and goals accomplished.
- Check with supervisee if continued support is required after programme has ended. Continuation of befriending depends on agreement between VCO and supervisee.



If supervisee reoffends while he/she is on programme and gets issued a new sentence, the VCO case assigned will be terminated. When uncertain about the status of the supervisee, check in with the RO/CRS.

THINGS TO NOTE WHEN ENGAGING SUPERVISEES

DO'S

- Be non-judgmental
- Provide a safe space for supervisee to share about themselves
- Be mindful of supervisee's work hours when arranging sessions
- Be sensitive about their faith
- Be sensitive when supervisee is sharing about traumatic events or personal matters

DON'TS

- Impose personal beliefs on supervisees
- Give unsolicited advice
- Reveal personal information about RO/CRS
- Force supervisees to meet at inconvenient locations/timings
- Use condescending tones



WORKING WITH SPS STAFF

Good Practices 👍



Allow ample time for RO/CRS to respond to you



Contact SPS staff during office hours



Submit requests/enquiries through 'Connect With Us' form



Submit monthly Progress Report(s) on time



Follow security measures and safety protocols



Maintain professional relationship with supervisees and SPS staff

INFORMATION SHARING

What information can SPS share with VCOs?



Can be shared

- Inmate Name
- Inmate Number
- Phone Number
- Employment Status
- Home Address
- Work Location
- Genogram



Cannot be shared

- NRIC
- Medical Status
- Special Care Status
- Family's Contact Details



There are no issues if supervisees are the ones sharing the information with you directly during your engagement. When in doubt, do check in with the RO/CRS.

PROGRESS REPORT SUBMISSION

Progress reports are to be submitted by 2359hrs on the last day of each month. Any submission received thereafter will affect the issuance of honorarium.



At the end of each engagement, please complete the progress report using this FormSG link or scan the QR code.



To note:

- 1.If you are still engaging supervisees after their programme has ended, report submissions are **highly encouraged**.
- 2.Only VCOs clocking practicum or SAC hours are required to attach their log-sheets in FormSG.

What happens to the report after I have submitted it?



As the report will be sent to the assigned SPS staff, do key in the respective staff's email that can be found in the case assignment email.



By being kept in the loop of your engagements with the supervisees, staff will be able to follow up where required, adopting a collaborative approach.

PROGRESS REPORT SUBMISSION

For Active Supervisees:

Please submit the progress report by the last day of the month in which you engaged the supervisee to be eligible for the honorarium.

E.g., If your engagement with the supervisee is on 20 Aug 2024, and his/her programme completion date is 20 Aug 2024, please fill up the Active Supervisee Progress Report.



For Post-Programme Supervisees:

Please submit the progress report by the last day of the month too as we would like to hear of the good work that is being done.

E.g., If your engagement with the supervisee is on 20 Aug 2024, and his/her programme completion date is 19 Aug 2024, please fill up the Post-Programme Supervisee Progress Report.

FAQ

- Where can I find the required information on the supervisee and SPS staff (RO/CRS) for the submission of report?

The information can be found in the email sent to you upon case assignment.

- How many reports do I need to submit each month?

At least 1 per supervisee.

- Can I submit my report if I only conducted a phone/video call with my supervisee?

Yes, as long as the supervisee was engaged formally.

- What do I need to fill up for Remarks under Reintegration Needs sub-categories?

Note down any areas that require attention and are within your capacity.

E.g., referrals to external agencies for employment opportunities/interest groups.

If you are uncertain about the appropriate course of action, do note this reintegration need in the progress report under "Action Plan/Follow up". Contact SPS staff for urgent follow-ups. Even if the need was marked as "No concern", do include what was shared briefly during your engagement as we would like to hear of the good work being done.

SECURE LOCATIONS FOR SESSIONS

NORTH

WOODLANDS POLICE
DIVISION HQ ('L' DIV)

NORTH

AMK POLICE DIVISION
HQ ('F' DIV)

WEST

JURONG POLICE
DIVISION HQ ('J' DIV)

EAST

SELARANG PARK COMMUNITY
SUPERVISION CENTRE*

CENTRAL

TANGLIN POLICE
DIVISION ('E' DIV)

CENTRAL

GEYLANG BAHRU
PRISON LINK CENTRE*

EAST

BEDOK POLICE
DIVISION HQ ('G' DIV)

*Please approach RO/CRS for booking of counselling rooms at these locations **at least 5 working days in advance**. Ensure that a confirmation is received before heading down for the session.



- Communicate clearly with supervisee on where to meet
- Identify yourself at the premise as a prison volunteer. Show your volunteer pass and identification when necessary
- When using interview rooms, observe personal safety protocols
- Bag checks may be carried out according to security protocols

SECURE LOCATIONS FOR SESSIONS



Secure location	Address
West	
Jurong Police Division HQ ('J' Div)	2 Jurong West Avenue 5, S(649482)
North	
Ang Mo Kio Police Division HQ ('F' Div)	51 Ang Mo Kio Avenue 9, S(569784)
Woodlands Police Division HQ ('I' Div)	1 Woodlands St 12, S(738622)
East	
Bedok Police Division HQ ('G' Div)	30 Bedok North Rd, S(469676)
Selarang Park Community Supervision Centre	1 Selarang Park Road, S(508167)
Central	
Tanglin Police Division HQ ('E' Div)	21 Kampong Java Road, S(228892)
Geylang Bahru Prison Link Centre	70A Geylang Bahru, #02-2719, S(330070)

THINGS TO NOTE

Inside Prison Compound



Men



- Wear covered shoes
- Wear long pants
- Cover up all tattoos, if possible



- Translucent tops
- Sleeveless tops



Women



- Wear covered shoes
- Tie up hair, if possible
- Cover up all tattoos, if possible



- Skirts/Dresses
- White/translucent tops
- Sleeveless tops
- Heels

THINGS TO NOTE

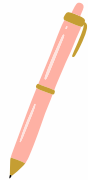
Inside Prison Compound



Wear & Display your Volunteer Pass



Transparent Bottles Only



Minimal Stationery



Notebooks or Papers Only



No Cash!
Only NETS Card allowed



No Smart Devices Allowed



IF YOU LOSE YOUR VOLUNTEER PASS, PLEASE INFORM
SPS STAFF AND MAKE A POLICE REPORT IMMEDIATELY

ROAMS PASS REGISTRATION FOR ACCESS TO PRISONS

You can make an appointment by scanning the
QR code or clicking the link [here](https://gls.gov.sg/volunteers-roamsenrollment).



WHAT TO DO WHEN YOU REACH PRISONS

CLUSTER SCO



Deposit your personal items at lockers outside SCO

- Cash, wallets, bags, mobile phones, cameras, prescription drugs, etc



Verify your identity by scanning your volunteer pass



Inform the purpose of visit and declare pre-approved items

ARRIVAL AT INSTITUTION



Scan in and identify yourself with the volunteer pass at all times



Proceed to interview room for the session



Approach officers for assistance when required

- Volunteers will be issued with a duress/shrill alarm

LEAVING THE INSTITUTION



Check and ensure that no items are left behind



Return the duress/shrill alarm to ICC



Collect your personal items from the locker

HONORARIUM MATTERS



HONORARIUM PER CASE



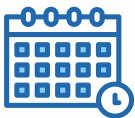
Honorarium per case
\$25 PER PROGRESS REPORT PER MONTH
(CREDITED DIRECTLY INTO BANK ACCOUNT)

- Only 1 progress report per supervisee will qualify for honorarium within the month



MAXIMUM HONORARIUM PER MONTH IS \$100
EQUIVALENT TO 4 PROGRESS REPORT SUBMISSIONS

HONORARIUM PAYOUT



2-3 MONTHS AFTER THE SUBMISSION OF THE PROGRESS REPORT

- E.g., Engagement and report done in January, report collated in Feb, honorarium to be received in Mar or Apr

FAQ

- Will my report count if I submit it after the last day of the month?
No, reports submitted after the deadline will not be considered.
- If I submit more than 4 reports, will I receive more honorarium?
No, the maximum amount of honorarium you can receive in a month is \$100.
- Why does it take so long for the honorarium to be paid out?
After your submission, SPS collates the reports for processing of honorarium in the following month.

SAC, PRACTICUM HOURS

(For Students Only)

BEFORE PRACTICUM, SAC ENDORSEMENT

- Email us the requirements and processes
- Let us know the start and end date of your practicum period

DURING PRACTICUM

- Attach logsheets when submitting progress reports
- Clearly indicate the date, time, and mode of each engagement
- To inform us of any extension of practicum if required

POST-PRACTICUM, SAC ENDORSEMENT

- Attach relevant documents required for endorsement
- We can only endorse the number of hours clocked
- Email us regarding any additional requirements



- Please email all practicum/SAC information and enquiries to SPS_VCO@pris.gov.sg

CONTACT US

GENERAL ADMIN MATTERS



Refer to VCO Community Whatsapp channel for official announcements



For requests/enquiries, you may reach out to us through the Connect With Us form by scanning the QR code or via this link:
<https://www.go.gov.sg/vco-connectwithus>.



SUPERVISEE MATTERS

EMERGENCIES

In the event of any immediate threat to life, please call 999 (Police) or 995 (SCDF).

RO/CRS

For supervisee-related matters, please contact the respective RO/CRS (The assigned RO/CRS is indicated in the case assignment sheet)

SPCSC HOTLINES

- VCOs can contact the SPCSC hotlines at 6514 5772 or 6514 5842 if you have important supervisee-related information to relay to the RO/CRS but are unable to contact him/her.
- During the call, VCOs are to leave their name, contact number and supervisee's inmate number. The VCO Team will contact them as soon as possible.

FREQUENTLY ASKED QUESTIONS

FAQ

1. What do I do if my supervisee does not respond to my calls?

A: Inform the respective RO/CRS about the situation via Whatsapp message/email and seek their guidance. Under such circumstances, please do not worry about submission of progress reports.

2. What do I do if my supervisee does not show up at the agreed time for his session?

A: Do remind supervisees prior to the day of engagement. If they are not responsive on the day, do wait for an appropriate time (15-30 mins) before calling the session off. Inform the respective SPS staff about the situation and seek their guidance.

3. What if the supervisee is rude or behaves inappropriately during the session?

A: Engage in de-escalation techniques. If the situation escalates, quickly remove yourself from the situation. Contact relevant authorities if required, inform SPS staff about the situation and seek their guidance.

4. Why is there a change in the assigned RO/CRS for my supervisee?

A: Throughout the supervisee's CBP, there may be changes in staff allocation due to supervisee's transition to a different phase or manpower movements.

5. My assigned supervisee was recalled. Will there be changes to his/her programme completion date?

A: Do check with the SPS staff (RO/CRS) in-charge of the supervisee for more information.

AFTERCARE PROGRAMMES

Cases may be emplaced on different aftercare programmes, as illustrated below. For more information on your supervisees' programme, please check directly with the assigned RO/CRS.

HOME DETENTION, RESIDENTIAL SCHEME

Supervisees reside at their residence and may be engaged in rehabilitative activities such as work, studies, or community service. These schemes aim to promote earlier reintegration of offenders into the society with the help of their families and the community.



DAY RELEASE SCHEME, EMPLOYMENT PREPARATION SCHEME

Supervisees work within the community during the day and return to SPC, Institution S2 in the evening. Supervisees may be granted weekend home leave and long home leave (i.e., reside at home) as they progress, providing for a gradual reintegration into the society.



HALFWAY HOUSE (HWH) SCHEME

Supervisees reside at a HWH and undergo activities such as counselling and employment-related programmes. The HWH scheme provides transitional support and case management services for supervisees, especially those with substance abuse needs, to facilitate their community reintegration.



- For more information on community-based programmes, click [HERE](#)

AFTERCARE PROGRAMMES

MANDATORY AFTERCARE SCHEME (MAS)

MAS is a structured aftercare regime that provides enhanced community support, counselling, and case management for supervisees who have completed their sentence.

Supervisees will be assessed before progressing to the next phase, and those assessed to be of a lower risk may be placed on home supervision.

PHASES OF MAS



HOW?

- Reporting/Casework and counselling sessions
- Curfew hours
- Electronic monitoring devices
- Urine supervision

- For more information on MAS, click [HERE](#)

SOCIAL RESOURCES

CARE NETWORK PARTNERS

Agency	Address	Contact
Yellow Ribbon Singapore (YRSG)	1821 Upper Changi Road North Selarang Park Complex S(506777)	6513 1537
Industrial & Services Co-operative Society Ltd (ISCOS)	452 Race Course Road S(218696)	6743 7885
Singapore After-Care Association (SACA)	81 Dunlop Street S(209408)	6294 2350 6294 2763
Singapore Anti-Narcotics Association (SANA)	Sengkang Community Hub 2 Sengkang Square #05-01 S(545025)	6732 1122
	Step-up @ Taman Jurong SSO 301A Corporation Drive S(619773)	9847 5102

ADDICTION TREATMENT

Agency	Address	Contact
Alcoholics Anonymous	Various Locations - Please refer to singaporeaa.org/meetings.html for more details	8112 8089
Narcotics Anonymous	Various locations - please refer to https://nasingapore.org/meeting.htm for more details	8405 8432
National Addictions Management Service (NAMS)	Buangkok Green Medical Park Blk 9 (Level 1) 10 Buangkok View S(539747)	6732 6837

SOCIAL RESOURCES

MENTAL HEALTH SERVICES

Agency	Address	Contact
Institute of Mental Health (IMH)	Buangkok Green Medical Park 10 Buangkok View S(539747)	6389 2000 (24h Hotline)
Samaritans of Singapore (SOS)	10 Cantonment Close #01-01 S(080010) 346 Ubi Avenue 1 #01-1071 S(400346)	1767 (24h Hotline) 9151 1767 (24h Whatsapp text) 6221 2122
Singapore Association for Mental Health (SAMH)	Blk 139 Potong Pasir Ave 3 #01-136 S(350139)	18000 283 7019 (Toll free helpline) 6255 3222

ACCOMMODATION

Agency	Address	Contact
Housing & Development Board (HDB)	HDB Hub 480 Lorong 6 Toa Payoh S(310480)	6490 1111

SOCIAL RESOURCES

HALFWAY HOUSES AND SHELTERS



Agency	Address	Contact
Buddhist		
Green Haven	10 Admiralty Road East S(759988)	6565 6880
Christian		
The Turning Point (Females only)	341 Jamaica Road S(757615)	6257 8364
Breakthrough Missions	1 Cosford Road S(499547)	6479 7734 6479 7756
Teen Challenge	735 Old Choa Chu Kang Road, S(699798)	6793 7933
The Helping Hand	819 Upper Serangoon Road S(534678)	6283 2204
The New Charis Mission	Kembangan-Chai Chee Community Hub 11 Jalan Ubi Block 1 #01-01 S(409074)	6483 3707
Watchman's Home	1035 Upper Changi Road North, S(507676)	8877 1035
Hindu & Sikh		
HEB-Ashram	30 Durban Road S(759642)	6753 9730
Muslim		
Jamiyah Halfway House	352 Pasir Panjang Road S(118694)	6776 9101
Pertapis Halfway House	50 Lorong 34 Geylang S(398239)	6746 4752

SOCIAL RESOURCES

HALFWAY HOUSES AND SHELTERS

Agency	Address	Contact
Secular		
Selarang Halfway House	1825 Upper Changi Road North S(506780)	6904 2360
HCSA Highpoint	1 Lorong 23 Geylang S(388352)	6440 2444
Rise Above Halfway House (Females only)	1 St George's Lane S(328047)	6206 7440
T-Project (Transgender only)	7 Race Course Lane #03-01 S(218734)	8181 7584

ADDITIONAL CONTACTS

COMCARE HOTLINE



1800-222-0000

For more information, you can visit:

<https://www.msf.gov.sg/what-we-do/comcare>

FAMILY SERVICE CENTRES (FSC) AND SOCIAL SERVICE OFFICE (SSO)



To locate the nearest FSC/SSO, you can visit:

<https://www.msf.gov.sg/our-services/directories>