

GIVING SHELTER OF HOPE

Annual Report for Year Ending 2015



Our Vision

GIVING SHELTER  HOPE
TO DISPLACED INDIVIDUALS & FAMILIES



new hope
community services

Vision



Contents

- Vision, Mission and Core Values
- Introducing New Hope Community Services
- Governance
- Patron and Board Members
- Message from our President & Executive Director
- Vision 2020
- NHCS Organizational Structure
- All about Our Clients
- Our Clients' Stories
- Flashback 2015
- Looking Forward to 2016

Mission

Our Response to Homelessness

H

Heart
to serve our clients regardless of race or religion

Provide shelter assistance

O

Opportunities
through referrals and job placements

Supporting clients in addressing the underlying factors contributing to their homelessness

P

Programme
in counselling, life-skills training, sports and music

E

Empowerment
of our clients to bring change and betterment to their lives

Building stable families and stronger communities

Core Values

R

Respect

I

Integrity

C

Compassion

E

Excellence

In our service to our clients, our organisation strictly adheres to the four core values that guide our work – **respect** for the dignity and worth of our clients, working with **integrity** in all aspects of our service, espousing **compassion** in our interaction with our clients, as well as striving for **excellence** in the delivery of our services.

Governance

The Board and the management of New Hope Community Services (NHCS) are committed to high standards of corporate governance.

NHCS has complied with 27 out of 27 applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). Full checklist is available at www.charities.gov.sg. NHCS is governed by the Constitution of the Society.



BOARD GOVERNANCE

NHCS is governed by a Board of Directors whose members are elected according to the Society's constitution. Board members do not receive any remuneration for their involvement in any way at NHCS. None of the Board members held staff appointments.

Presently, the Board comprises the President, Vice President, Treasurer, Secretary and three other elected Board members. The Board of Directors charts the strategic directions of NHCS and ensures that the charity is run well and responsibly, so that the charity would continue to be effective, credible and sustainable.

The Board has established seven board committees, namely, the Audit & Risks Committee, the Appointment & Nomination Committee, Programmes and Services Committee, Human Resource & Compensation Committee, Investment & Finance Committee, Fundraising committee and Building Fund Committee.

The Board endeavours to ensure that there is an appropriate mix of core competencies and collective expertise to provide the necessary knowledge and objective judgment to meet its responsibilities. The Board benefits from the depth and breadth of expertise each Director possesses, collectively providing core competencies in finance, industry, business and management. The Board considers that the present Board size, composition and the number of Board Committees facilitate the effective governing and are appropriate for the nature and scope of NHCS.

STRATEGIC PLANNING

The Board approves and reviews the vision, mission and values of NHCS to ensure it stays relevant to its changing environment and needs. These are documented and communicated to the members of the Society as well as members of the public through various platforms including the annual report and corporate website.

CONFLICTS OF INTEREST

NHCS has zero risk appetite for non-disclosure and entering into conflicting transactions. All employees, key executives and Board members of NHCS shall provide a disclosure of their interests in all other organizations in which they are directors or have control or have a substantial shareholding or monetary interest to the Board when they are newly employed or appointed and whenever there are updates.

In addition, all staff and Board members are required to declare on an annual basis that he or she does not have any personal or private business or associates that might be in a conflict to their functions or employment with NHCS.

There is no known family relationship of the executive staff with any of the board members. There is also no known conflict of interest which arises.

PROGRAMME MANAGEMENT

The Board reviews and approves strategic plans and outcomes of NHCS to measure the effectiveness and efficiency of programmes and that their outcomes are in line with its mission and objectives.

HUMAN RESOURCE MANAGEMENT

The Board approves documented human resource policies for staff. NHCS recognizes that it is vital to have adequate trained and experienced people resources with the 'heart' and right attitude to achieve NHCS organizational objectives. In this regard, NHCS has in place professional development, transparent performance appraisals and regular supervision and feedback systems. At the same time, the Human Resource & Remuneration Committee also reviews, monitors and makes recommendations to the Board on human resources strategy and policies.

FINANCIAL MANAGEMENT AND CONTROLS

The Board reviews and approves an annual budget. The Board also monitors regularly its budget income and expenditures to ensure NHCS operates efficiently and adheres strictly to financial governance policies. At the same time, the Audit & Risks Committee reviews, monitors and makes recommendations to the Board on Financial management policies and internal controls. The annual accounts are also audited by an external professional audit firm.

RESERVES POLICY

NHCS targets for at least three times of operating reserves so as to ensure the charity's ability to serve its clients is not subjected to the vagaries of the economy.

FUNDRAISING PRACTICES

NHCS has established guidelines on fundraising. These guidelines are based on the best practices set out by the National Council of Social Services and the Charity Council.

DISCLOSURE AND TRANSPARENCY

No Board members receives any remuneration.

No staff is involved in setting his or her own remuneration. Presently, only the Executive Director received slightly more than \$100,000 inclusive of salary, bonus and CPF. There is no other staff who received more than \$100,000.

PUBLIC RELATIONS AND CORPORATE COMMUNICATIONS

The Board has established procedures relating to releasing information about the Charity and its activities to the media, its stakeholders and the public. The board designates the Executive Director as the spokesperson for the Charity.

MANAGING RISKS

The Board has established procedures and systems to identify, review and manage any major risks NHCS may be exposed to.

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 which have been rendered homeless due to various reasons.



The Shelter for Displaced Individuals

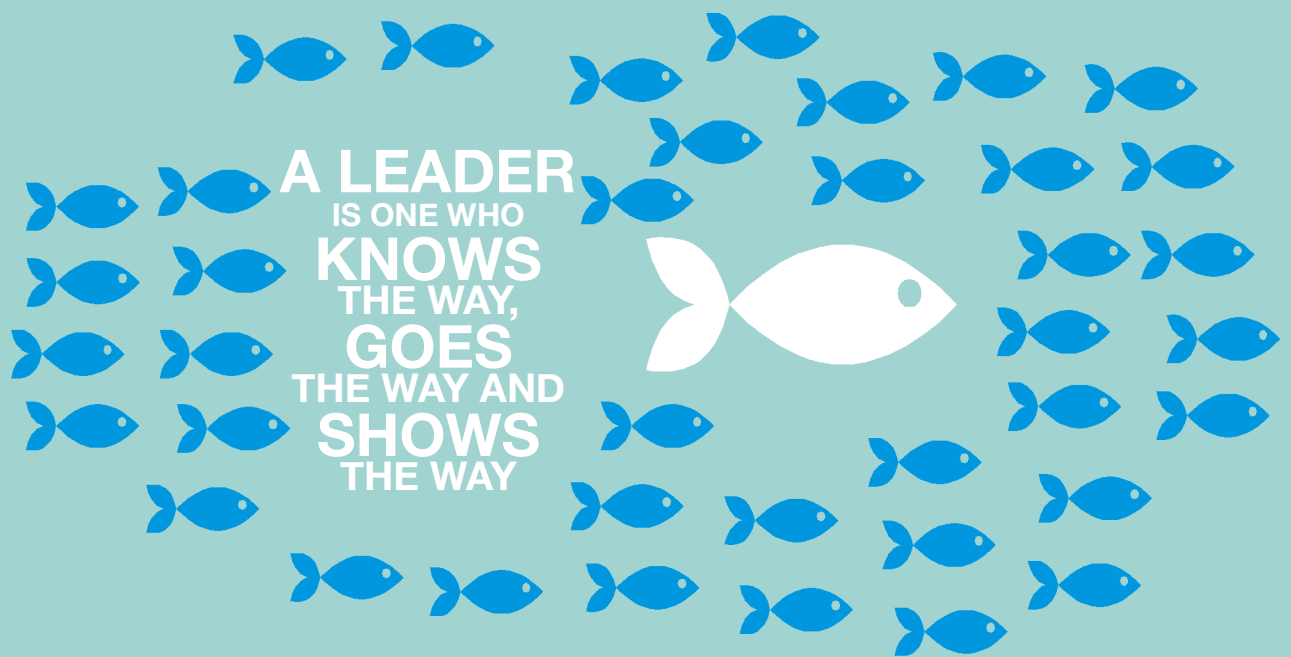
was initiated by then MCYS (now Ministry of Social and Family Development) and it began operating in January 2010. The shelter serves both males and females who are homeless. The shelter's emphasis is on community living, thus the residents are encouraged to be independent by participating in their communities 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.

Patron & Board Members



Patron



Our Patron

Mr K Shanmugam

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

Board Members



Board of New Hope Community Services

Back Row (L to R):

Mr William Chan Kwok Siew (*Member*)

Mr Derek Pak (*Member*)

Dr Lee Khai Mun (*Secretary*)

Front Row (L to R):

Mr Lim Bak Chim (*Vice President*)

Ms Hilda Tan (*Treasurer*)

Pastor K Steven (*President*)

Mr Eddie Liew (*Member*)

Message

from Our
President &
Executive Director



We are pleased to report that 2015 was another blessed year. NHCS has continued to expand its programs and services in response to the needs in the shelter and in the community.

We look forward to doing more, especially with the newly constructed Activity Centre at a void deck space at Jalan Kukoh, making it more accessible for our clients.

One of the most significant things a person can do while on this earth is to add value to others with no string attached, especially the underprivileged. In Singapore, there are many social problems relating to the poor, disabled and the elderly.

We are given the privilege to serve the displaced families and individuals, and our vision is to give them a Shelter of Hope. We choose to be intentional in what we do and how we go about doing it, helping our clients to bounce back. The Board has crafted a 5 years strategic plan – “Vision 2020” as our renewed commitment in our work and helping more people on their journey to self-reliance.

In August, 2015, we finally fulfilled another dream, we launched the social enterprise, BounceFit, a trampoline project which we aim to generate revenue for the charity and to engage the community. This is also a project to help those staying in the shelter bounce back to health and progressively recover their physical and financial health.

As always, we are thankful to God for the strong support from the Ministry of Social and Family Development, the National Council of Social Services, Housing and Development Board, community partners, volunteers, and donors. This work would be impossible without the high performance and teamwork of the staff and the leadership of the board members. In our last staff and board retreat, we inspired and challenged each other to get into the Story of New Hope and become intentional in serving the social sector.

We invite you to join us too. You are welcome to serve in whatever capacity because together we can help the displaced families and individuals bounce back.

Yours Sincerely



Pastor K Steven
President



Pastor Andrew Khoo
Executive Director & Founder

Vision 2020

HAVE
> BIG <
dreams
YOU CAN GROW
- into -
THEM



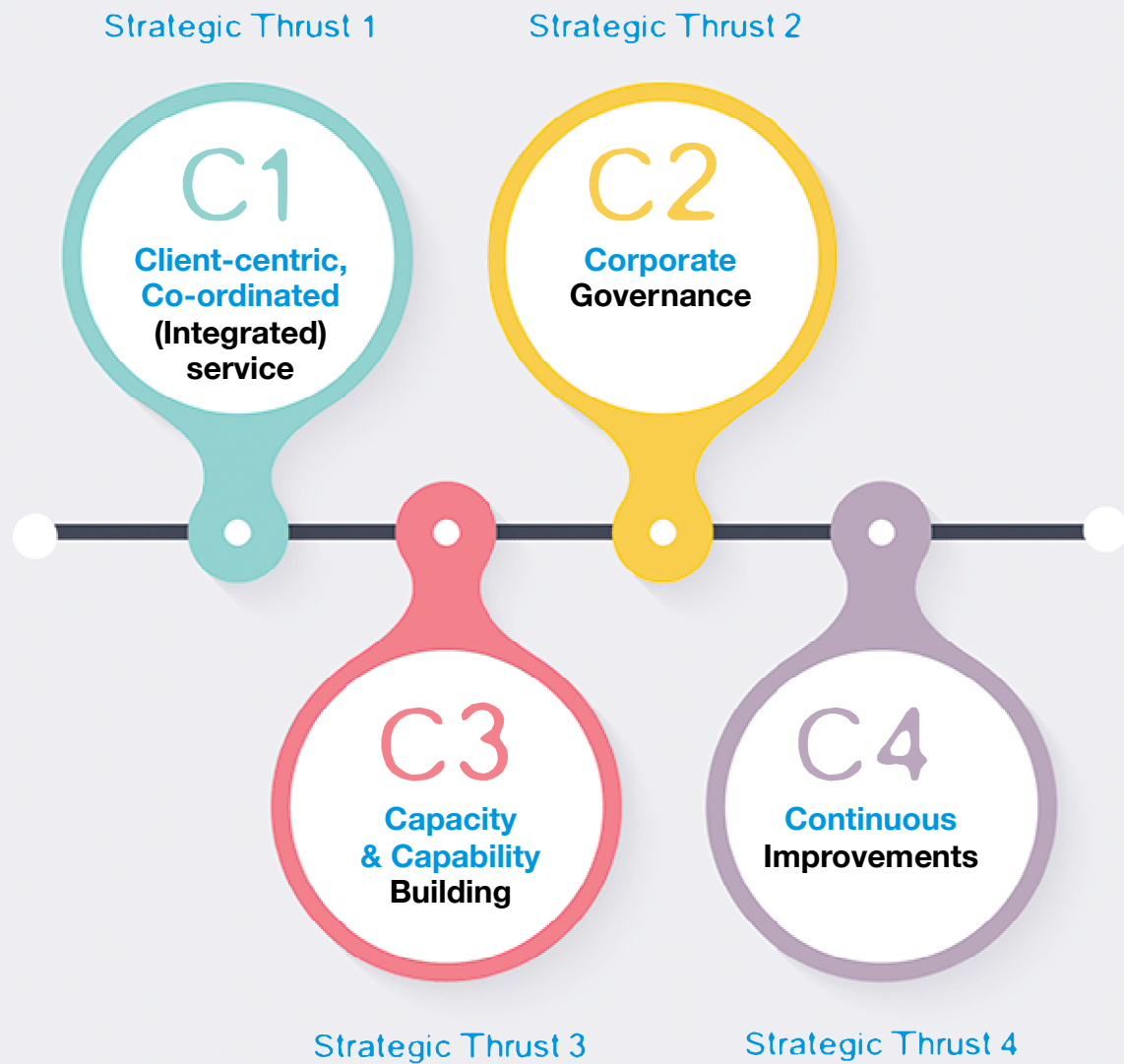
The Foundation

Vision

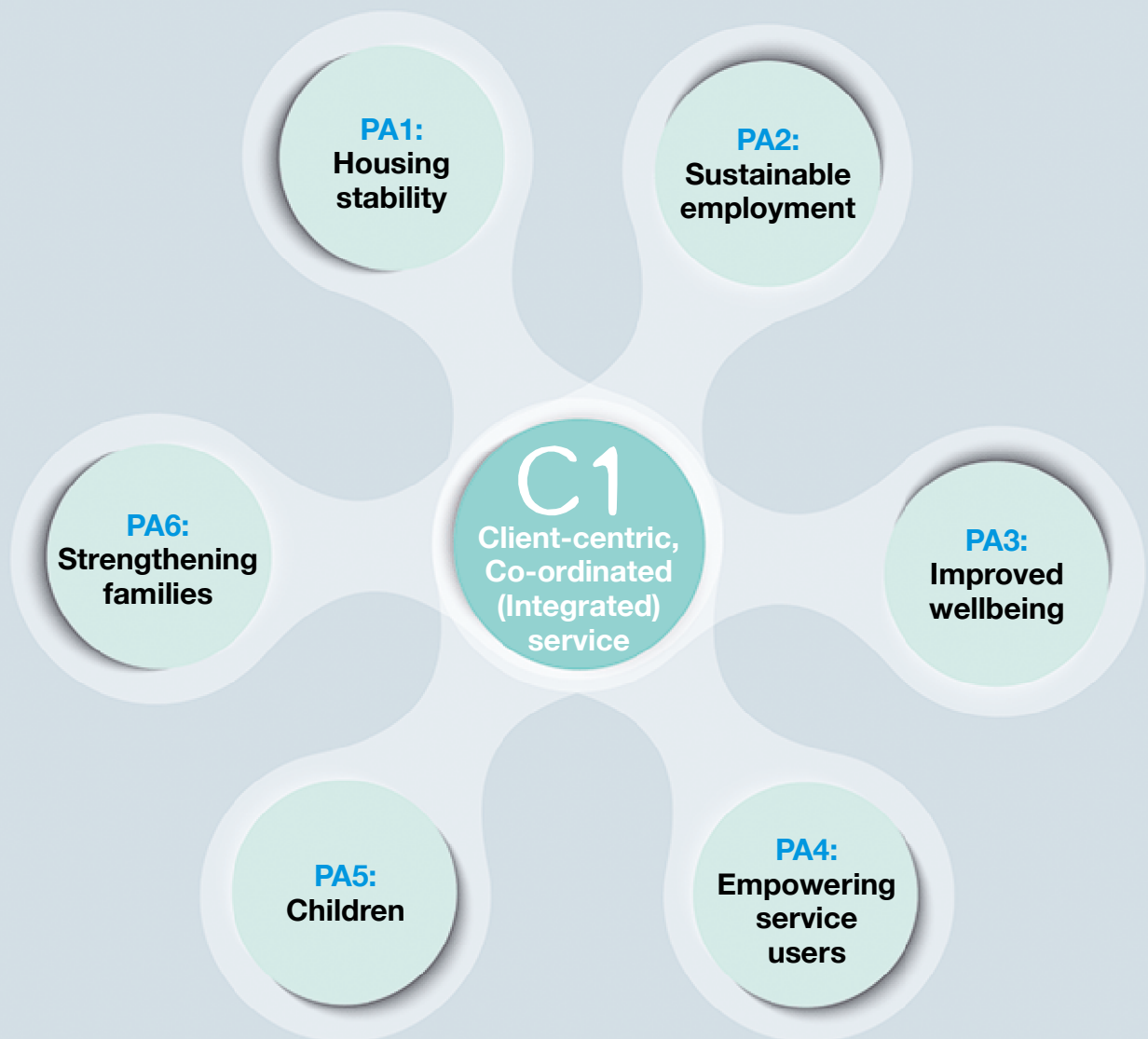
Giving shelter of hope to displaced individuals and families



4Cs



Strategic Thrust 1



Strategic Thrust 2

C2

**Corporate
Governance**

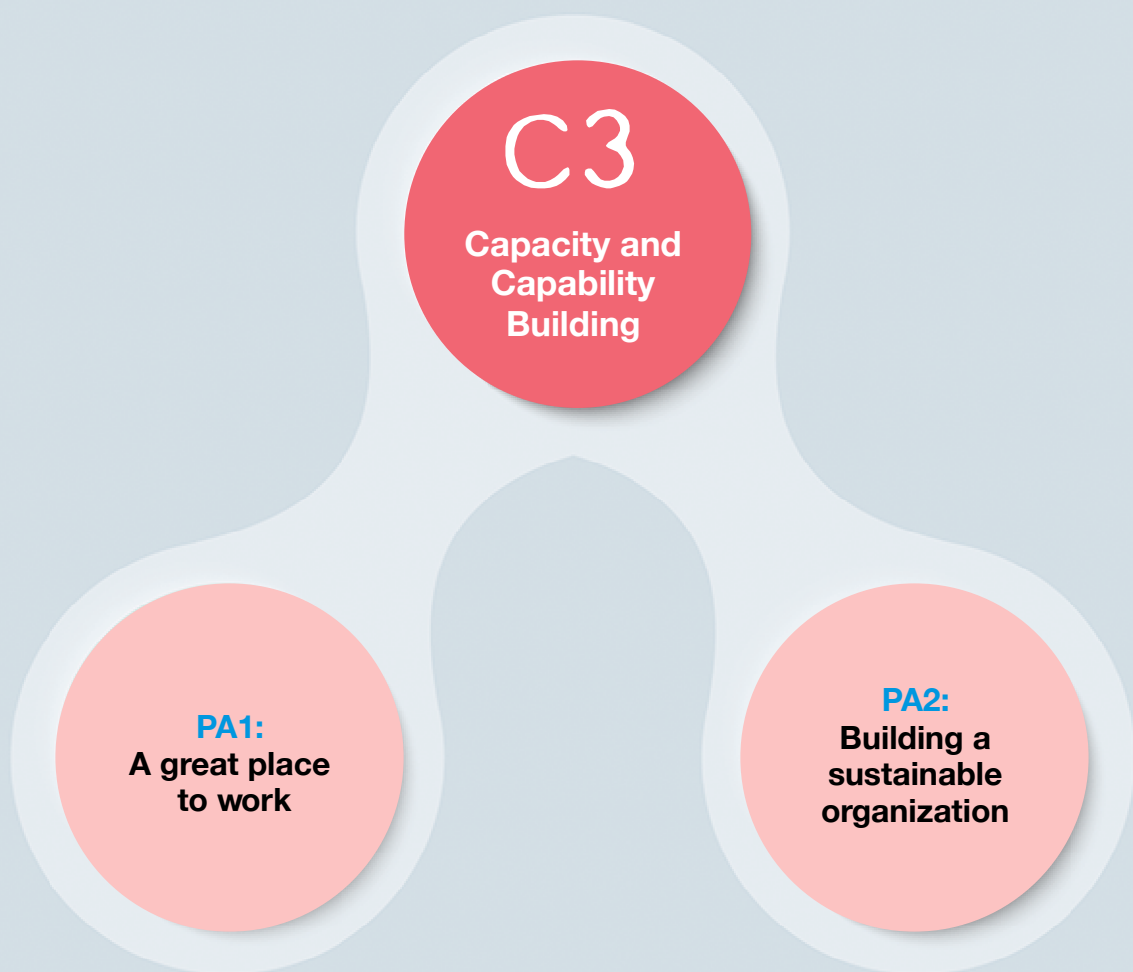
PA1:

**Strong ethos of
corporate
governance**

PA2:

**Rigorous
performance
measurement**

Strategic Thrust 3



C3

**Capacity and
Capability
Building**

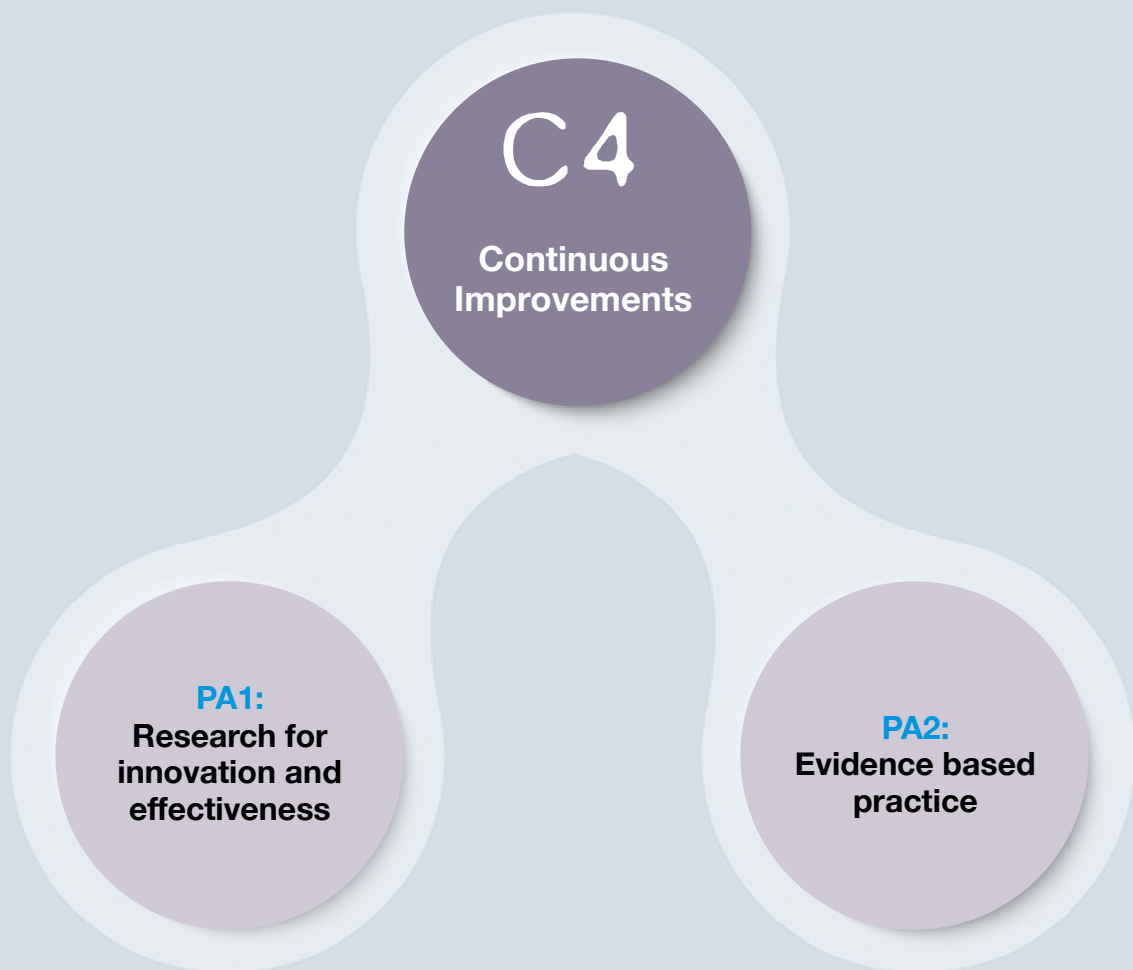
PA1:

**A great place
to work**

PA2:

**Building a
sustainable
organization**

Strategic Thrust 4



NHCS Organizational Structure



TEAMWORK

— *makes* —

THE

★ DREAM WORK ★

Board Members

Executive Director

Pastor Andrew Khoo

Director of Finance & HR

James Chua

Program Manager
Arts & Training Centre

Alison Teo

Centre Manager

Leah Tan

Senior Case Manager

Jamie Soo

Senior Case Manager

Tan Wee Long

Shelter Support

Project Co-ordinator
Tanya Low

Social Work Assistant
Iris Teo

Admin Assistant
Norsiha

General Worker
M. Salleh

Caretakers
Agnes Yen
William Ow
Raymond Ang

Payroll

Admin Support

Sr Admin Assistant
May Liew

Admin Assistants
Crystal Ng
Evelyn Koh

HOPE Scheme

Case Managers
Mervin Voon
Lim Huijun

Family & Individual Women

Assistant Sr Case Manager
Jenny Yeo

Case Managers (Family)
Chia Siow Yin
Rosemary Chan
Tan Yang Kuan
Lau Chor Eng

Case Manager (Women)
Jennifer Neo

Social Work Associate
Regina Loh

Individual Men

Assistant Case Manager
Anderson Neo

Social Work Associate
Jonathan Siregar

Men Shelter

Case Manager
Jeffrey Ong

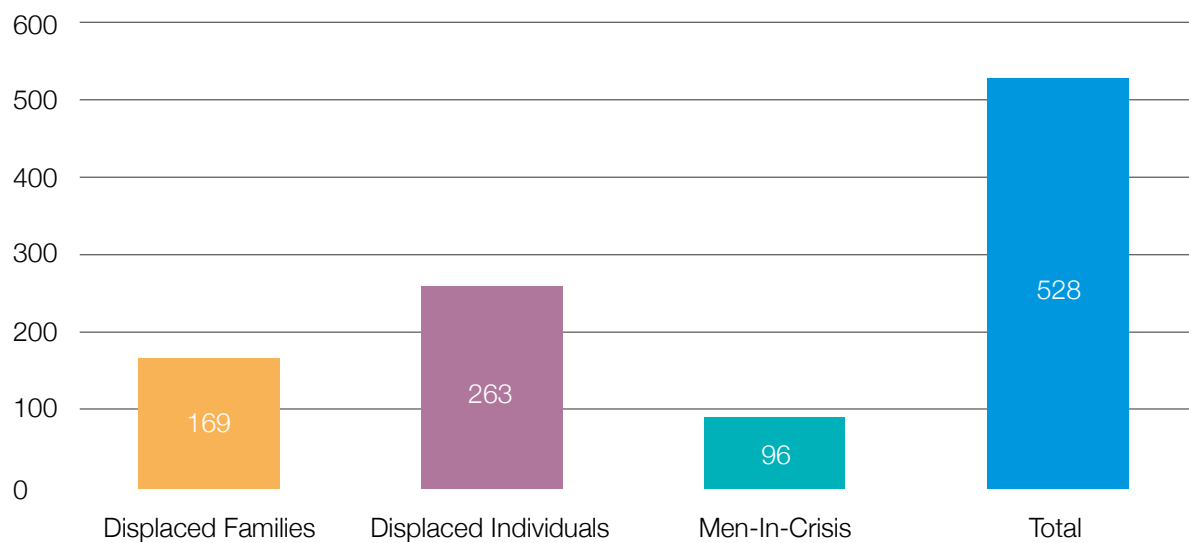
All about our
Clients

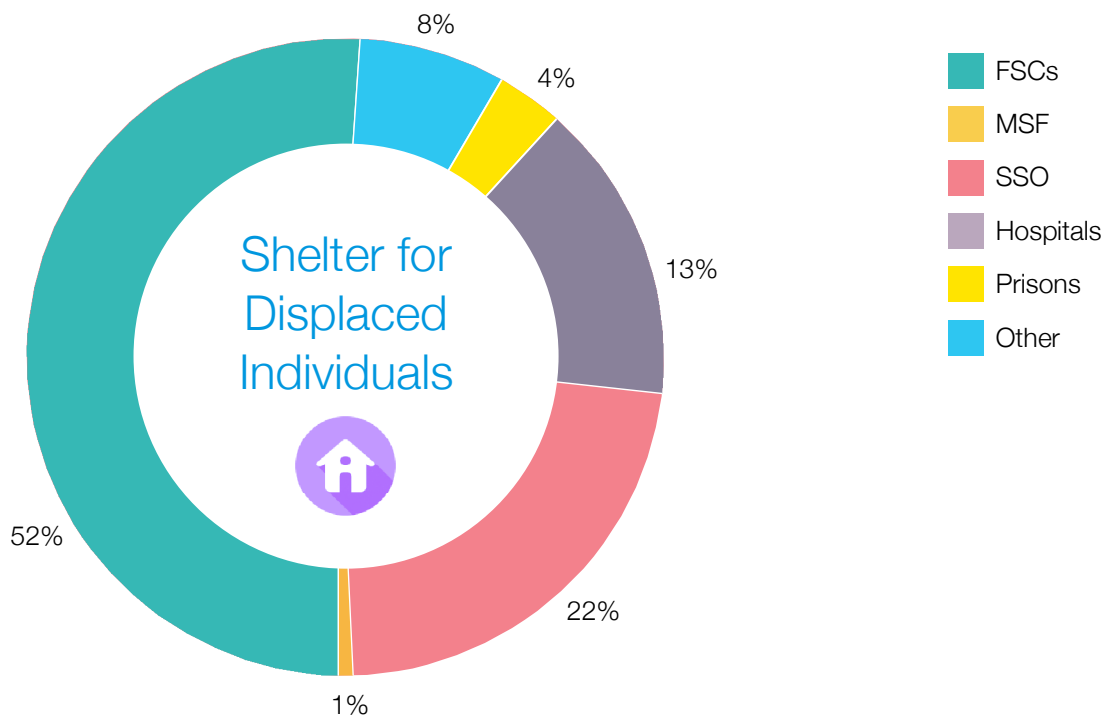
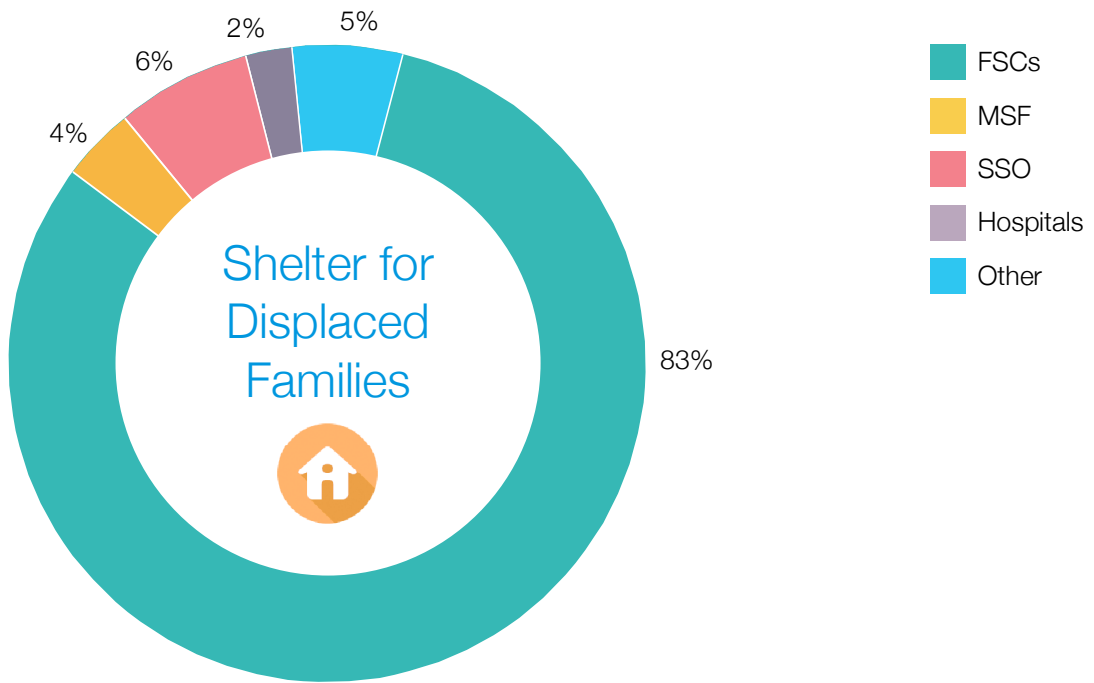
happiness is homemade

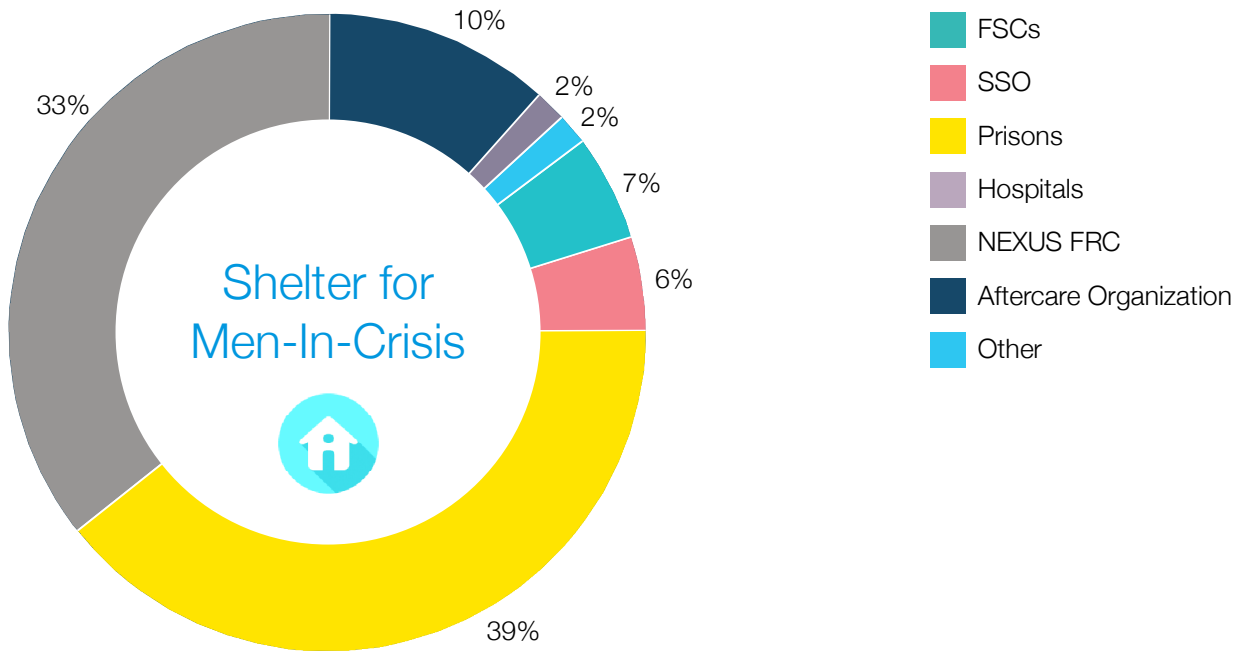


Referrals and Clients Served

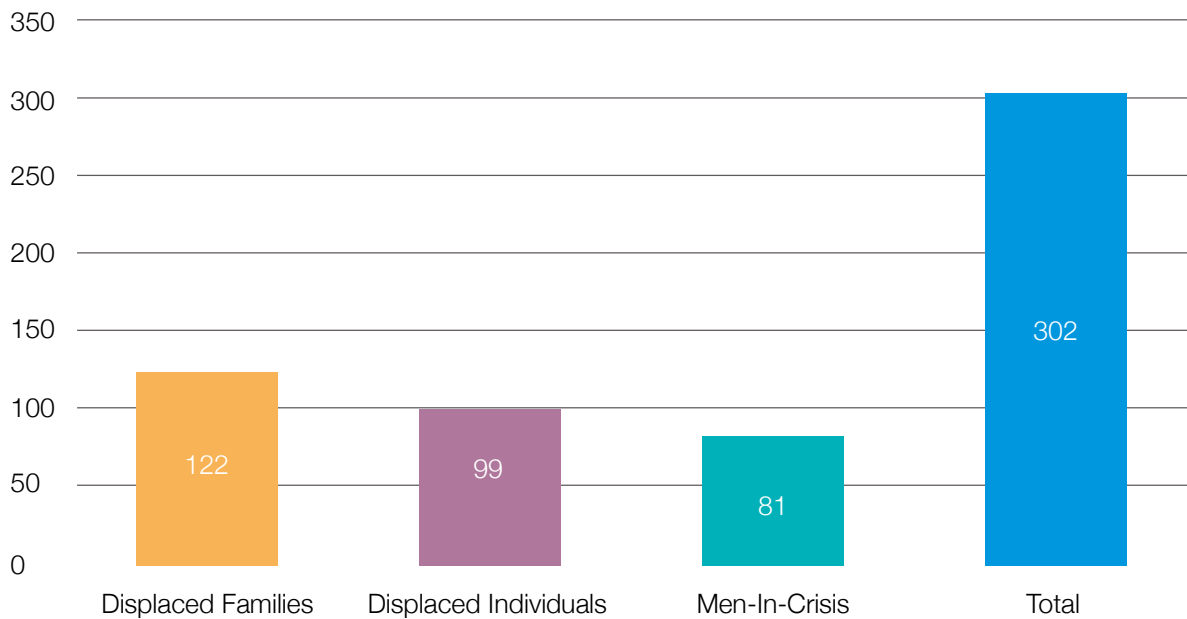
Total Number of Referrals in 2015







Total Number of Clients Served in 2015



Dialogue and Support Group



Dialogue with NHCS

The first ever “Dialogue with NHCS” was held between the residents and the Executive Director in March 2015. Apart from providing an opportunity for the clients to discuss their shelter issues with the management of NHCS, the dialogue also served as a platform to reiterate the terms and conditions to the clients.



Support Group for Women (Shelter for Individuals)

A support group was held for the female residents of the Shelter of Individuals. The support group was held over 4 sessions focusing on their stresses in living in the shelter.

Our Clients' Stories



== NO ACT ==
of kindness

— — — — —
NO MATTER HOW SMALL
.....

IS EVER
wasted



Down, but Not Out

After two tumultuous years of trying to save his marriage, divorce proceedings, and the ultimate dissolution of his marriage, Mr. A was rendered homeless in his efforts to ensure minimal impact of the divorce on his children. Mr. A had decided to transfer his share of the matrimonial flat to his ex-wife, who had custody of his four children, so that they would not have to go through the tedious process of finding a new place to stay. At that point, he did not have the financial means to rent from the open market, as he had lost his job. In addition, he had to pay \$500 a month to his ex-wife as maintenance. He alternated between staying over at his sister's home, and sleeping at his workplace.

Since his admission into New Hope Community Services' Individual Shelter for Displaced Men, Mr. A has slowly and steadily managed to get back on his feet. He has found employment that he is committed to, in order to finance the maintenance payments and work towards long-term housing. He has also applied for a HDB rental flat with his eldest son.

Contributed by Wee Long

A Story of Perseverance

Mdm K is a divorcee who had lived in an open market rented room with her two children and her grandchild. The landlord decided to terminate their tenancy agreement due to Mdm K's eldest daughter's infant child. Mdm K's eldest child is married but her husband had left her three years ago and had not provided any support since then. With limited social support and financial resources, Mdm K's family were referred by their social worker to New Hope Community Services for shelter assistance.

During the length of their stay at New Hope Community Services' Shelter for Displaced Families, Mdm K worked with our case manager on the family's long term housing plan. Despite repeated application and appeals to HDB for a rental flat, Mdm K was repeatedly rejected and soon lost confidence and hope in achieving long term housing. However, with the support and encouragement of her case manager, Mdm K persevered and continued to work hard on her housing issues. Both her case manager's and Mdm K's efforts paid off when their appeals for a rental flat were approved. Mdm K and her family are now happily settled and living in their rental flat.

Contributed by Jamie



A Family Reunited

Mdm Y is married with five children, but due to financial difficulty and not being able to afford their own home, the family was forced to disperse and live separately. Attempts to reunify the family was made when Mdm Y tried to look for a room rental from the open market, but these efforts were futile as the landlords rejected them due to the size of their family. Having run out of resources and options, Mdm Y approached a family service centre for shelter assistance, who then referred the family to New Hope Community Services.

During their stay in NHCS' family shelter, the family were cooperative and committed to working towards their long term housing. However, the family faced a lot of difficulty in their application for a flat. Our case manager advocated strongly

and repeatedly to HDB for the family to get a flat, while Mdm Y continued to write to Ministers and HDB in order to get support for her requests for a flat. All the work finally paid off when HDB approved their request and granted them a 3-room flat.

Despite the tumultuous times, the family remained positive and hopeful about their housing situation, which resulted in a successful bid for their own flat. Mdm Y and her family have now moved out of the shelter and into a HDB Interim Rental Housing while waiting for their 3-room flat to be ready. Mdm Y is now one step closer to her hopes of reuniting her family and settling her family in long term, stable housing.

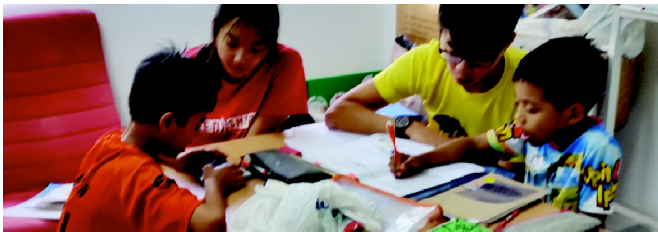
Contributed by Jamie

Flashback 2015



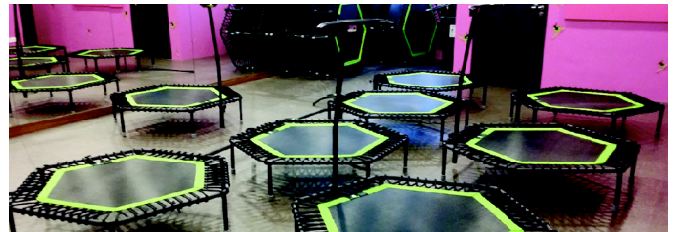
Special Events

The year of 2015 cruise through fruitfully for New Hope Community Services as we enlarge our tents in bringing in more services so as to cater to extended range of people in need.



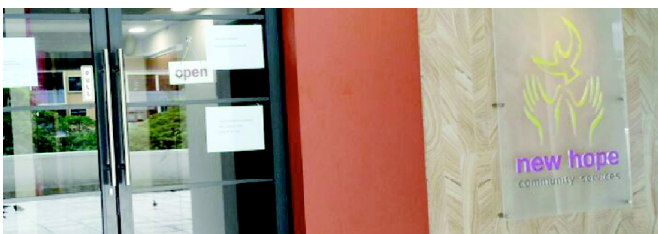
Mentorship by students from NUS

The mentorship by students from NUS was a collaborative project with NHCS for 2 years (2014 – 2015). Its aim is to instill commendable moral values and build positive and warm relationship with the children, in the hope to provide them a platform to share problems they faced. Every Saturday, the committed undergraduates organised games and activities at the shelter to engage the children. Not only that, they also tutored them in their school work. In November 2015, we saw the graduation of the children from the programme with pride and hope.



Arts and Training Centre at Yishun Blk 102

The Arts and Training Centre went through a face-lifting process that brought about a new intent for the Centre, turning it into a zone for talent discovering and development. The centre provides opportunities for individuals to cultivate their music and sports gifting through trampoline, guitar, keyboard, drum, managing sound system. Activities and training sessions for Home Ownership Plus Education (HOPE) Scheme clients are conducted in the centre to provide them with an environment of fun and conducive place to learn.



Establishing of Activity Centre in Jalan Kukoh

New Hope's very own first Activity Centre was launched to engage residents in interest groups and life skills trainings. It aims to promote a community of self-sufficiency and autonomy for individuals as well as for parents and youths.



Dialogue Session with Residents

Two sessions were held sequentially on the 8 th March 2015 and 19 th April 2015 by the Executive Director, Pastor Andrew, to emphasize the importance of complying with the rules and regulations of shelter. Queries from the residents were clarified in the sessions.

Launch of Social Enterprise

New Hope proudly broadcasts the launch of New Hope BounceFit! This social enterprise targets to use the revenue generated to uphold the programmes by New Hope Community Services. The purpose aims to help the disadvantaged and/or displaced individuals, family and men-in- crisis by meeting their social and financially needs. This programme imbue and educate the importance of healthy lifestyle via exercise.



Regular Events

Annually, New Hope Community Services treated the residents to a fiesta of activities.



Christmas Party

The party was held on 12th December 2015 at Chong Pang Community Club. This year, we have residents to perform songs and dance. There were also magic show, music performance and lucky draw to spice up the celebration.



Block Parties

Two block parties were held on 25 April and 1 August 2015. The residents had the opportunity to mingle and interact with each other through games and activities organised by volunteers.



Family Retreat

This year, the event was held on 29 May 2015 at the Bukit Batok HomeTeam NS. The Community Policing Unit was invited to grace the event. The police gave an educational talk on crime prevention in particular, internet/phone scams and loanshark activities. Volunteers from MyPART also organised games for the families. The event was hyped up as the residents unleashed their hidden talents and competed in drama and dance performance.

Walking with New Hope 2015

NHCS's annual walkathon was held at The Ark, Upper Thomson Road on 29 August 2015. This is the event of the year whereby the board members, staff, residents and volunteers gathered and walked for a good cause.

Looking Forward to 2016



Maximize and Consolidate
Services to Better Serve the
Residents in the Shelter and
Community through...

1

Activity
Centre
and Arts
Training
Centre

With the final touches to the Activity Centre located at Jalan Kukoh, the organization looks forward to an opening ceremony which will take place in June 2016. Together with the Arts and Training Centre located in Yishun, NHCS will work with churches and schools in the surrounding areas to organize and run events and activities for the residents in the shelter and community.

2

Youth
Program

NHCS will be embarking on a program for youths which will be run by staff and volunteers. The program will be opened to the families in the shelter and in the community and will provide befriending services and activities.

3

Provision of
Specialised
Services

To better serve the residents in the shelter and neighbourhood, case managers will be sent for specialised courses in Family Violence, Suicide Prevention and Mediation.

4

NHCS's Social Enterprise "BounceFit"



New Hope BounceFit is a social enterprise initiative by New Hope Community Services that aims to promote a culture of active living among Singaporeans, and empower and improve the lives of disadvantaged groups through physical activities.

The objective of New Hope BounceFit is to generate and channel revenue back to fund NHCS's social programmes through Jumping® Fitness classes, as well as through the sale and rental of mini trampolines in our capacity as the sole distributor.

With the upcoming New Hope BounceFit's mobile truck, "Jumping on Wheels", it will enable us to proliferate, expand our services and reach out to the masses. New Hope BounceFit strategically focuses on building up a portfolio of corporate partnerships and encourages the cultivation of active living in their workplaces. At the same time, we aim to expand our Jumping® Fitness programmes and partnerships to more schools, community clubs, sports complexes and fitness studios.

Our vision is to build up a Jumping® Community and organise island-wide Jumping® Fitness cohesions to engage, bridge and inspire communities into active living. One of New Hope BounceFit's competitive strength lies in our capacity to organise huge and mobile Jumping® Festivals, with more than 200 trampolines at any one time. Our aim to organise regular mass Jumping® Festivals is an avenue for everyone to have fun, bond, keep fit and pursue an active, healthy life together and

we will strategically partner with the relevant government bodies to plan out such Jumping® Festivals. A Jumping® Community in all districts of Singapore within the next 2 years, synonymous to a Jumping® Singapore and of our distributorship's title –that is our goal in mind. New Hope BounceFit also aims to partner with sponsors and donors to raise funds for New Hope Community Services through "Jumping® for a Cause" events. For every donation pledged to New Hope Community Services, New Hope BounceFit extends complimentary Jumping® Fitness programmes to the donor or to the community at large.

Apart from our aim to organise numerous Jumping® certification trainings over the next 2 years to recruit more freelancing instructors, New Hope BounceFit will encourage and sponsor any suitable displaced beneficiary in New Hope Community Services to take up the Instructors' certification course. With this certification, they would be licenced to teach and conduct Jumping® classes, to earn additional income. New Hope BounceFit will facilitate employment opportunities for the displaced beneficiaries, empowering them to become self-reliant, resilient and economically active.

At the same time, New Hope BounceFit will provide NHCS's displaced beneficiaries (400 residents from the shelters and 625 families in the Home Ownership plus Education Scheme) with Jumping® Fitness programmes at no cost to benefit and encourage families to adopt a healthy lifestyle, improve their fitness, health, overall well-being and build physical and mental resilience.



new hope
community services

New Hope Community Services

Office:

Block 148 Yishun Street 11

#01-123

Singapore 760148

T: 6305 9620

F: 6755 3684

E: info@newhopecs.org.sg

W: www.newhopecs.org.sg

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