



Annual Report

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Non-Financial Summary

Name of Organization:

New Hope Community Services

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Charity Status:

New Hope Community Services is a VWO (Voluntary Welfare Organization). The organization was registered with the Registry of Societies on 16 January 2004 (UEN No. T04SS0026C) and the Commissioner of Charities on 13 October 2004 (Registration No. 01825). New Hope Community Services was admitted as full member of NCSS (National Council of Social Services) on 1 November 2005.

External Auditor:

Fiducia LLP (Certified Public Accountants)

1 Goldenhill Plaza

#03-35 Podium Block

Singapore 308899

Vision, Mission and Core Values

Our Vision



Our Mission

- H** Heart to serve our clients regardless of race or religion
- O** Opportunities through referrals and job placements
- P** Programme in counseling, life-skill, training, sports and music
- E** Empowerment of our clients to bring change and betterment to their lives

Our Core Values

- R** Respect
- I** Integrity
- C** Compassion
- E** Excellence



New Hope Community Services has come a long way. It started in 2004 and like a newborn baby, no one knew how it will actually evolve 10 years on. It started out as a shelter for men-in-crisis and I am privileged to see how the organization has expanded to include the displaced families and individuals.

Pastor Andrew Khoo

Introducing New Hope Community Services

The core service of NHCS is to provide temporary shelter to displaced Singaporeans. NHCS provides 3 types of shelter, namely Shelter for Displaced Families, Shelter for Displaced Individuals, and Shelter for Men-in-Crisis.

The Shelter for Displaced Families is a project initiated by then MCYS (now Ministry of Social and Family Development) in 2006. It began its operations in early 2007. Through this project, New Hope Community Services seeks to provide assistance to the families suffering from stress and tension that arise from their homeless situation.

The Shelter for Displaced Individuals was initiated by then MCYS (now Ministry of Social and Family Development) and

it began operating in January 2010. The shelter serves both males and females who are homeless. The shelter's emphasis is on community living, thus the residents are encouraged to be independent by participating in their communities and taking ownership of their own decisions and financial resources.

The Shelter for Men-in-Crisis began operating in 2003 and provides temporary housing for men in crisis, especially ex-offenders. These ex-offenders might have been rejected by their families for various reasons or not have a conducive home environment for their return. At the shelter, we believe in giving them a second chance and assisting them to rebuild their lives, so that they can reintegrate back into the society.

Our Patron & Board Members



Patron:

Mr K Shanmugam

*Minister for Foreign Affairs & Minister for Law,
Member of Parliament for Nee Soon GRC,
Grassroots Adviser to Chong Pang Grassroots
Organizations*



Pastor Francis Ng
(President)



Mr Lim Bak Chim
(Vice President)



Dr Lee Khai Mun
(Secretary)



Mr William Chan Kwok Siew
(Treasurer)



Mr Eddie Liew
(Member)



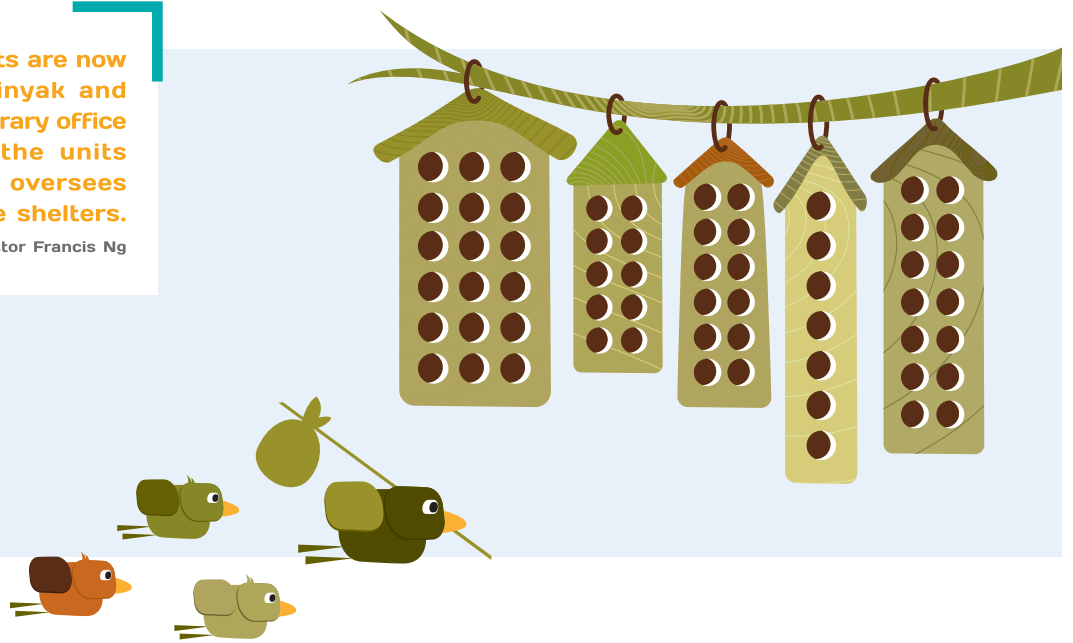
Ms Hilda Tan
(Member)



Mr Derek Pak
(Member)

All of our shelter units are now located at Jalan Minyak and Jalan Kukoh. A temporary office located at one of the units there manages and oversees the running of these shelters.

Pastor Francis Ng



President's Message

As President of the Board of New Hope Community Services (NHCS), I am most honored and privileged to say that it has been another fruitful year for NHCS as an organization in our vision of helping homeless families and men-in-crisis. Since its inception, we have managed to provide shelter and assistance to more than 400 displaced families and 150 displaced adults and men-in-crisis.

The launch of the "Meals-with-Families" program in July 2013, where volunteers invited families and individuals for a meal was met with great success. Going forward we will continue with this program.

All of our shelter units are now located at Jalan Minyak and Jalan Kukoh. A temporary office located at one of the units there manages and oversees the running of these shelters.

Committees and work groups have been put in place in order to serve our clients better. A Research Task Group and a Life-skills Task Group have since been formed.

Looking ahead to 2014, there are other plans lined up to improve our existing services, as well as to add new ones to expand our outreach.

We will be celebrating NHCS's 10th Anniversary this year together with the opening of our new void deck office at Blk 148 Yishun Street 11.

In conjunction with this event, we will be re-structuring the organization of the NHCS office to streamline and improve our work processes. As part of this, we are also looking forward to provide more in-house training for staff to enable them to continue improving themselves and thereby helping them to excel at their jobs.

I would like to thank our Patron, The Minister for Law and Foreign Affairs, Mr K Shanmuggam, for his great support of New Hope Community Services.

My heartfelt appreciation to our board members and especially to Pastor Andrew and his amazing team for their dedication in touching and changing the lives of the needy.

May we work together this year to bring fresh hope to more families!

Pastor Francis Ng
President
New Hope Community Services

Executive Director's Message

We experience the miracles of God along the way to provide our every need and this is indeed true on how I purchased the first two computers for NHCS 10 years ago. This story was recounted to my staff at our first family night: When NHCS first began, computers were needed so I went to the computer fair to make my purchases and alas, when I visited Pastor Francis Ng in his home the same day, he said his church will take care of the payment. Another pastor friend said his church will pay for the 40 chairs we needed and another friend paid our office rentals and PUB bills for 9 months!

New Hope Community Services has come a long way. It started in 2004 and like a newborn baby, no one knew how it will actually evolve 10 years on. It started out as a shelter for men-in-crisis and I am privileged to see how the organization has expanded to include the displaced families and individuals.

When my journey into the work of homelessness began, some said this project will last only a few years and shelters will be a thing of the past in the global city Singapore. However, what I learned is that homelessness is more than just housing, it is a symptom of a bigger problem and a very complex one. The clients have many social needs. Though the displaced families and individuals came into the shelter as their "last resort", I pray that all of them will leave New Hope with "new beginnings" for their lives.

2013 was a very significant year as the construction of NHCS's Social Service Centre at the void deck of Block 148, Yishun Street 11, Singapore 760148 finally began. The new location

will provide better accessibility and enable us to do more for the community.

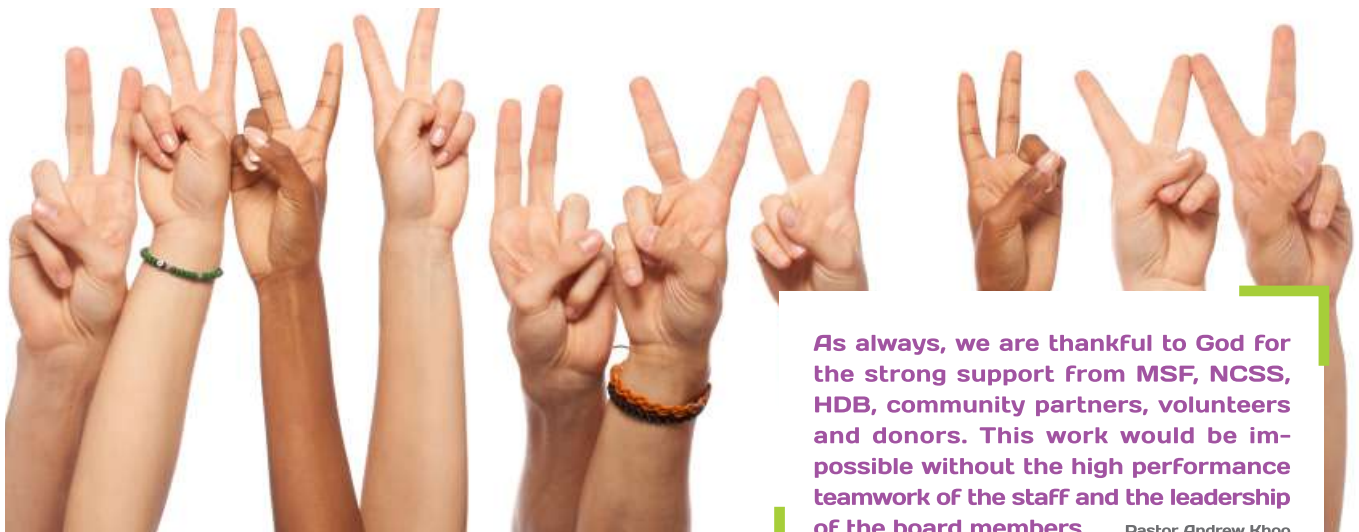
As always, we are thankful to God for the strong support from MSF, NCSS, HDB, community partners, volunteers and donors. This work would be impossible without the high performance teamwork of the staff and the leadership of the board members. The impact of the yearly board cum staff retreat created a wonderful memory; the board members never fail to make each of the staff feel important.

I'm pleased to say the responses to the project, "Meals with the Families" have been more than positive. A couple, together with their teenage son hosted the first dinner for a family decided that they will continue with this project. They brought a family out for dinner and bowling and another family for dinner and night safari. It was their way of giving back to the society.

I invite you to join us too. You are welcome to serve in whatever capacity because together we can provide more options to give them "NEW HOPE".

Yours Sincerely,

Pastor Andrew Khoo
Founder and Executive Director
New Hope Community Services

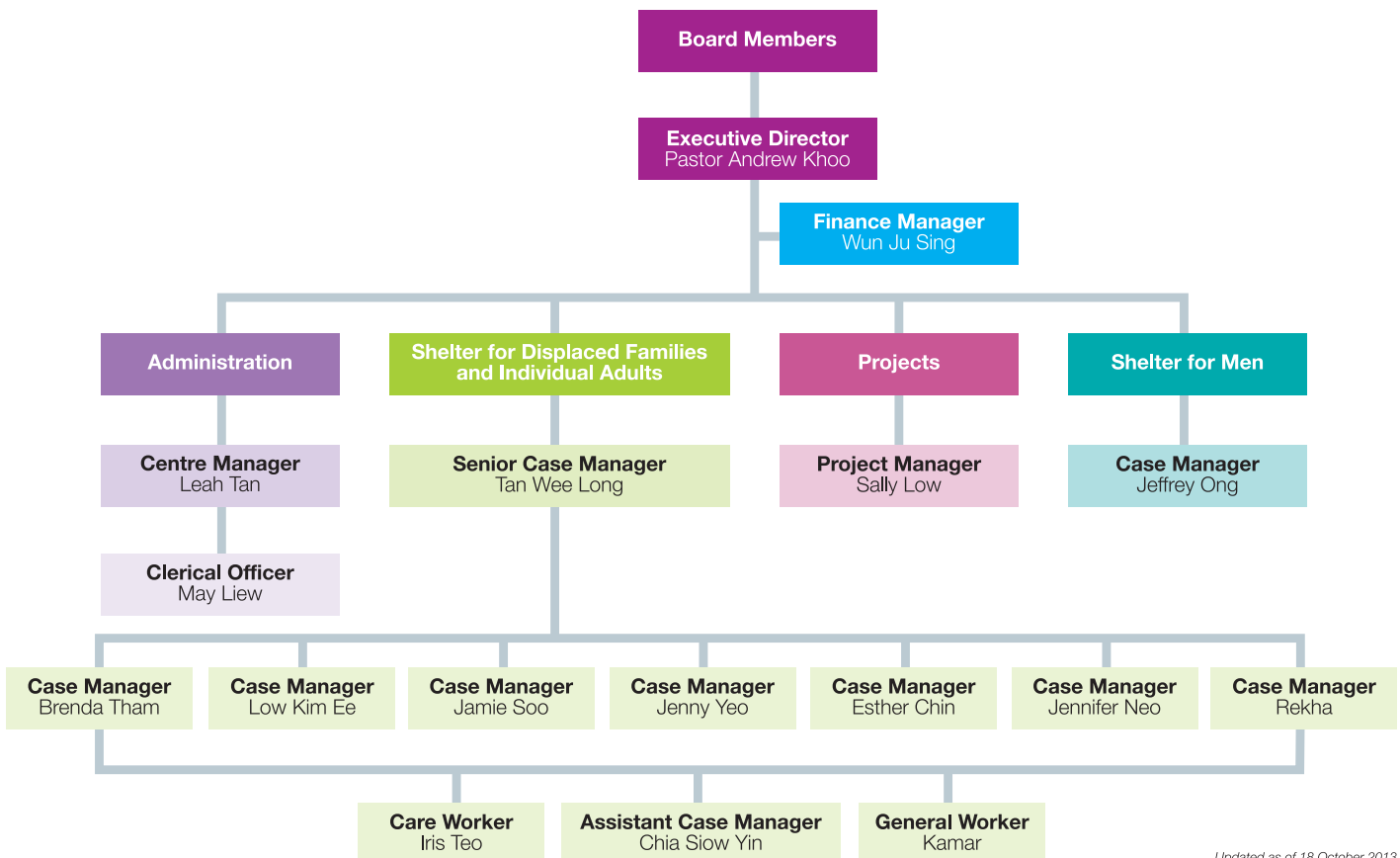


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Organizational Structure

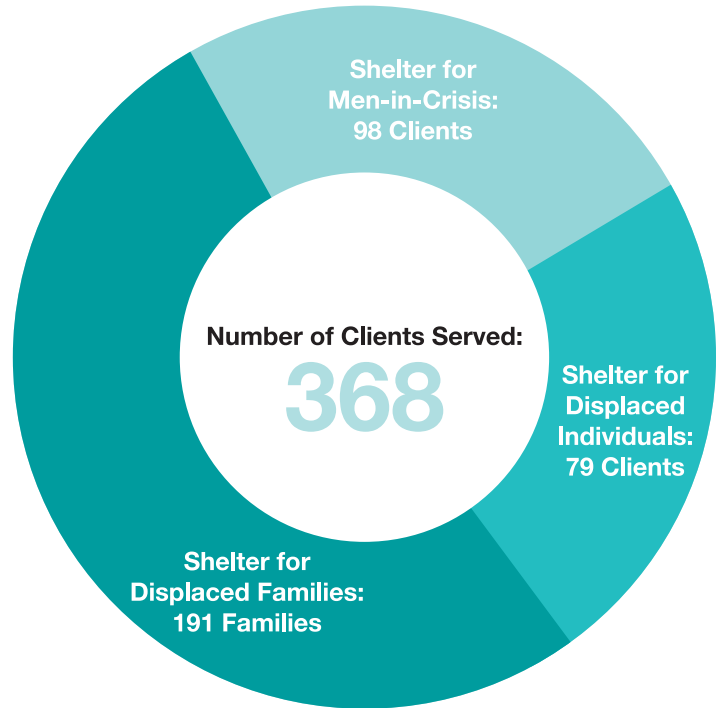


Review of 2013

1

Shelter Services

We aim to be a beacon of hope to displaced Singaporeans.



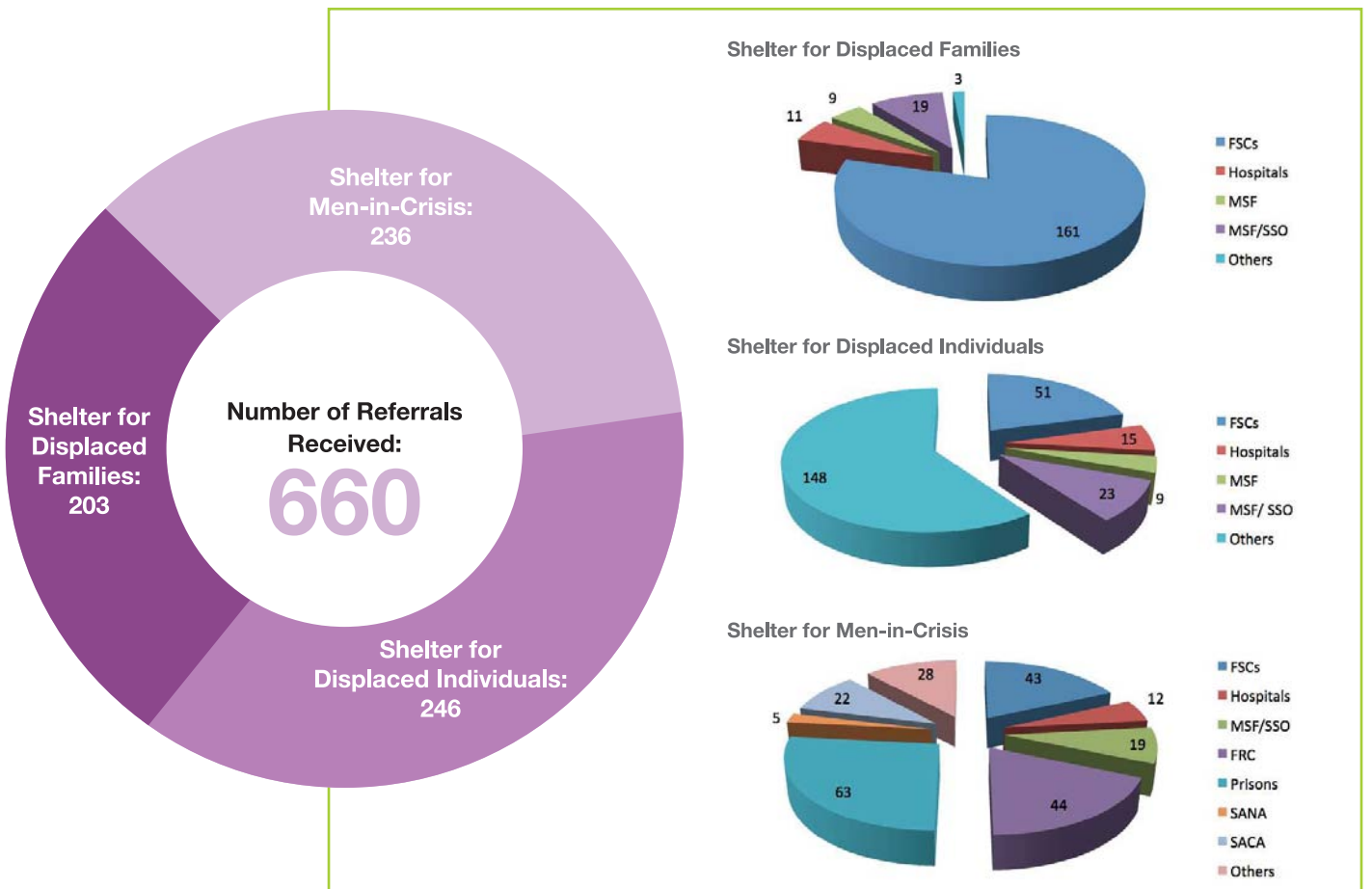
2

Number of Referrals Received

With the increasing number of referrals, we strive to look through all of them so that none will slip through the gap.

Sources of Referrals

The referrals come from various sources:



3

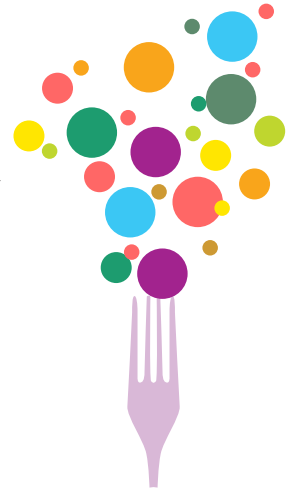
Consolidation of Units of Shelter for Displaced Families

In 2013, the shelter for displaced families consolidated all its units at Jalan Minyak and Jalan Kukoh for better management and efficiency. A temporary office was set up at one of the units where a caretaker was employed to attend to maintenance matters. To facilitate case management, the temporary office also provided counselling rooms where our case managers met their clients for sessions, as well as a training area where life-skills were conducted every month.

4

Meals-with-Families

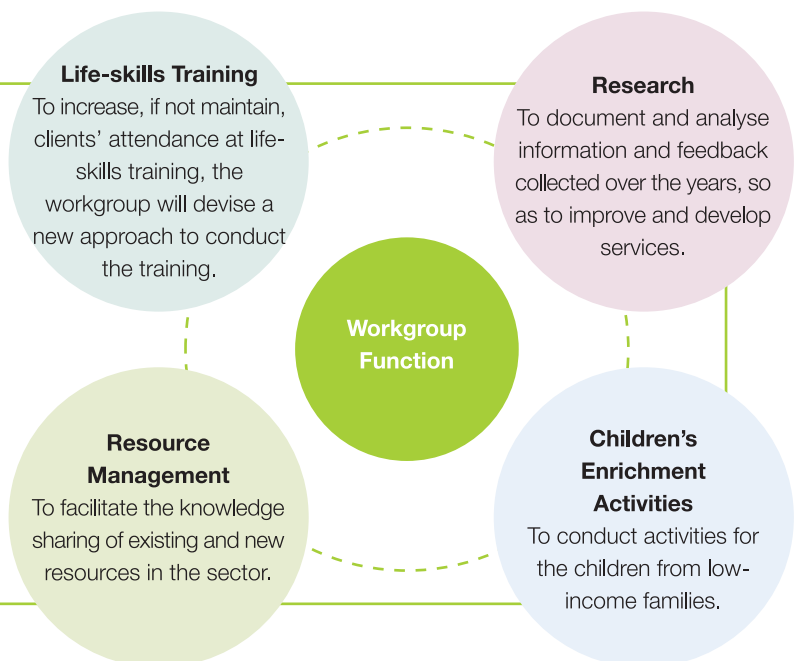
The program was launched in July 2013 and has since hosted 8 families. The hosting families were happy that they can contribute in some ways back to the society, and the families or individuals who were hosted, were touched by the sincerity and efforts made by the families. Looking forward, it is desired that the meals will become a regular routine between the paired families.



5

Setting Up of Workgroups

In an effort to widen the scope and create variety of work for the staff, several workgroups were set up to develop expertise and skills of the staff in the area of their work.



6

Events

To bring smiles, cheers and hope to the families, NHCS also organised events to keep their spirits up!

- **Family Retreat**

The event was organized by Yishun Junior College and was held at their school campus.

- **Children's Camp**

The children's camp was held at the Boys' Brigade Campsite from 16 – 17 March 13. The camp was organized in collaboration with MyPART.

- **Walking with New Hope 2013**

The annual event took place on 24 August and was flagged off by NHCS's Patron Mr K Shanmugam.

- **NHCS's Annual Christmas Party**

The signature event of NHCS was held on 14 December 13 at Chong Pang Community Club.



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I invite you to join us too. You are welcome to serve in whatever capacity because together we can provide more options to give them "NEW HOPE". Pastor Andrew Khoo

What's Ahead



1

Move to the New Office

From the 3rd floor of Block 102 to the void deck of Blk 148, NHCS is looking forward to moving to a bigger office in March 2014 to accommodate the expansion in staff strength and services provided.

2

A Celebration of NHCS's 10th Anniversary

NHCS will be celebrating its 10th Anniversary in May 2014. The celebration will be held in conjunction with the opening of the new office.



3

Restructuring of NHCS

NHCS intends to restructure the organization, so as to manage the expanded services more efficiently.

4

Moving of Shelter for Men-in-Crisis

The Shelter for Men-in-Crisis will be moving to another premise in 2014. We look forward to an allocation of a bigger premise, so as to meet increasing demands.

5

New Direction in Life-Skills

To increase participation rate and create variety in the content of life-skills training, a new direction will be taken for the year 2014. Instead of the usual lecture style with the same topics repeated every 6 months, life-skills training will also include small groups coaching on the compulsory topics. The lecture style setting will be for clients who have already attended the small group coaching and the topics in this setting will be more light-hearted relating to enrichment or leisure.



6

To Set Up Support Groups

NHCS intends to set up support groups, which will provide emotional support and coping mechanisms to residents who are undergoing difficult times in their lives. The set-up allows relevant

information to be provided to members, and for members to draw strengths from one another.

7

Looking Forward to More In-House Training

Due to the specialised service that the shelter provides and the expanding staff strength, there will be more in-house training to cater to the needs of the organisation, e.g. information sharing sessions by Central Narcotics Bureau (CNB) and support groups' training.



8

Launch of Children's Club

NHCS will be launching its Children's Club in 2014. The club aims to

support children from low-income families residing in and around Jalan Kukoh – one of the vicinities with the lowest mean income in Singapore. It is based on the vision that children are the hope for tomorrow and its main objective is to be a platform to mould and build young minds for a better future. It aims to give the children a positive learning environment from young and to instil in them, sound values from a young age. There will be a block party at Jalan Kukoh in March 2014 to publicise the club and to recruit members. The club's activities include reading program, character lessons, academic tuition and leisure excursions etc. Programs will be conducted through a collaborative effort of experienced case managers and trained volunteers from the public. The members of the club will also have free access to our up and coming activity centre located in Jalan Kukoh. The club will also run the Character Education Programs in our newly located office in Yishun. The Education Programs aim to reach out to children from the lower income group of families through the Hope Scheme (government scheme for low-income families) and children that are studying or living in and around Yishun area.

New Hope Community Services

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UEN No.: T04SS0026C | Charity Registration No.: 01825