



NEW HOPE
COMMUNITY
SERVICES

Giving Shelter of

HOPE

To needy individuals
and families



Annual Report 2011

Our Beliefs



Vision

*Giving Shelter of Hope
to needy individuals and families*

Mission

- **H**eat to serve our clients regardless of race or religion
- **O**pportunities through referrals and job placements
- **P**rogramme in counselling, life-skill, training, sports and music
- **E**mpowerment of our clients to bring change and betterment to their lives



Core Values

- **R**espect
- **I**ntegrity
- **C**ompassion
- **E**xcellence

Contents

Annual Report For Year Ending 31 December 2011

1. Non-Financial Summary	3
2. Our Messages	4
• President's Message	5
• Executive Director's Message	6
3. Our Board of Directors	7
4. Organization Structure	8
5. Reports and Highlights from the respective shelter	9
6. A Walk through the Year	14
7. Achievements	19
8. Looking Ahead	23



Non-Financial Summary

Name of Organization:

New Hope Community Services

Address:

Blk 102 Yishun Ave 5 #03-131/133 Singapore 760102

Contact Information:

6755 5560 (Telephone)

6755 3684 (Fax)

info@newhopecs.org.sg (Email of Pastor Andrew Khoo)

www.newhopecs.org.sg (webpage)

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 (registration no. 0333 of 2003) and the Commissioner of Charities on 13 October 2004 (registration no. 01825). New Hope was admitted as a full member of NCSS on 1 November 2005.

External Auditors:

Fiducia LLP (Certified Public Accountants)

1 Goldhill Plaza

#03-35 Podium Block

Singapore 308899



Our Message



President's Message

I'm thankful to God for the privilege of serving in New Hope Community Services for the past many years in the board. I saw how NHCS started from its humble inception, and how it has been growing and expanding under the leadership of Pastor Andrew Khoo, the Executive Director.

NHCS as a Christian organization exists to serve the homeless and underprivileged. However meeting the need is never the end, but a means. For needs are always present in the world, and no one can possibly meet all the needs. It's my hope that those whom we serve are able to see the goodness of God through the services rendered to them. It's my prayer that their needs will bring them to the One who alone can satisfy their longing soul.

May NHCS continue to be a light of the world, and salt of the earth.



Rev Lawrence Koo
Chairman

Executive Director's Message

We are honoured to be given the privilege to serve the Homeless Singaporeans, and we are thankful to God for His guidance and provisions. And I am pleased to report that 2011 was another blessed year. NHCS has continued to expand its programs and services in response to the needs of the displaced families and individuals.

Our mission is to give the displaced families and individuals HOPE, which is Heart to serve all residents regardless of race or religion; Opportunities through referrals and job placements; Programs to provide lifeskill training, sports, music and counselling, and last to Empower residents to bring change and betterment to their lives.

It is my prayer that we will continue to stay faithful to our calling in providing a Shelter of Hope.

I wish to express my sincere and heartfelt thanks to all the board members, foundations, individuals, corporations, and volunteers for their unwavering support. We are blessed to have the support of Ministry of Community Development, Youths and Sport and the National Council of Social Service. They enabled us to do so much more.

A special thanks to the team of dedicated and experienced full time staff. They are the heroes of every testimony shared by the residents. They continue to amaze me with their energy and persistence to help the underprivileged. It is a joy serving with them!

In 2011, we increased the number of shelter units to 43 and expanded our services to include a social assistance scheme "Home Ownership Plus Education (HOPE) Scheme", a scheme for young, low income families who choose to keep their family small. Under this scheme, families will receive education and training grants aimed at helping them break out of the poverty cycle and to achieve self-reliance.

My prayer for 2012; NHCS is able to turn lives around, one at a time.



Pastor Andrew Khoo
Founder and Executive Director

Board of Directors

Our Board of Directors for New Hope Community Services 2011

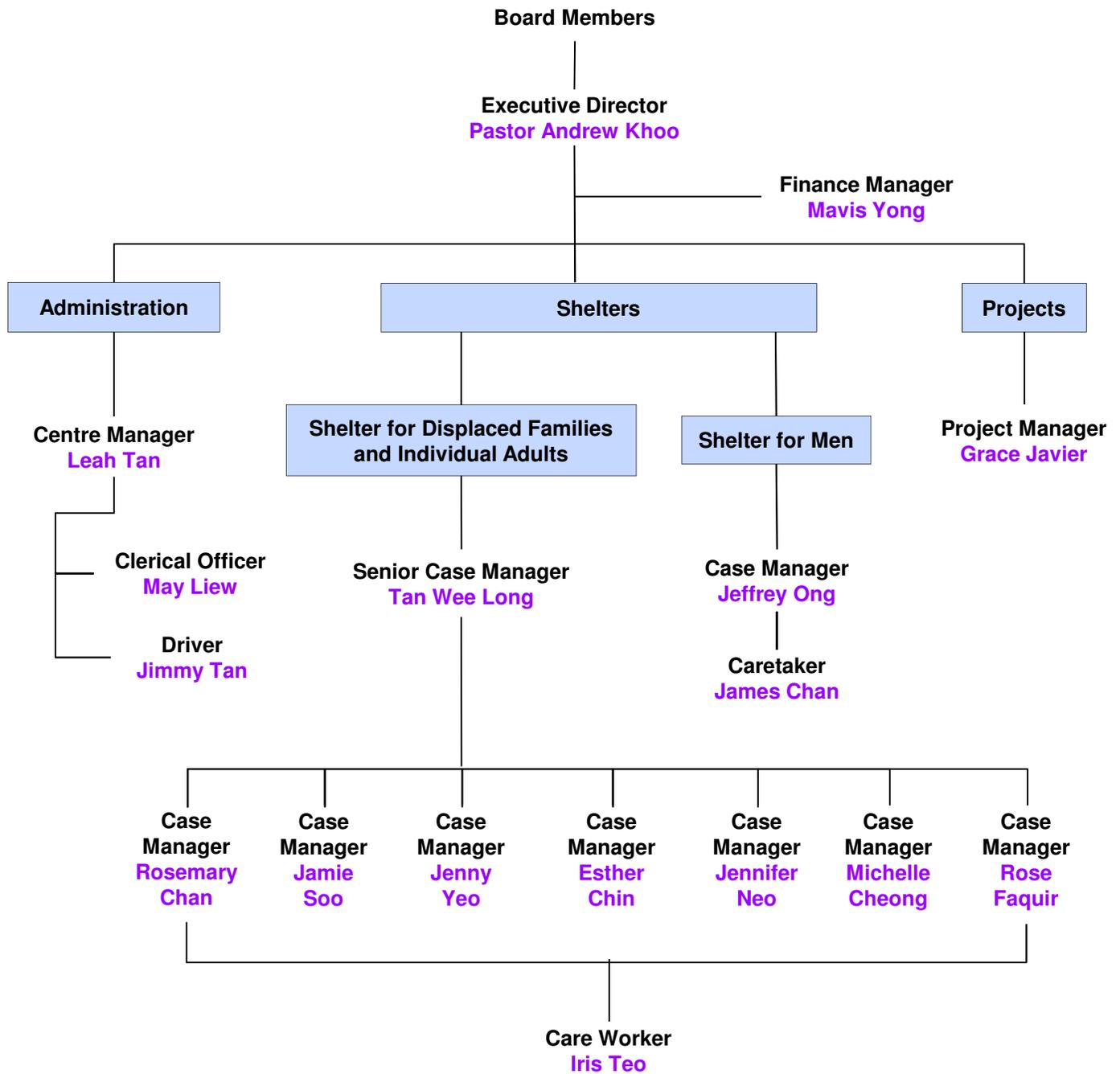


**Standing (L to R): Mr William Chan Kwok Siew (Member),
Mr Lim Bak Chim (Secretary) and Dr Lee Khai Mun (Member)**

**Sitting (L to R): Reverend Lawrence Koo (President),
Ms Wu Ju Sing (Treasurer) and Pastor Ng Kim Yeow Francis (Member)**

Organizational Structure

New Hope Community Services



“We wish to express our appreciation to New Hope for the assistance rendered when we were homeless and stressed with lots of problems. With New Hope’s help, we gained confidence and security for our children. Our children are back to school and life is getting better. We look forward to be able to contribute back in whatever ways we can afford.”

Rahmat & Family



Reports and Highlights from Respective Shelters

Respective Shelters

Reports and Highlights from Respective Shelters

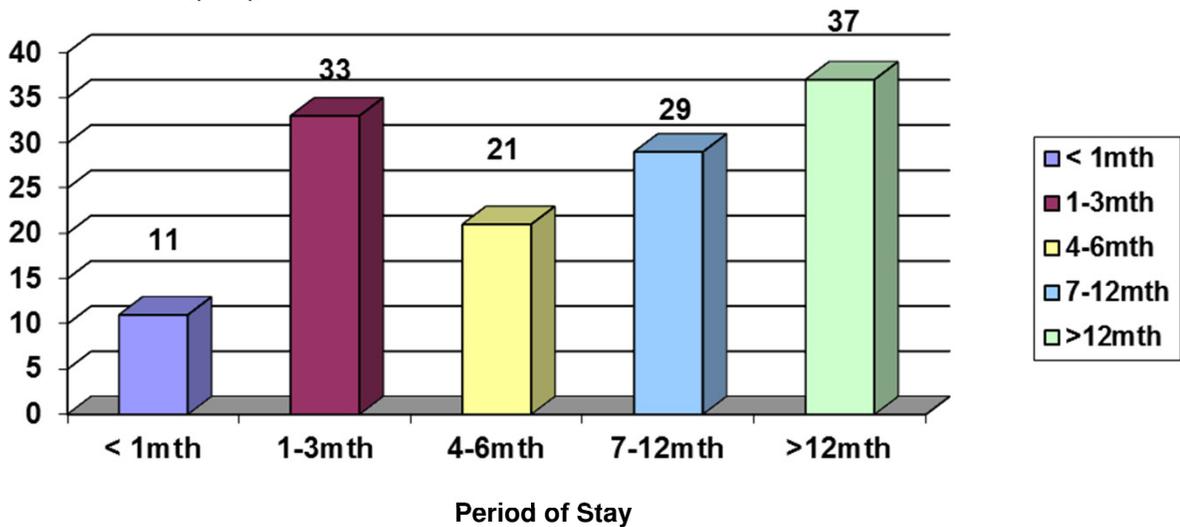
Shelter for Displaced Families

Report

For the year 2011, NHCS assisted 131 displaced families. The number of families served and the profile breakdown of the families are depicted in the graphs.

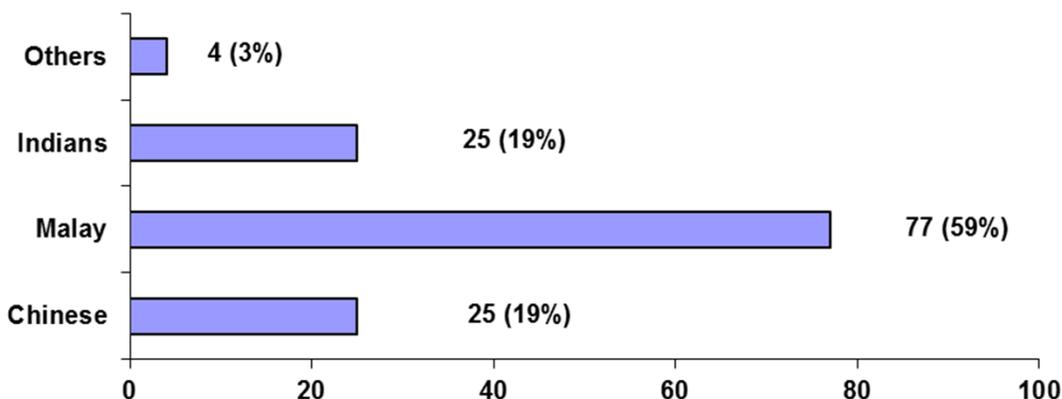
TOTAL NO. OF FAMILIES SERVED FOR 2011
PERIOD OF STAY AS AT 31 DEC 2011

Number of Families (131)



PROFILE OF FAMILIES SERVED
AS AT 31 DEC 2011

Number of Families (131)



Reports and Highlights from Respective Shelters

Shelter for Displaced Families

Highlights

Expansion of Shelter Coverage to the West of Singapore

Shelter coverage was expanded to cover the west of Singapore when NHCS was given 10 units in Taman Jurong. With this expansion, NHCS has shelter in the North, South and West of Singapore thus being able to cater to displaced families who need to stay in those areas out of necessity. The expansion will allow NHCS to serve 81 families at any one point in time.

Setting up of ESU (Emergency Shelter Unit)

The ESU was set up to admit families after office hours and/ or the shelter has no vacancies to admit a family which is already homeless.



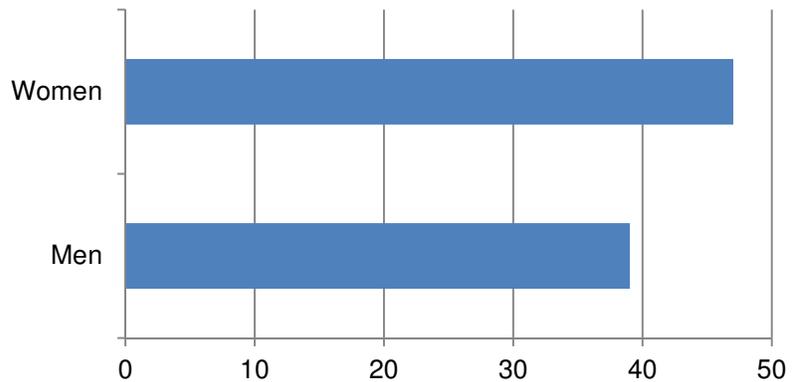
Reports and Highlights from Respective Shelters

Shelter for Displaced Adults

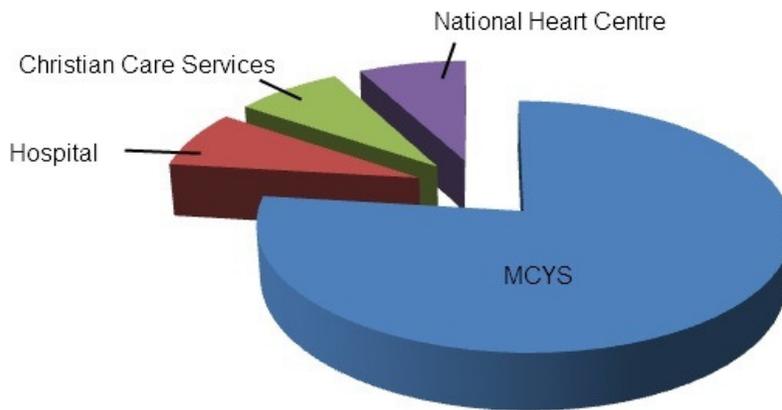
Report

The shelter for displaced adults assisted 86 men and women for the year 2011. In total, NHCS received 254 referrals (86 women and 168 men). The breakdown of the men and women served is depicted below:

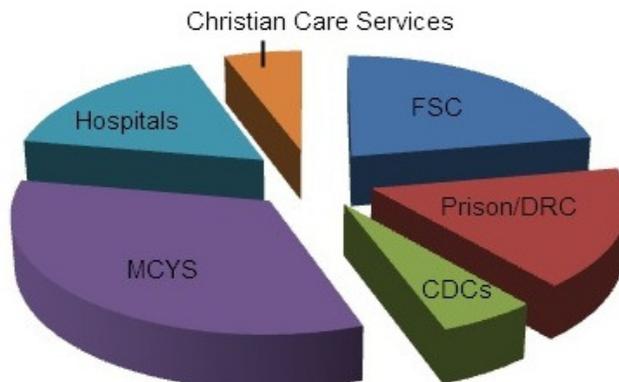
Breakdown of number of Men and Women



Sources of Referrals - Men



Sources of Referrals - Women

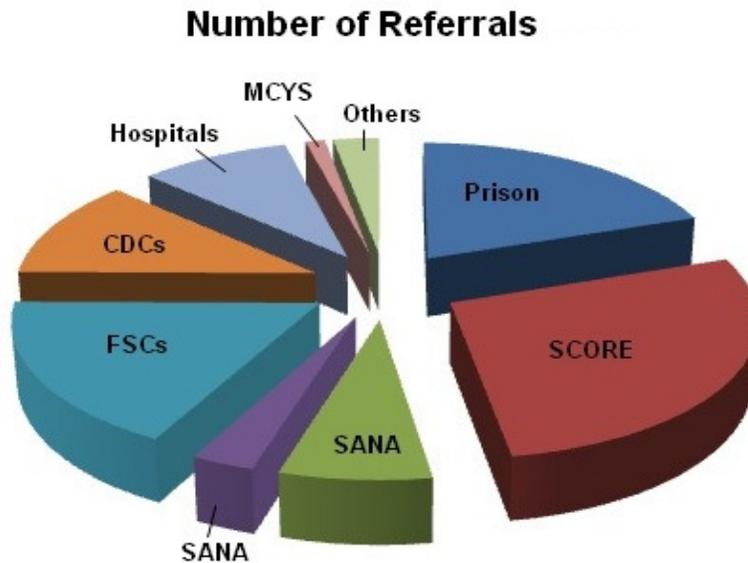


Reports and Highlights from Respective Shelters

Shelter for Men-in-Crisis

Report

For the year 2011, the shelter for men-in-crisis assisted 94 men, an increase of 21% from year 2010. The number of referrals also increased from 369 to 503. A profile of the referrals and the number of referrals is depicted here:



Agencies	No of Referrals
Singapore Prisons	99
SCORE	140
SACA	36
SANA	15
FSCs	88
CDCs	59
Hospitals	46
MCYS	6
Others	14
Total	503

Highlights

Yellow Ribbon Run

6 residents from the shelter participated in the Yellow Ribbon Run held on 18 September. Though the number is low, it is still a very encouraging figure as the residents have no previous habit of jogging or running.





A Walk Through The Year



YMCA Proms

NHCS is honored to be amongst the 500 beneficiaries who participated in the YMCA Proms @ the Park on 24 June. The event which started in 2007, is a community outreach programme which brings together corporations and VWOs.



A double-decker bus fetched our families to the Botanic Gardens where they were treated to snacks and performances by the different groups.

Breaking of Fast at An’Nur Mosque

Families and staff from NHCS were invited to break fast at An’Nur Mosque on 13 August. It was a joyous day as everyone shared food and laughter over a sumptuous meal.



Duck Tour

NHCS became one of the beneficiaries of an initiative to reach out to the less privileged part of the community launched by Nee Soon Central CC on 29 October. 8 children from 5 families participated in a Duck Tour which brought them to historical landmarks and provided them a view of the Singapore Flyer and floating stadium.



At the end of the tour, the children were treated to MacDonald's Happy Meals and games organized by the staff from MacDonald's restaurant.

Children's Day

Treat for the Children!

Flamingg Mangos organized a Children's Day lunch treat for the children from the shelter on 7 October.



The lunch ended with a dance initiated by a staff from the restaurant.

Children's Camp



Our annual children's camp was held from 25 to 26 November at the Boy's Brigade campsite at Sembawang Road. For this year, NHCS is very fortunate as we received assistance from MyPart to plan the games and activities for the children.



A special activity was in store for the children as they were treated to a movie by the management of Millward Brown. Happiness was in the air as they were also given popcorn and drinks to enjoy while watching the movie "Puss in Boots".

Family Retreat

A retreat was organized on 26 November for the residents from the family shelter at the Boys' Brigade Campsite in Sembawang.



It was a day of fun; filled with activities and games. This retreat provided a good opportunity for the families to bond with one another. The retreat ended with a delicious barbeque dinner.



Walkathon cum Charity Football



A fund raising activity comprising of walkathon and football was held on 3 December. The event was sponsored by The Ark, Tote Board and Singapore Pools.

The activity was attended by the residents from the shelter as well as members of the public.



walk  with **NEW HOPE 2011**

Christmas Party

NHCS had a wonderful and joyous Christmas celebration with our residents and supporters on 23 December.



The event was held at Chong Pang Community Club and Mr K Shanmugam (NHCS's Patron) graced this occasion as our Guest-of-Honor. The residents were full of joy and laughter as they sit back, relax and enjoy the food and performances.



Achievements

Achievements



Enhancement to Life-skills Training



Life-skills training, an on-going program at NHCS, aims to provide residents with basic knowledge of how they can make improvement to their lives thus allowing them to have the ability to own a home again. In recent times, due to the expansion of the shelter to the different parts of Singapore, NHCS has increased the number of sessions held monthly.



In addition, the sessions are also now held closer to the shelter in different parts of Singapore at the nearest community clubs to encourage attendance. Professional trainers have also been engaged to enhance the contents of the training so as to achieve maximum participation level of the families and individuals.

Team Hope has expanded

Running has been included as the newest activity in Team Hope. The staff, together with several residents from the Shelter for Men-in-Crisis participated in the Yellow Ribbon Run 2011 held on 18 September.

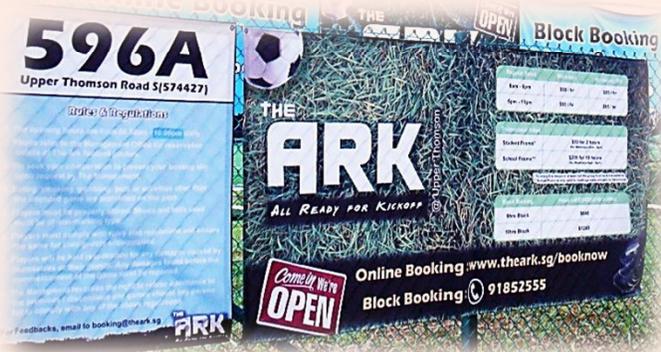


Walk with New Hope 2011 Introducing NHCS's First Charity Football

NHCS successfully held its first Charity Football and 2nd Walkathon (after a 2 years hiatus) on 3 December 2011. The fundraising event was attended by residents and some members of the public.

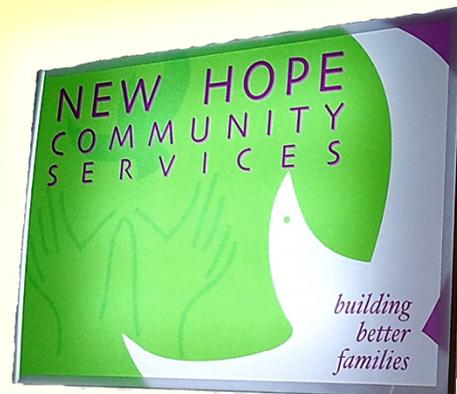


The day was blessed by good weather as participants walked along the Lower Peirce reservoir and kicked off the football competition at the Futsal pitches of The Ark.



Approval given for void deck space

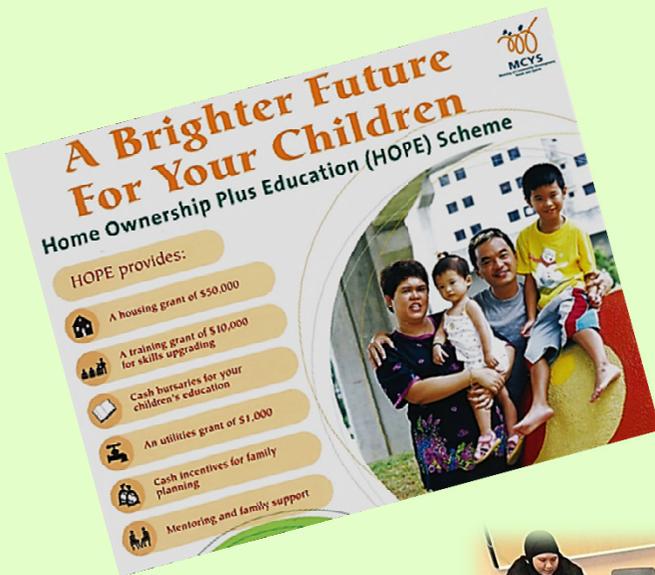
With the expansion of services and shelter coverage, there has also been an increase in staff strength. As such, there is an urgent need to increase office space. With the approval coming through from HDB, NHCS has something to look forward to for the year 2012.



Appointment to be the outreach and mentoring agency for HOPE Scheme

The **Home Ownership Plus Education (HOPE) Scheme** is an initiative by the Ministry of Community Development, Youth and Sports (MCYS). It is a scheme for young, low-income families who choose to keep their family small.

Under the scheme, families will receive education and training grants aimed at helping the family to break out of the poverty cycle and to achieve self-reliance. NHCS was selected as one of the outreach and mentoring agency for the HOPE scheme in October. Currently we have about 200 clients in our mentoring programme.



Looking Ahead



Looking Ahead (Staff Development)



NHCS intends to send more staff for training so as to assist the staff to become certified cum registered social workers and social service practitioners.

Preparing for a new office location

With the approval for the void deck space coming through, NHCS looks forward to preparing for the move to the new location.



New Location for Shelter for Men-in-Crisis

As the lease for the current shelter comes to an end, NHCS embarks on a journey to search for another location for the shelter for Men-in-Crisis.

Our Partners in Social Services



NEW HOPE
COMMUNITY
SERVICES



Yellow
Ribbon
PROJECT

Help Unlock the Second Prison



MCYS

Ministry of Community Development,
Youth and Sports

Telephone: (65) 6755 5560

Facsimile: 6755 3684

Email: general@newhopecs.org.sg

Website: <http://www.newhopecs.org.sg>



NCSS
National Council
of Social Service