



NEW HOPE
COMMUNITY
SERVICES

Giving
Shelter of Hope
to needy individuals & families

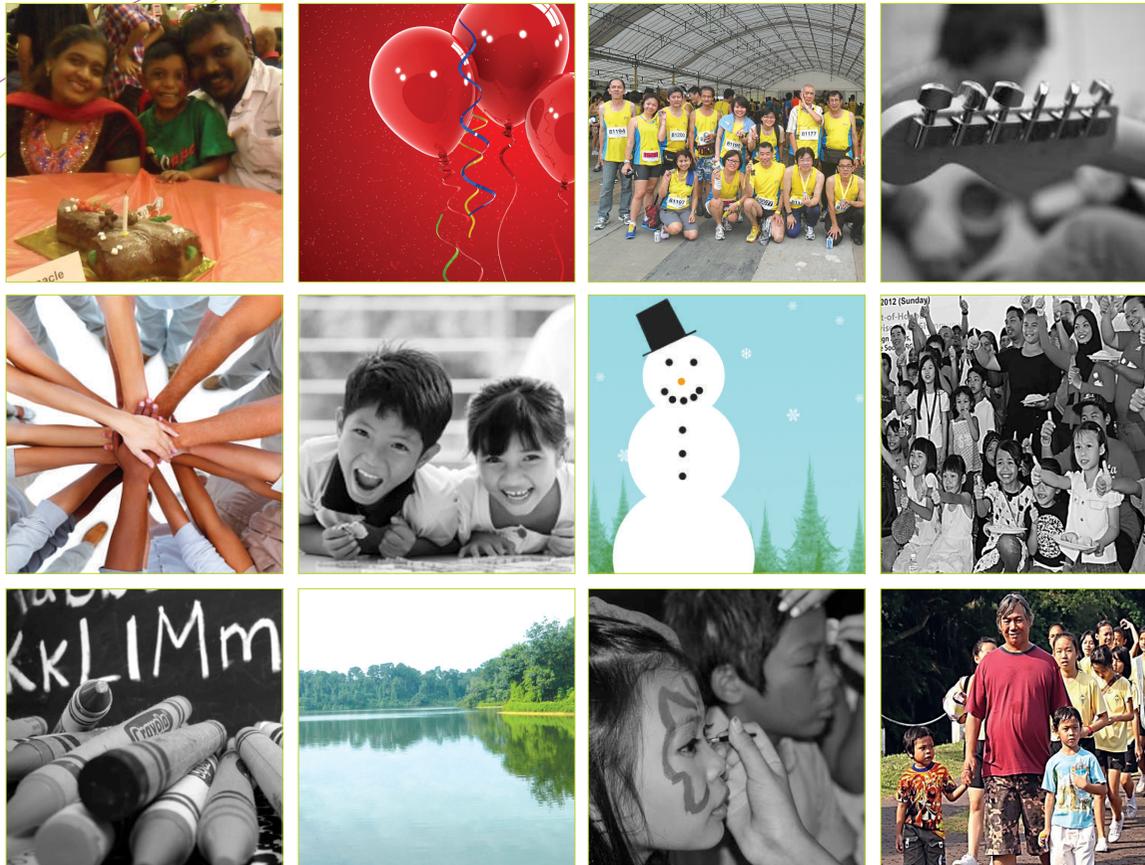
ANNUAL
REPORT

FOR YEAR ENDING 2012



ANNUAL REPORT

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NON-FINANCIAL SUMMARY

**Name of Organization:**

New Hope Community Services

Address:

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

Contact Information:

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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 (registration no. 0333 of 2003) 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

MISSION, VISION & CORE VALUES



Our Vision

Giving Shelter of Hope
to needy individuals
and families

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

ALL ABOUT NHCS



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 adults, and Shelter for men-in-crisis.

The Shelter for displaced families is a project initiated by MCYS in 2006. It began its operations in early 2007. Through this project, New Hope 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 MCYS 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



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)

Patron:
Mr K Shanmugam, Minister for Foreign Affairs and Minister for Law

MESSAGE

from the President of NHCS



It is a great privilege to be a part of the NHCS board. This journey has been very fulfilling and enriching for me.

I am so thankful to God for His blessings upon NHCS and the impact she is making in the lives of homeless families in Singapore.

I am proud to work with a great team of board members who are committed to excellence in everything NHCS represents. We have our amazing Executive Director, Pastor Andrew and his excellent team of staff who work tirelessly, doing their best to help the homeless and downtrodden in Singapore.

Year after year, I see NHCS growing from strength to strength, reaching out to more homeless families and making a difference in their lives.

All of these would not have been possible without the help of many unseen supporters. On behalf of the board, we would like to take this opportunity to express our gratitude to:

- Patron Mr K Shanmugam, Minister for Foreign Affairs and Minister for Law for his unyielding support.
- Our Executive Director, Pastor Andrew for his vision and passion in steering NHCS to be an incredible organization today.
- Our team of dedicated staff who are very passionate about serving others.
- Our donors and volunteers with whom we cannot do without. Your help and participation in kind and deed has enabled NHCS to be what it is today.

Wishing you God's richest blessings,

Yours sincerely,

Pastor Francis Ng
President

MESSAGE

from the Executive Director
and Founder of NHCS



I like the quote, “If you find a turtle on a fence post, you know it didn’t get there by itself”. It rings so true for the work of New Hope Community Services. We are indebted to God for His Faithfulness and the many donors & volunteers for their sacrifices. They came alongside to facilitate the work to the displaced individuals and families. My heartfelt appreciation goes to our board members, without whose faith in me, and dedication to NHCS, I could not do what I do.

The year 2012 ended with two significant events; the Board & Staff Retreat and the Year-End Christmas Dinner. The synergy between the board and staff at the retreat was incredible. It was not the normal yearly planning retreat and having two heads coming together. We experienced true passion, authentic bonding, and positive heartfelt energy throughout all the sessions. We came home with hearts encouraged and that there are so much more to look forward to serve the community. The Christmas Dinner is another testimony of God’s goodness and favor. Never before had we see so many individual donors who contributed to the success of the event; all out to bless our clients and to bring smiles onto their faces. A special note of thanks to the members of the Tabernacle of Christ, whose youth congregation gave their time during the Christmas Party to bring cheer to the children with their balloon sculpting and face painting.

I am deeply grateful to an outstanding team of staff and I am honored to serve alongside them and be part of a team that makes a difference. We will continue to focus on cultivating a teamfirst, cooperative environment in the organization.

The best news in 2012 was the approval of our application for a void deck space to build our Social Service Centre. Not only the place is much bigger and cheaper in rental, it is more accessible to our clients. It is our hope to move to the new premises in October 2013.

We will continue the yearly fundraising event, “Walking With New Hope”. Our objective is more than just raising funds but a platform to engage the community and that it can generate substantial multiplier effects; we hope to raise friends for New Hope as well.

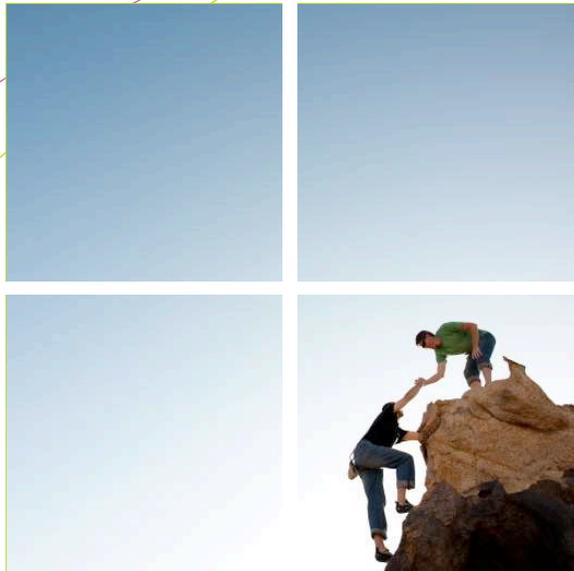
2013 is going to be awesome! I believe God will grant us many breakthroughs and new possibilities beyond our imaginations. We will continue to stay true to our vision to provide a shelter of hope to the displaced individuals and families.

Yours Sincerely,

Pastor Andrew Khoo
Founder and Executive Director

TESTIMONIALS

from our Residents



Ahmad
Shelter for Displaced Families

“I am happy to be able to put this testimony as I think that good intentions shouldn't be left unsaid. I am happy that you gave me a place even temporary. I'm also very happy with my case manager Ms Kim Ee. Eventhough she is a abit (look fierce) but she is nice and very concerned towards our family. It's a good rapport between us as it made us more at ease knowing that someone is very concern. I really like to be able to stay longer but it is only temporary. Above all I'm very very happy for giving me the opportunity to stay and help find that was rendered during our stay.”

Minah
Shelter for Displaced Families

“1stly I would like to thank you to New Hope for giving me the opportunity to stay in Shelter Units for the past 13 months...Before I was given a shelter my life is hopeless & I have no where to stay...I was nearly giving up due to my problems & not having a permanent plc to stay with my daughter & son...Thank you Jenny Yew for all the helps that you have given & shown me the way to lead a better life...”

Cynthia
Shelter for Displaced Individuals

I am a homeless, I sleep outside everywhere, with sunlight and rain. My sorial worker help to find me a place to stay. It was New Hope Shelter, that was a three room flat. When I frist day step in the room New Hope Shelter, I take a deep deep 气. Oh tonight I can have a good rest. I stay here for five month, New Hope give me a house. New Hope give me foods and top-up my ezlink card. I stay in a big family in a house. Like have sister they are at same like father and mother. When I got problem, New Hope will help me. It is time to said some thing:

Thank you New Hope Shelter give me all the support, left me fee tried I can go home and I don't sleep in the sunlight and rain anymore. Thank New Hope really give me so many of help thank so much Jamie Soo, Mr Tan and Jennifer Neo

TESTIMONIALS

from Residents



Yati *Shelter for Displaced Families*

When we first moved in way back in March 2010, we were both eager and excited on what awaits us as it was the first time my family stayed in interim rental housing. To our relief, the residents in Blk 1A were very welcoming when we first came. Even though we were placed in the living room area, we learn how to accept the other two tenants like families. As per normal, even real families fight some times and so do we. However, through all the life-skill lessons, we are able to deal with problems and find solutions together.

Since it was a little inconvenient for my teenage girls to be sleeping in the leaving room, we shifted to another unit at Blk 13 Marsiling Lane. There, we met many families who moved in and out of the unit as they have successfully got their housing approved by the Housing Development Board. Since our case is very complicating, it took quite some time before we succeed. At times, we do get frustrated and annoyed as everyone else has results except for us. However, due to great determination and help from our case manager as well as other staff from New Hope, things turn out fine in the end. We did not only meet new people, we bond friendships and support each other through the good and bad times as neighbours.

This form of relationship became stronger as new hope citizens meet up very often through life skill trainings, festive celebrations, recreational activities and even camps for our kids! These sweet memories have definitely helped us pull through the tough times and continuously remind ourselves that there is hope for a brighter future. We would also like to thank all the companies who have sponsored us with the monthly ration and breads.

After all the courage and determination, we have successfully got ourselves a 3-room BTO unit in Yishun due 2016. Currently, my family and I is staying in a rental house from HDB while waiting for our new flat to be ready.

Special mentioned Jamie, Iris, Jenny, May, Mr. Tan, Rosemarie, Mr. Ah Heng and of course our dear Pastor Andrew who have helped my family throughout our three years with New Hope in every way possible. We wish you all the best in life and god bless you for all the wonderful assistance that you provide to us residents of New Hope. Without your patience and never ending encouragement, we might not be where we are today. Once again, thank you and may your careers be enriched from here on.

REPORTS & HIGHLIGHTS

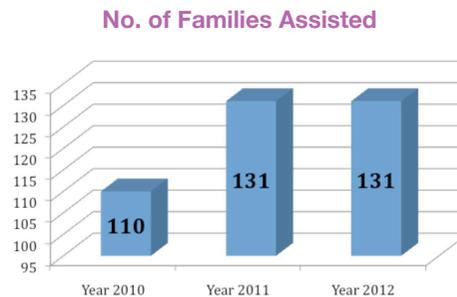
of the Shelters



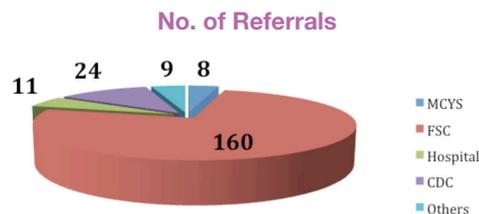
Shelter for Displaced Families

Report

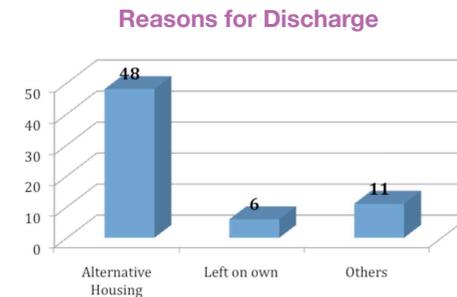
For the year 2012, NHCS provided temporary shelter to 131 families.



212 referrals were received from various agencies. 75.5% of the referrals came from the FSCs.



There were 62 new admissions and 65 discharges. 73.8% of the discharged cases moved into alternative housing (HDB rental flat, Interim Rental Housing and relatives' homes).



Highlights

Consolidation of shelter at Jalan Minyak/ Jalan Kukoh

The shelter in the South (Jalan Minyak, Jalan Kukoh and Havelock Road) have now been consolidated into two areas namely, Jalan Minyak and Jalan Kukoh, which are walking distance within each other.

Guitar lessons provided for the children

Guitar lessons (in collaboration with MyPart) were offered as part of music lessons for the children.

REPORTS & HIGHLIGHTS

of the Shelters



Shelter for Displaced Individuals

Report

The shelter provided shelter to 65 individuals and received 145 referrals for the year 2012.

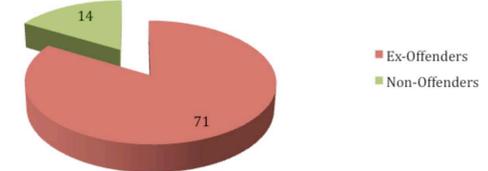


Highlights

The shelter for displaced individuals moved to Jalan Kukoh in November. As the size of the unit has increased (3-room to 4-room), the shelter is now able to serve more clients.

Shelter for Men-in-Crisis

Number of Men Served



Highlights

SLA is actively assisting NHCS in the search of a new location for the Shelter for Men-in-Crisis.

ACTIVITIES THROUGH THE YEAR



Family Retreat

The family retreat was held on 9 June by the students of Yishun Junior College at the premise of the JC. It was a whole day event where activities and games were organized to provide opportunities for family bonding.

Walkathon

NHCS held its third walkathon at The Ark @ Thomson on 28 July. Apart from the residents, the event was also joined by members of the public and students from Pierce Secondary School and volunteers from Raffles Institution.

Hygiene Talk

On 16 June, a group of medical undergraduates from the National University of Singapore held a hygiene talk for the children. They shared tips on maintaining overall cleanliness through several skits.

Durian Party

A durian party was organized for our residents on 8 July. It was a feast of durians and more durians and other fruits like mangosteens and rambutans.

Christmas Party

NHCS celebrated Christmas on 16 December with the residents of the shelter. There were singing, dancing, magic shows and other performances which the residents enjoyed tremendously.

NOTEWORTHY EVENTS



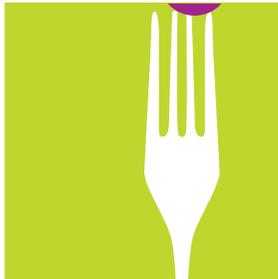
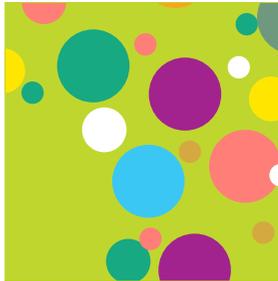
First ever Board cum Staff retreat

As a way for the board to gain a better thus enhanced understand the workings of NHCS and its staff, the first ever board cum staff retreat was held across the causeway over a weekend. During the retreat, staff presented their cases and games were also played to encourage interaction between the board members and staff. Overall, it was a fun-filled two days of work and play where everyone got to know everyone in a relaxed and informal environment.

Staff Development

To encourage and motivate staff to upgrade themselves, a two-day study leave was implemented. External supervision was also introduced so as to provide more work and emotional support to staff who needs advise when dealing with cases.

LOOKING FORWARD



Set up of an Activity Centre at Jalan Kukoh

The Activity Centre will provide a place for the residents of Jalan Kukoh to hold their activities. It will also serve as a study area for students to revise and do their homework together. NHCS will also hold activities eg lifeskills training for the residents.

Children Activities Club

The activities will focus on character development for children ranging from pre-schoolers to primary school. Character development is the foundation of the children's future thus NHCS hopes to engage in this activity to build their character and confidence. This activity will also be shared with the residents of Jalan Kukoh at the Activity Centre.

Tuition Services

Free tuition services will be provided to the children from low-income families in the area of Yishun and Jalan Kukoh. What is unique about this tuition service is that it will also include preschoolers, who are unable to catch with their peers in kindergartens or childcare centres.

Meals with Displaced Families

Volunteers will be recruited to host a meal for the families. The aim of the get-together is to enable the community to have a clearer understanding thus greater awareness of the plight of the displaced families. It is hoped that the volunteers will play a role in motivating the family to improve their situation thus moving out of the homeless situation.

Free Legal Aid/ Advice

NHCS intends to work the law undergraduates from the Singapore Law Society to provide free legal advice to the residents.



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