

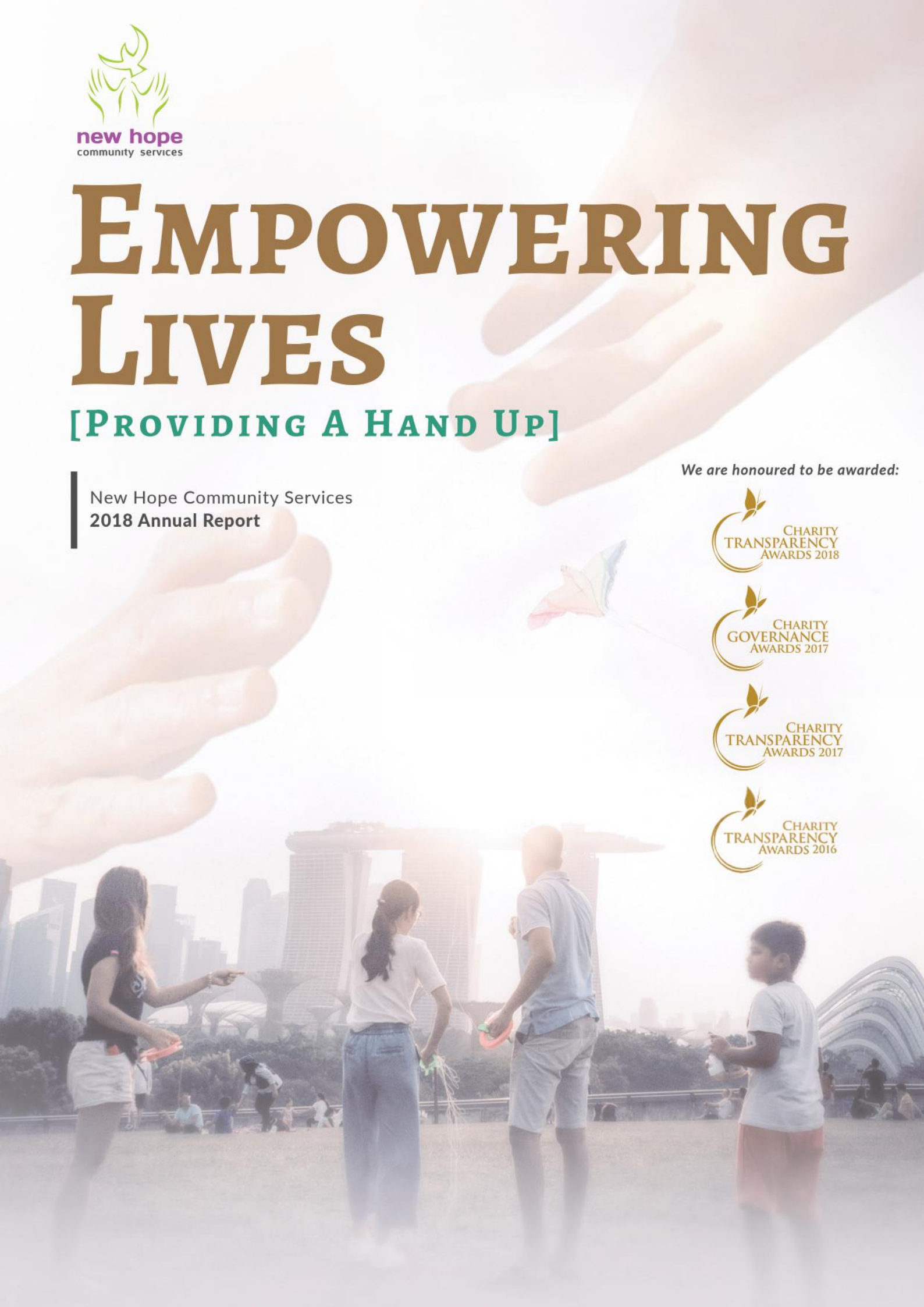


# EMPOWERING LIVES

## [PROVIDING A HAND UP]

New Hope Community Services  
2018 Annual Report

We are honoured to be awarded:



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# Vision 2020

## Vision

Building New Hope Together

## Mission

Restoring HOPE to Displaced Individuals and Families.

**H**eat to serve our clients regardless of race or religion

**O**ppportunity through referrals and job replacements

**P**rogrammes in counselling, life-skill training, sports and music

**E**mpowerment of our clients to bring change and betterment to their lives

## Core Values



Value every choice



Do the right thing



Have a heart



Be your best

# Strategic Thrust 1

**Client-centric, Co-ordinated**  
*(Integrated service)*

- PA1 - Housing stability
- PA2 - Sustainable employment
- PA3 - Improved well-being
- PA4 - Empowering service users
- PA5 - Children
- PA6 - Strengthening families

# Strategic Thrust 2

**Corporate Governance**

- PA1 - Strong ethos of corporate governance
- PA2 - Rigorous performance measurement



# Strategic Thrust 3

**Capacity and Capability Building**

- PA1 - A great place to work
- PA2 - Building a sustainable organization

# Strategic Thrust 4

**Continuous Improvement**

- PA1 - Research for innovation and effectiveness
- PA2 - Evidence based practice

**PA : Priority Area**



# Alignment to the Mission

## H.O.P.E

### HEART

At the foundation of all our programmes is the heart to serve our beneficiaries regardless of race or religion. Our staff and volunteers serve our clients with Respect, Integrity, Compassion and Excellence

In 2018, our staff and pool of over 500 volunteers reached out to clients during events such as our annual Christmas party, integrated family programme, Ramadan break fast dinner, etc.



### OPPORTUNITY

Over the years, we have seen that sustained employment is the key for many individuals and families to become self-reliant and obtain a financially-independent living. At NHCS, we do not provide cash assistance or “hand-outs” to such low-income families struggling to make ends meet. Instead, we have chosen to establish an in-house employment services team that lends a “hand-up” to our clients by providing them with job employment opportunities.

In 2018, 12 job fairs/job matching sessions were organised reaching out to 377 beneficiaries. 150 beneficiaries were successfully placed in employment.

In 2018, NHCS also disbursed a total of \$3,700 in sustained employment incentives which we feel is a promising start as it means that more of our beneficiaries are taking the right step towards becoming self-reliant by striving for stability in employment.

### PROGRAMMES

Strong hold programmes such as the MMP, transitional shelter support, HOPE Scheme mentoring programme and asset building programme which have impacted over 2,500 beneficiaries were launched or embarked on with the intent of helping families become more self-reliant.

*Transitional Shelter* – We served over 28 families and 85 individuals.

*Men-in-crisis shelter* – We served 45 individuals.

*HOPE Scheme mentoring* – We served over 640 families and conducted 708 mentoring sessions.

*MMP* – We served over 146 children with the help of 34 volunteer mentors.

*Asset Building Programme (Matching Savings Scheme)* – We disbursed over \$7,350 under the matching savings scheme in 2018.



### EMPOWERMENT

Support groups have been utilized as a means of inculcating valuable skills, knowledge, tools, resources to empower our clients to become self-reliant.

In 2018, NHCS conducted over 20 support groups for adults.

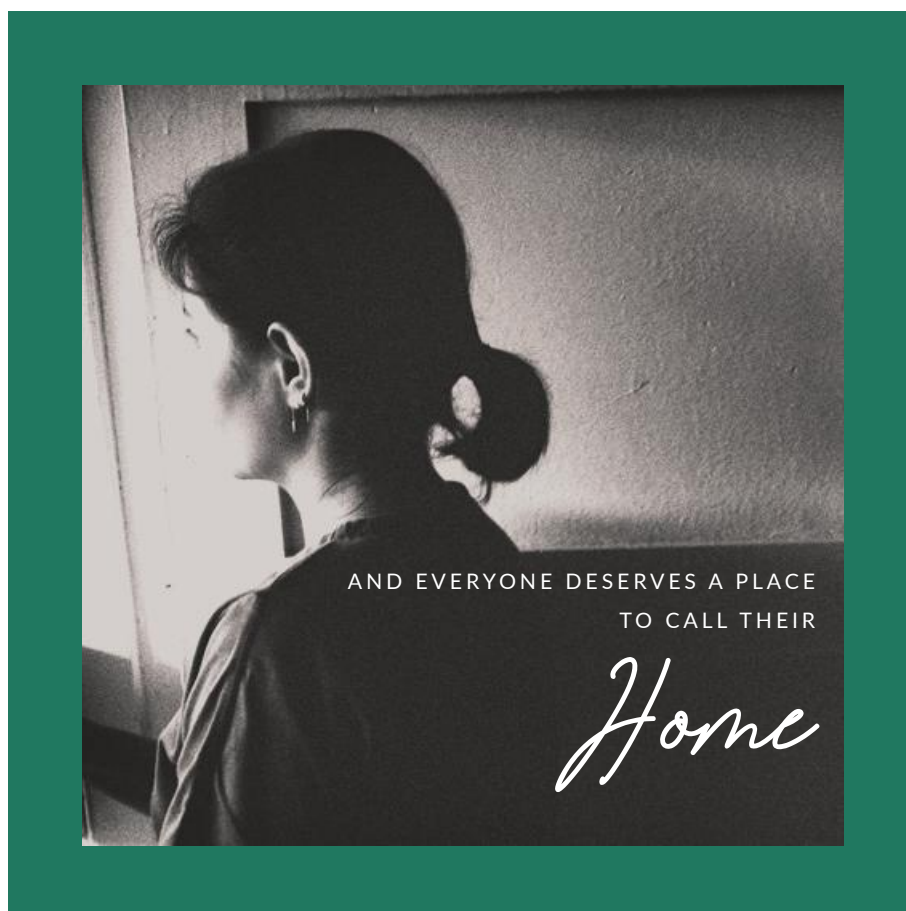


# H O P E



# OUR Story

New Hope Community Services (NHCS) was registered as a charity in 2004. Our sole motivation is the love of God and the conviction that His church must stay relevant to the needs of the community. We are concerned for those in need and we strive to reach out to them, regardless of their race or religion. In June 2007, New Hope Community Services launched the Shelter for Displaced Families. We recognise that homelessness can strike in many ways. Our mission is to stand in the gap and provide a Shelter of Hope to Singaporeans experiencing homelessness and to empower them to alleviate and improve their situation. At New Hope Community Services, our goal goes beyond providing temporary shelter to those we serve; we want to journey with our clients and infuse them with real hope to see their lives changed.



While the core service of NHCS is providing Transitional shelter (TS) and Men-in-crisis shelter (MIC) to persons experiencing homelessness, the organization also believes in helping economically marginalized families break out of the poverty cycle in order to achieve long-term financial resilience and self-reliance. By being the designated mentoring agency for low-income clients from the Home Ownership Plus Education (HOPE) scheme and by running several in-house programmes/services, such as the Music Mentorship programme, Employment Services and the Asset Building (Savings) programme for low-income families, NHCS does its part to build thriving and resilient families (with income, savings, and long-term housing) who are well-supported in the community. In 2018, a further effort was taken to strengthen our commitment to building thriving and resilient families through the launch of a sustained engagement programme for post-discharge families who have moved out of our shelters and managed to achieve stable housing. The goal of this programme is to ensure that we continue to journey with these families and remain connected with them to strengthen their psycho-social resilience and community support.

# Patron's *Message*

2018 has been a significant year for New Hope Community Services (NHCS).

- Awarded the Charity Transparency award for three consecutive years.
- Supported 61 families and 162 adults through the Transitional Shelter and Men-in-Crisis shelter services.
- Helped more than 2,500 people through various uplifting and mentorship programmes like
  - ▶ Asset Building Programme
  - ▶ Music Mentorship Programme
  - ▶ Home Ownership Plus Education, and
  - ▶ Employment Support Service.



**Mr K. Shanmugam**  
*Minister for Home Affairs,  
Minister for Law,  
Member of Parliament for Nee Soon GRC*

The good work extends to the setting up of an in-house counselling service department and a community engagement team to engage ex-shelter residents.

The efforts have touched the lives of many, including the volunteer pool which grew by 35% in the year.

By May 2019, NHCS expects to launch their new Life Skills Training and Retreat Centre - an important initiative to offer disadvantaged families and individuals a second chance to rebuild and uplift their lives.

I thank the leaders, staff, partners and volunteers who have worked hard in all these programmes and initiatives. They make a positive difference and offer people a new hope for a better life.

Wishing you greater success in 2019.



# President & CEO's *Message*

Beyond providing shelters for families and individuals experiencing homelessness, New Hope Community Services has always sought to enable those whom we serve to achieve sustainability in their lives. We continue to uphold the four key strategic thrusts we have identified in our Vision 2020 Strategic Plan: Client-centric & Coordinated Service, Corporate Governance, Continuous Improvements and Capacity & Capability Building.

Our experiences working with the homeless informs us that homelessness is a complex problem and it requires the commitment of a broad coalition of partners and the community to journey together with these vulnerable individuals, families and children.

We have also learnt that it takes creativity to continuously engage the beneficiaries we serve. In this regard, we are very proud to share about the good progress of the Life Skills Training and Retreat Centre that is slated to be fully functional by September 2019. The first of its kind in Singapore, the new centre will be a solution to a common problem most social service organisations face – the lack of engagement and sustained attendance at life skills training and workshops.

To ensure the success and responsible utilization of the Life Skills Training and Retreat Centre, we have put together an independent steering committee. A large part of this new project is also favourably supported by our esteemed partner – Bethesda Frankel Estate Church. They have not only invested financially, but further supplemented with a team of dedicated volunteers.

Working towards the total eradication of homelessness in Singapore in the near future, New Hope Community Services is humbled to have been appointed by the Ministry of Social and Family Development, to co-lead one of two Regional Networks for Rough Sleepers. The network aims to build a strong network of support systems for the rough sleepers through timely and sustainable interventions, with the strong backing of the larger community. The Kreta Ayer Regional Network is co-led by New Hope Community Services and SSO@Kreta Ayer, and includes members from the MSF Operations and Enforcement Division, Kreta Ayer Family Services, Homeless Hearts of Singapore, Kreta Ayer Constituency Office and Kreta Ayer and Tanjong Pagar Grassroots Leaders.

Beautifully illustrated in the above two projects is what we firmly believe in – Concerted Partnerships. As we approach our 15th year of “Building New Hope” together, we continue to seek your support to come together as one Singapore to uplift our fellow less-advantaged citizens. We look forward to another successful year of creating greater impact for those we serve and the larger community, together.

Tackling homelessness is our calling, a complex and challenging responsibility. We will not be able to effectively help these marginalized Singaporeans without the many who have come alongside to support our work to help the homeless individuals, families and children. To all volunteers, donors and partners, we greatly value the trust that you have placed in us. Let us continue to forge forward as we build an even more caring and gracious Singapore!

**President**  
*Steven Thanigasalam s/o Kannan*

**Chief Executive Office**  
*Pastor Andrew Khoo*



# OUR TEAM

## Board Members

**1.** Steven Thanigasalam s/o Kannan

**President**

Executive Director, Christian Outreach to the Handicapped

**2.** Chua Sui Tong

**Vice President**

Managing Director, Rev Law LLC

**3.** Tan Cheng Jee Pauline

**Secretary**

Chief Executive Officer, Yishun Community Hospital

**4.** Tan Boon Kim Hilda

**Treasurer**

Retired

**5.** Edna Leong Lai Yee

**Assistant Treasurer**

Country Manager, Singapore, WealthAsia Media

**6.** Derek Pak Gek Kwee

**Member**

Regional Lead for AP Customer Fraud Management, MasterCard Asia Pacific

**7.** Tay Nguan Sim Lilian

**Member**

Director, Digital Dream

**8.** Sim Mong Huat Barry

**Member**

Managing Director, ELTA Limited



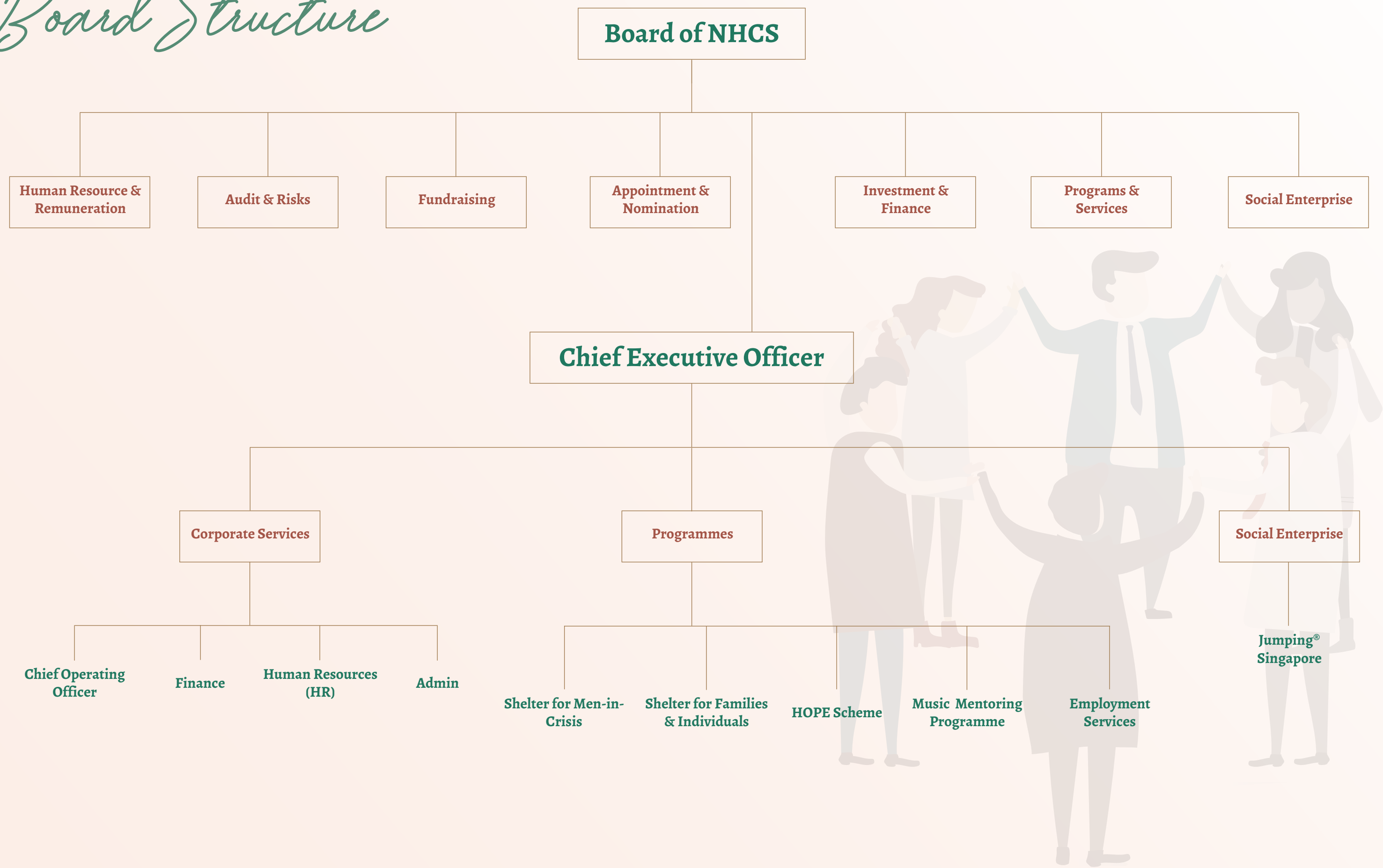
# Board Attendance for 2018

Board Member (Date Of Appointment)	Designation	13 Jan	12 Apr	8 May	4 Aug	1 Nov	Attendance in year 2018
Pastor Steven Thanigasalam s/o Kannan (4-Jan-2016)	President (Since 4-Jan-16)	Y	Y	Y	Y	Y	5/5
Dr.Lee Khai Mun (19-Jun-12)	Outgoing Vice President (wef 8-May-18)	Y	Y	Y	Stepped down	Stepped down	3/5
Ms Tan Boon Kim Hilda (19-Jun-12)	Treasurer (wef 25-May-17)	Y	Y	Y	Y	Y	5/5
Mr Derek Pak Gek Kwee (19-Jun-12)	Member	Y	For members of Nomination sub- committee only	N	Y	N	2/4
Mr Liew Wai Leong Eddie (19-Jun-12)	Member	Y	For members of Nomination sub- committee only	N	Stepped down	Stepped down	1/2
Ms Pauline Tan (11-Feb-17)	Secretary (wef 25-May-17)	Y	Y	Y	Y	N	4/5
Ms Edna Leong Lai Yee (11-Feb-17)	Assistant Treasurer (wef 25-May-17)	Y	For members of Nomination sub- committee only	Y	Y	Y	4/4
Mr Chua Sui Tong (25-May-17)	Incoming Vice President (wef 8-May-18)	Y	For members of Nomination sub- committee only	Y	Y	Y	4/4
Mr Sim Mong Huat Barry (8-May-18)	Member	Appointed on 8-May- 2018	Appointed on 8-May- 2018	Appointed on 8-May- 2018	Y	Y	2/2
Ms Tay Nguan Sim Lilian (8-May-18)	Member	Appointed on 8-May- 2018	Appointed on 8-May- 2018	Appointed on 8-May- 2018	Y	N	1/2



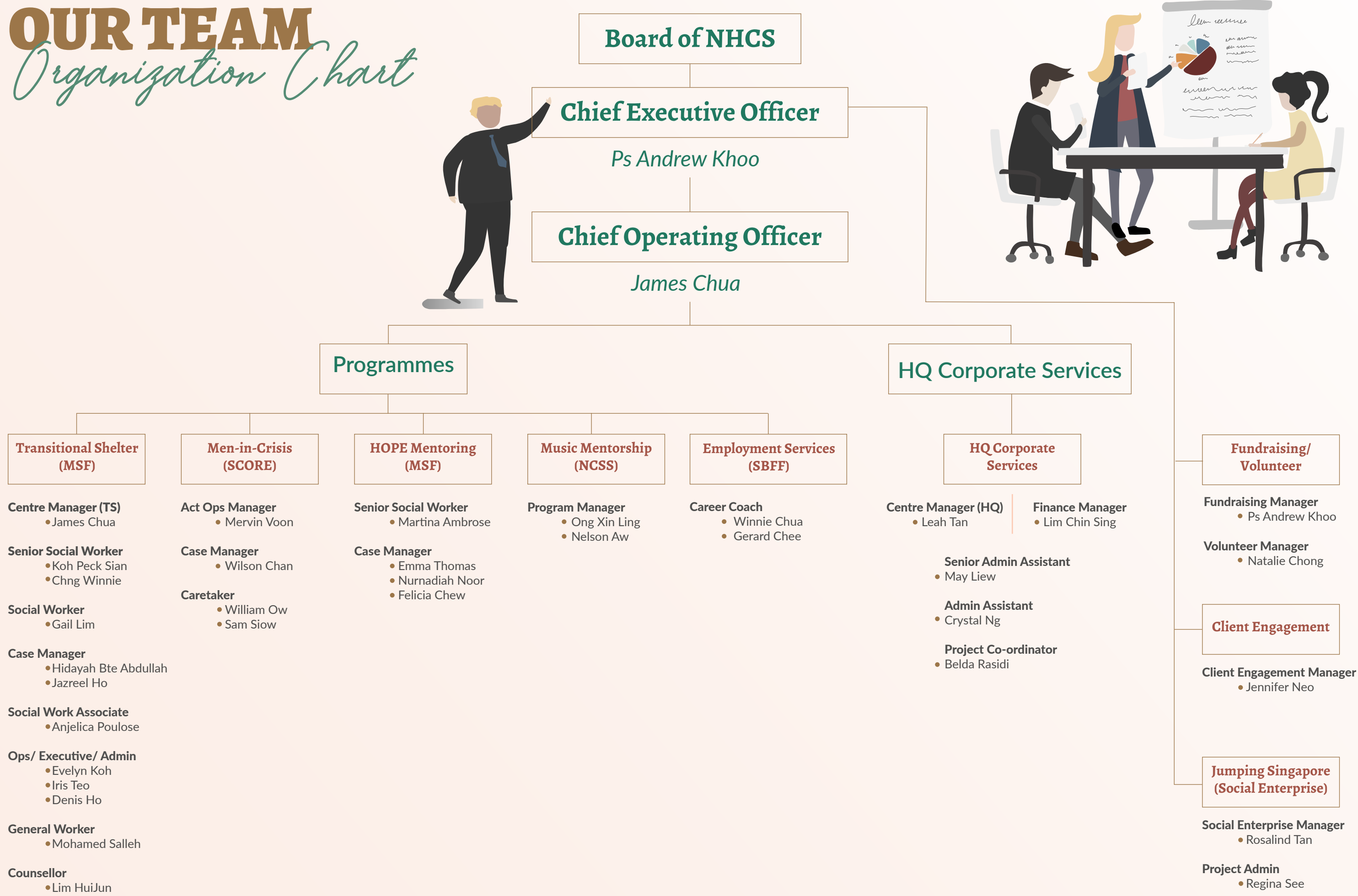
# OUR TEAM

## Board Structure



# OUR TEAM

## Organization Chart



# OUR *Governance*



**MEDIUM  
CATEGORY**

**PRESENTED TO**

**NEW HOPE  
COMMUNITY  
SERVICES**

**In recognition  
of exemplary  
governance practices**

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## **Charity Transparency and Governance Award**

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The Charity Transparency Awards (CTA) and Charity Governance Awards (CGA) are initiatives of Charity Council, with the objective of promoting transparency and good governance amongst all charities. The Charity Council acknowledges charities which practice good disclosure, in line with the Charity Transparency Framework (CTF) and the Code of Governance for Charities and Institutions of a Public Character (IPCs). CGA is also awarded to charities which practice highest standards of governance.

In 2017, New Hope Community Services was honoured to be awarded both the CTA and CGA awards. NHCS is committed to continuously adhere to the proper disclosure and governance guidelines to ensure best practices and accountability to all our stakeholders.

By the grace of God, in 2018, NHCS was honoured to be awarded the CTA.



# OUR *Governance Policies*

Good corporate governance should be weaved in every aspect of NHCS, our people, our culture, and our service. Integrity is what defines NHCS and determines how we work. Therefore, in NHCS, good corporate governance extends far beyond the yearly 'Code of Governance' submission and it is not just an added bonus. Having a robust ethical foundation is at the heart of what makes us successful.

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). The full checklist is available at [www.charities.gov.sg](http://www.charities.gov.sg). NHCS is governed by the Constitution of the Society.

## 1. 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 hold staff appointments.

Presently, the Board comprises the President, Vice President, Treasurer, Assistant 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 will continue to be effective, credible and sustainable.

The Board has established seven board committees, namely, the Audit & Risks Committee, the Appointment & Nomination Committee, Programs and Services Committee, Human Resource & Remuneration Committee, Investment & Finance Committee, Fundraising committee and Social Enterprise.

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. Board members are recruited using 'Centre for Non-Profit Leadership' Board Match. Recruited board members are selected according to the "Board Members Selection Criteria".

### 1a. Board Members Election Process

In accordance with the 'Board Policy Manual', Board composition is regularly reviewed and discussed whenever there are changes. In addition, all Board members are required to submit themselves for re-nomination and re-appointment at the end of the 2-year term in accordance with the constitution Article 8.2 & Article 8.3. There is no automatic renewal of term for all board members. In accordance to the constitution, there is a maximum limit of two consecutive years for the position of Treasurer.

## 1b. Board Evaluation, renewal and succession

The Board undertakes formal Board evaluation and board succession regularly, at least once a year.

Board renewal and Board succession is proactively planned and carried out by the Board. When recruiting new Board members, the Board utilizes CNPL Board Match. The Board consciously considers board renewal, succession and diversity.

There is a maximum term limit of ten years for all Board members. In addition, there must be a lapse of at least two consecutive years before re-nomination and re-appointment to the Board. There is no automatic renewal of term for all board members at the end of each 2-year term. Before appointment and re-appointment to the Board, every board member will be evaluated by the 'Appointment and Nomination committee' and with the input of senior management as NHCS' Board-Management relationship is a partnership.

NHCS has more than 30% female representation on our board.

## 2. Strategic Planning

NHCS strategic thrusts and priorities outlined in our strategic plan "Vision 2020" serve as guideposts in our pursuit of excellence. The Board approves and reviews the vision, mission and values of NHCS to ensure it stays relevant to the changing environment and needs. On an annual basis, the Board sets aside time to review and update the strategic plan "Vision 2020" so as to stay relevant to any changing environment and needs. These changes 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.

## 3. Conflicts of Interests

NHCS has a zero risk appetite for non-disclosure and entering into conflictual transactions. All employees, key executives and Board members of NHCS are required to disclose their interests in all other organizations in which they are directors or have control over or have a substantial shareholding or monetary interest in 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 they do not have any personal or private businesses or associates that might be conflictual to their functions or employment with NHCS.

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

## 4. Programme Management

The Board reviews and approves strategic plans and outcomes of NHCS to measure the effectiveness and efficiency of programs and to ensure that outcomes are in line with NHCS' mission and objectives.

The Board engages 'Conjunct Consulting' to review the effectiveness and efficiency of the programs.

## 5. Human Resource Management

The Board approves documented human resource policies for staff. NHCS recognizes that it is vital to have adequately trained and experienced people resources with the 'heart' and the right attitude to achieve NHCS organizational objectives. In this regard, NHCS has in place a 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 strategies and policies.

## 6. Financial Management & Controls

The Board reviews and approves an annual budget. The Board also regularly monitors 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.

The Board has established an internal audit team and a procurement committee audit team.

## 7. 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.

## 8. 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. NHCS does not engage any third party fundraisers.

## 9. Disclosure & Transparency

Board members do not receive any remuneration.

Staff are not involved in setting their own remuneration.

Remuneration of Top 3 Executives Salary Band FY2018:

Headcount

\$50,000 to \$100,000	- 1
\$100,001 to \$150,000	- 2



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## 10. Public Relations & Corporate Communications

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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 Chief Executive Officer as the spokesperson for the Charity.

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## 11. Managing Risks

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The Board has established procedures and systems to identify, regularly monitor, review and manage any major risks NHCS may be exposed. The Board adopts the Integrated Risk Management Framework by COSO.

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## 12. Code of Conduct & Ethics

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The Board has approved documented code of conduct & ethics for all Board members, staff and volunteers.

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## 13. Whistle Blowing Policy

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The Board has set in place a whistle-blowing policy and disclosed in the website.

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## 14. Loans

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The Society do not made any loans to any employees, management, Board members, any related parties or third party.

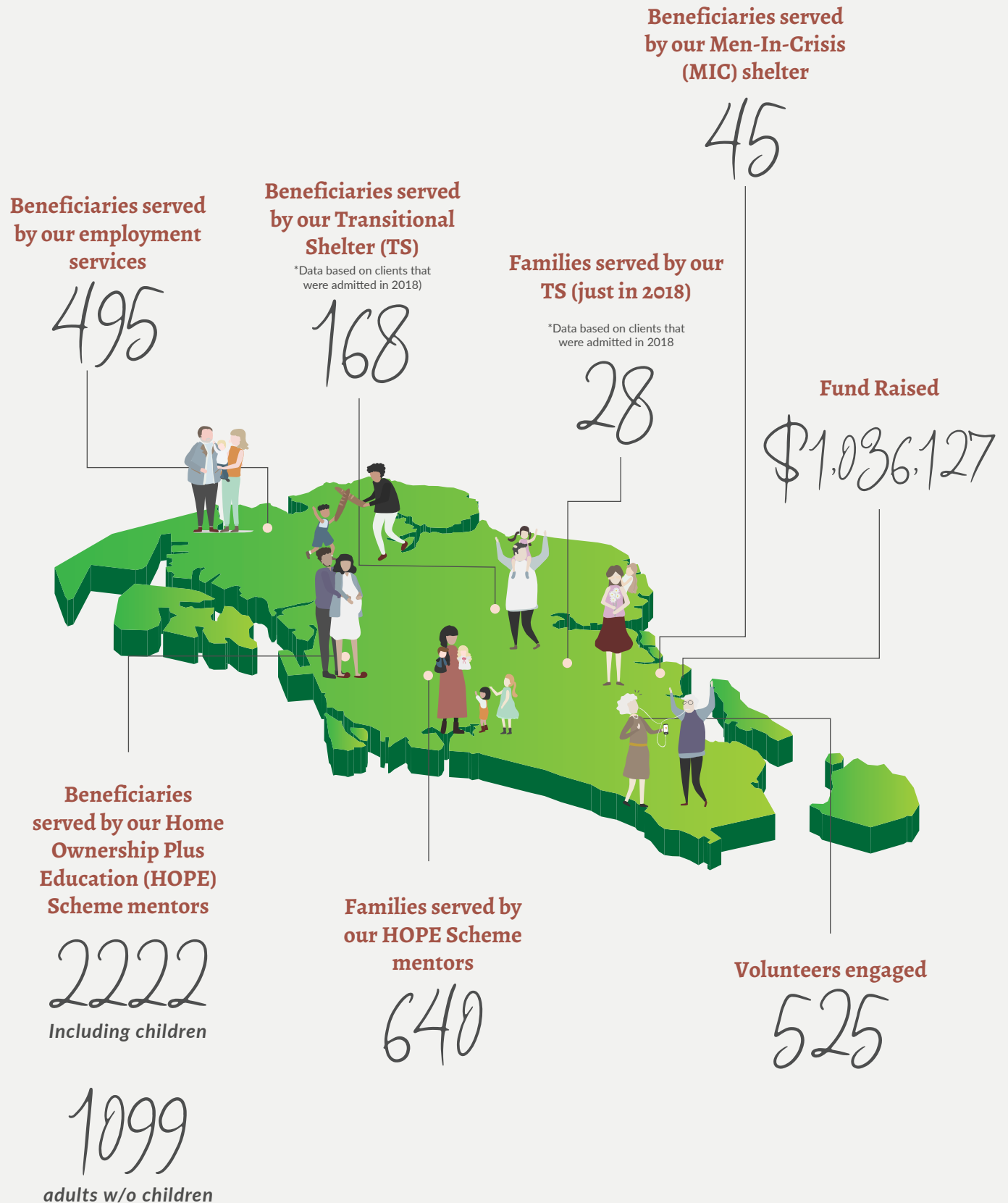
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## 15. Sponsorship To Other Charities

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The Society does not receive or provide any sponsorship from or to any charities.

# OUR Beneficiaries At A Glance



# OUR *Programme Impact*

At NHCS, our programmes/services adopt the philosophy of **giving people a “hand-up” instead of a “hand-out”** in order to empower our low-income individuals and families to break out of the poverty cycle and achieve long-term financial resilience and self-reliance. We provide a hand-up to our clients by creating opportunities for them to readily access key services such as transitional shelter services, employment services, counselling services, and professional case management services, as well as by equipping them with the relevant knowledge, skills, values, tools, resources and social support to become more self-reliant and resilient. For example,

our Music Mentorship Programme uses music, volunteer befriending and an evidence based social emotional learning curriculum to lend a hand up to socioeconomically disadvantaged children to explore alternative pathways to a brighter future in addition to academia. Our asset building programme which matches clients savings on a 1:1 basis aims to empower clients to save more for a self-reliant and financially resilient future by reinforcing the practice of delaying short term gratification in pursuit of long term financial stability. Detailed description of how all our programmes and services empower lives are provided in this chapter.





## Our Programme Impact

# 1. Employment Services

Over the years, we have seen that sustained employment is the key for many individuals and families to become self-reliant and lead a financially-independent life. However, due to personal and systemic factors, many low-income families are struggling to earn a sustainable living wage. At NHCS, we do not provide cash assistance or “hand-outs” to such low-income families. Instead, we have chosen to establish an in-house employment services team that

lends a “hand-up” to our clients by providing them with job search and job matching services, and employability skills training services. The setting up of this team is in line with evidence suggesting that both “seamless” and “integrated” services, i.e. better coordination of case management services, are essential to ensuring better client experiences and outcomes as breakages in linkages between key services are minimized.

## Mini Job Fairs & Job Matching Sessions

Presently, our in-house career coaches work closely with community partners and stakeholders to provide suitable job opportunities for our pool of over 700 HOPE families & TS beneficiaries. Regular job matching sessions or mini job fairs are held for jobseekers at least once a month. At these sessions, potential employers provide briefings to jobseekers on available job vacancies and skills required to fill them. On-site interviews are then conducted for interested and eligible job-seekers who are informed of the outcome of the interviews on the spot. In 2018, 12 job fairs/job matching sessions were organised, reaching out to 377 beneficiaries. 150 beneficiaries were successfully placed in employment.



## Our Programme Impact

# 1. Employment Services

### Providing Seamless Employment Support

Whilst most organisations are content with achieving the outcome of successful job matching for clients, our dedication to providing a “seamless experience” for our clients motivates us to provide continued support beyond facilitating successful job matches. Our career coaches go the extra mile by accompanying higher needs jobseekers to work on their first day of employment, providing them with moral support and encouragement. This reduces the risks of “breakage in linkages” between clients and their key employment milestones.



### Recognizing and Rewarding Employment Achievements – Sustained Employment Award

We recognize that placing individuals successfully in employment is only one part of placing them on the path to self-reliance, and that the real challenge is helping them to sustain in employment, especially during the first few months of their employment. As such, our career coaches keep in close contact with beneficiaries to continue to motivate them to stay in employment and to provide on the job advice and guidance. They also use cash rewards to incentivise them to sustain in their jobs. Beneficiaries who have sustained in employment for 3 months are awarded a \$100 cash reward, whilst those who have stayed employed for 6 months are awarded \$300. In 2018, NHCS disbursed a total of \$3,700 in sustained

employment incentives, which is a promising start for most of our beneficiaries who are striving for stability in employment and self-reliance.



## Our Programme Impact

# 2. Transitional Shelter FOR DISPLACED FAMILIES & INDIVIDUALS

NHCS has been providing a safe shelter for displaced families since 2007 and displaced individuals since 2010 under the provision of the Ministry of Social and Family Development (MSF). During their stay in the shelter, we aim to assist these families and individuals to resolve their problems, become self-reliant and be instilled with a new sense of hope in their lives as they move on to their own housing.

### Families



Referrals

**87**  
Families



Admissions

**28**  
Families



Discharged

**44**  
Families



Post-  
discharged

**44**  
Families



Served in  
shelter

**987**  
Adults &  
Children

### Individuals



Referrals

**239**  
Male & Females



Admissions

**83**  
Male & Females



Discharged

**76**  
Male & Females



Post-  
discharged

**76**  
Male & Females



Served in  
shelter

**407**  
Male & Females



# Our Programme Impact

## 2. Transitional Shelter FOR DISPLACED FAMILIES & INDIVIDUALS




### SERVICES

#### Case management and counselling

We provide comprehensive case management to our families and individuals in our shelter to assist them in a myriad of issues. The case manager works with clients from the intake session all the way through client's discharge from the shelter. An individualised care plan for the client is formulated after a complete assessment of their needs. As adapting to living in a shelter may not be easy, basic counselling is also provided to help the client adjust smoothly into the shelter life, as well as to improve their well-being. With guidance and assistance from our case managers, these displaced individuals will move towards improving their quality of life through the

securing of employment and housing. Ultimately, they will be encouraged to live a good quality life independently. The children and youth of these families are also supported in their development and well-being through various programmes and activities organised by NHCS.

NHCS also works closely with other organizations, such as Family Service Centres (FSC), MSF and Housing and Development Board (HDB) to ensure that clients receive holistic case management services as they work towards sustainable housing and employment.

	 Discharged	 Achieved housing within 6-9 months of shelter stay	 Sustained/ achieved employment within 6-9 months of shelter stay
Families	<b>44</b> (Families)	<b>29/33</b> (87.9%)	<b>17/33</b> (51.5%)
Individuals	<b>76</b> (Male & Female)	<b>45/62</b> (72.6%)	<b>33/62</b> (53.2%)

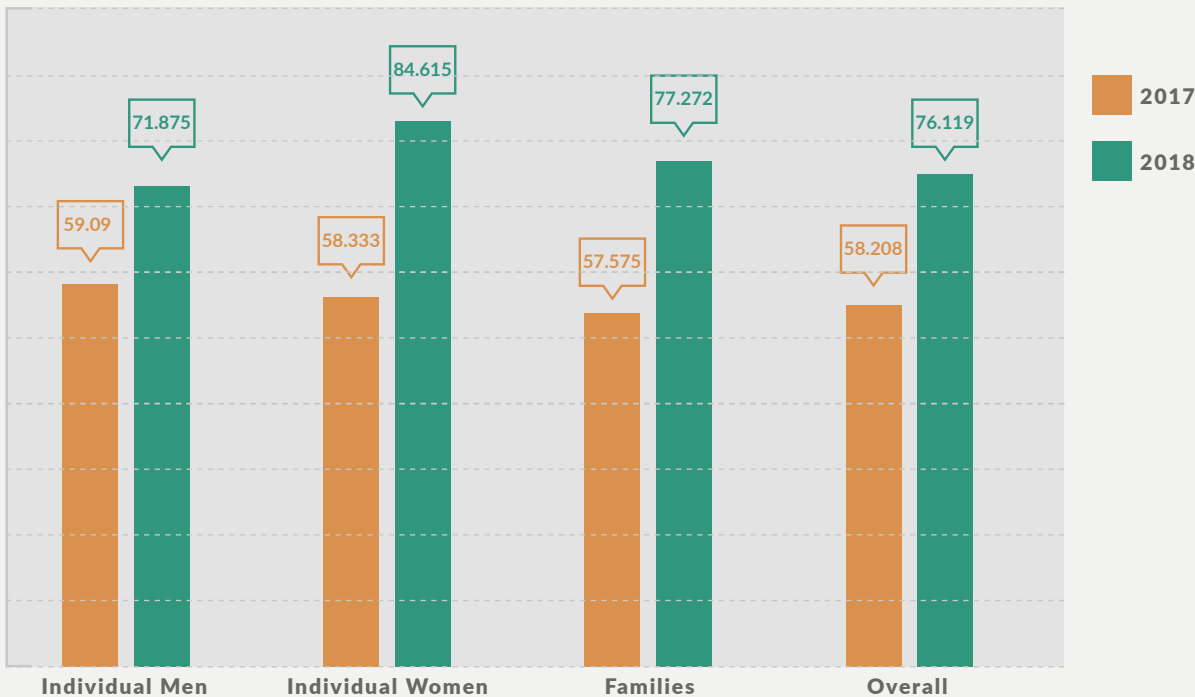
## Our Programme Impact

# 2. Transitional Shelter

FOR DISPLACED FAMILIES & INDIVIDUALS

One of the ways that the transitional shelter prepares our families and individuals in being ready to independently sustain their housing is through encouraging clients to pay the shelter fee of \$100 a month punctually and consistently. Through the shelter fee payment system, clients cultivate a habit of prioritising the payment of necessary expenditure, such as rental fee, in order to have a stable long-term accommodation. In 2018, the shelter saw an improvement in the shelter fee payment rate, which increased from 58.2% in 2017 to 76.1% in 2018.

### Percentage of Payment of Shelter Fee



## Post-discharge care

Even after clients are discharged from the shelter, the case managers will continue to engage and support clients for up to 6 months after their discharge. This is to ensure that clients are sustaining in the new housing and employment, as well as to ensure they are transitioning well to life on their own. Between

January to December 2018, the shelter had to render post-discharge care to 44 families and 76 individuals. As of January 2019, 51.5% of these families and 53.2% of these individuals\* had continued to stay at the same accommodation for at least 6 months after their discharge from the shelter.

\* **footnote:** Among the remainder of the clients who appeared not to have sustained their housing, most of them had declined shelter's post-discharge care while others have moved to a different accommodation that they were initially discharged to.

## Our Programme Impact

# 2. Transitional Shelter

FOR DISPLACED FAMILIES & INDIVIDUALS

## Long-term engagement of ex-residents

Besides formal engagement by case managers, ex-residents are also continually engaged to attend events and support groups organised by NHCS. Some of these ex-residents even return to become our volunteers, paying it forward by supporting another individual or family who are currently going through what they had gone through in the past. Some of the activities that our ex-residents had participated in include the annual Kukoh Community Day on 23 June, Job Discovery fair on 24 November and Christmas party on 8 December. In total, we were delighted to have at least 241 families and individuals returning to join us as participants and volunteers. Their motivation to give back to the New Hope Community Services to strengthen the social network and community bonds among the beneficiaries of NHCS.



## Other programmes

NHCS provides various programmes and services to better support and prepare our clients in their transition period at shelter.

### *Life-skills training - Integrated Programme*

Between 8 September and 13 October 2018, NHCS organised a 6-session Integrated Programme where clients from the shelter, HOPE scheme and ex-residents were invited to participate and learn various life skills, such as financial budgeting, preparing for employment, eating right & staying healthy, etc.



## Our Programme Impact

# 2. Transitional Shelter

FOR DISPLACED FAMILIES & INDIVIDUALS

## Other programmes

### *Basic counselling services*

Since September 2018, our shelter services has been providing counselling services to our clients to provide them with emotional support and to enhance their motivation to work towards sustainable employment and housing. As of January 2019, the counselling services had received 46 referrals and served 40 clients.

NHCS also provides the following to residents

- Lifeskills training
- Basic counselling
- Support Groups
- Mediation sessions
- Employment assistance
- Monthly food rations
- Access to computer and internet at New Hope Activity Centre to look for jobs and housing



## Our Programme Impact

# 3. Transitional Shelter Provision FOR MEN-IN-CRISIS

### TOTAL NO OF REFERRALS:



2018  
**124**  
Individuals

2017  
**28**  
Individuals

## SERVICES & PROGRAMMES

### Case management and counselling

The Men-in-Crisis shelter is New Hope's flagship programme, conceived to give ex-offenders a second chance. Many of these men simply wish to start afresh but find it difficult to even secure basic employment due to being stigmatized by society. Case managers under the men-in-crisis shelter thus work closely with career coaches and residents to help them break through the barriers in securing employment and housing, aiding in their reintegration to society. Mediation plays an especially important role here, as these men often have strained relationships with their families. Intervention is sometimes required to bridge the gaps and facilitate reconciliation, potentially allowing them to return home. Case managers identify clients' needs to develop a suitable care plan, which the clients are encouraged to take ownership of - to lift themselves out of the pit and return back to society.

While at the shelter, residents are required to pay a monthly shelter fee despite their financial circumstances. This adheres to our philosophy of not wanting to merely provide hand-outs. By requiring residents to pay shelter fees, we are in fact encouraging them to take charge of their situation and secure employment as soon as possible.

## Our Programme Impact

# 3. Transitional Shelter Provision FOR MEN-IN-CRISIS



### Clients achieving stable employment

64.4%

29/45

Individuals in  
2018

66.7%

20/30

Individuals in  
2017



### Shelter Fees Paid

88%

110/125

Individuals in  
2018

28%

17/60

Individuals in  
2017



### Clients securing long-term accommodation

63.6%

21/33

Individuals in  
2018

26.9%

7/26

Individuals in  
2017

In 2018, we successfully showcased the effectiveness of this philosophy by strictly enforcing the payment of shelter fees, resulting in many more residents securing long-term accommodation.



## Our Programme Impact

# 3. Transitional Shelter Provision FOR MEN-IN-CRISIS

## Support Group

NHCS also runs support group sessions for residents in the Punggol shelter with the aim of providing a safe avenue for residents to share their experiences in their journey to forge a better future for themselves. By sharing personal problems or difficulties with peers who have gone through similar situations, they are able to find and offer moral and emotional support to one another. These are run once every two months alongside a dinner programme to encourage a more casual, relaxed environment. Every other month, NHCS partners with ISCOS to run life-skills programmes for our residents at the shelter itself. These include “anger management”, “coping with loneliness”, and “overcoming bad habits”, complimenting the support group sessions by giving our residents the skills they require to deal with the core issues they face.



Residents participating in the support group and games after a sumptuous buffet dinner

Testimony

“ I got into drugs because I had given up on my life. I felt that there was no reason for me to be born or to live in this world anymore – because I thought I was a loser. I never had love from parents and had lost someone who was dear to me. I had nothing and I wanted to commit suicide so badly; but what happened was the other way around. I finally found my escape from my harsh reality – through work and drugs – no friends, or anything, just me and drugs.

Yes, I do have issues of staying away from drugs – the urge to use it is strong. The taste of it is like a cigarette but a hundred times better. Because I was in that world for so many years, the temptation to use again is not easy to control. How do I manage it? Well, to be honest, for me it’s because I’ve found someone who has given me the strength to overcome my urges and that person is... my Creator. The motivation to search for a beautiful life in the world makes me stronger and helps me stay away from drugs.

New Hope just like its name suggests gave me hope of pursuing my dreams. New Hope has given people like me the chance and opportunity to change. New Hope has shown me that people can change for the better. Doesn’t matter what a person’s history is; New Hope simply gives people like me a chance to change and an opportunity to achieve what we had missed out in our life. However, New Hope can only try to help us to the best of their ability – the rest of the journey is up to every individual. We must use our hearts and determination to change for the better and choose the right path to walk on. Without New Hope I might have gone back to who I was back then; but due to them, I have a chance to make things better and seek a better life.”

,- Mr. Alex, name of the client has been changed to protect the privacy of individual

## Our Programme Impact

# 4. Asset Building Programme

## MATCHING SAVINGS SCHEME

It should come as no surprise that savings are essential to ensuring long-term financial resilience and stability as all of us have to prepare a safety net for rainy days, old age and emergency use. At NHCS we believe that savings are a form of asset building that will help low-income families thrive in the long-run. Inspired by evidence that supports the success of matching contributions and savings programmes in increasing savings behaviour and in improving long-term financial prudence and civic engagement of low-income families, NHCS has itself piloted a matching savings scheme to promote the long-term financial resilience and stability of its low-income beneficiaries. As part of this 6-month long savings scheme, eligible beneficiaries are encouraged to set aside savings in incremental amounts of \$25 (minimum \$25, maximum \$100) on a monthly basis and NHCS will match the amount saved by the beneficiaries at the end of every month. Apart from the obvious monetary gain from this scheme, we believe that the behavioural act of saving and practicing delayed gratification will instil in low-income families values such as self-discipline and financial prudence which will help them succeed in the future. In 2018, we disbursed \$7,350 under the matching savings scheme.



## Our Programme Impact

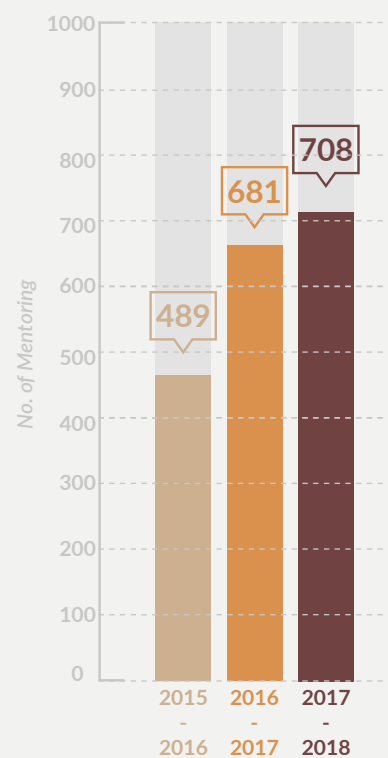
### 5. *Intervening Early through HOPE Scheme* MENTORING FOR LOW-INCOME FAMILIES

The Home Ownership Plus Education (HOPE) scheme is a long term social assistance scheme under the Ministry of Social and Family Development (MSF). NHCS is one of several mentoring agencies appointed by the MSF to administer the HOPE scheme and provide mentoring services to assist young, low-income families to break out of the poverty cycle and work towards achieving a better life financially and socially. As the HOPE scheme is a preventive and early intervention programme, we hope to provide a hand-up for these families by motivating them to train and upgrade, seek better employment, and achieve stable housing so as to reduce the risk of these families falling deeper into the poverty cycle or becoming homeless.

## SERVICES & PROGRAMMES

### Mentoring

We provide regular mentoring services to over 640 HOPE scheme families to help them achieve their long-term goals. Our mentors play a vital role in motivating these beneficiaries to seek employment and undergo training or skills upgrading. Through continuous learning and upgrading of their skills, they will be able to pursue better careers to increase support for their families and in the long run be able to improve their economic and social standing in society. In addition, mentors equip beneficiaries with essential skills such as budgeting and planning skills to enhance their financial resilience and self-reliance in the long-term. Mentors also work closely with external partners (e.g. Family Service Centres, Social Service Organisations and other community agencies) as well as internal partners (e.g. in-house career coaches and in-house child specialists) to provide holistic support to the clients. By continually motivating these families to aim higher and equipping them with the right skills to be self-reliant, it will hopefully make a difference in helping them break out of the poverty cycle and achieve a stable life for their family.



Steady Increase in mentoring sessions since 2016

# Our Programme Impact

## 5. Intervening Early through HOPE Scheme MENTORING FOR LOW-INCOME FAMILIES



In 2018, we reached out to:

# 236<sup>++</sup>

Beneficiaries



### Support Groups

Besides providing one-on-one mentoring sessions for our HOPE scheme beneficiaries, we also conduct support groups to further engage them and build a supportive community of families. These support groups centre on various themes such as motivating unemployed mothers to enter the workforce and pursue skills upgrading, improving general health & nutrition, improving marital and parent-child relationships, improving personal well-being, and many others. Different activities, informative talks and discussions on the topics are carried out during support groups so participants can understand the topics in depth. Small group sharing sessions are also incorporated during support groups to enable families to learn from each other's experiences and to exchange practical tips to resolve their situation. On occasion, these support groups are held in conjunction with the celebration of festive events such as National Day or fasting month of Ramadan to heighten a sense of community and liven up the atmosphere. In 2018, we conducted 14 of such support groups (11 adult-focused and 3 parent-child) reaching out to over 236 beneficiaries. We believe that these support groups have been effective in providing a hand-up to our clients by equipping them with the relevant knowledge, skills and tools to become more self-reliant and resilient.



In 2018, we conducted:

**14** = **11** + **3**

Support Groups

adult-focused

parent-child



## Our Programme Impact

# 5. Intervening Early through HOPE Scheme

MENTORING FOR LOW-INCOME FAMILIES

## Support Groups Highlights

### “Let’s Soar Together” National Day Celebration & Family Day



Family-bonding



Informative talk given by Mendaki Sense regarding benefits of upgrading and courses which are offered



Introducing children to old-school games

“ I understand that training and skills upgrading is important for my future. I believe my family and i have the power and potential to achieve the goals we have set out for ourselves. ”

**Mdm Suria**

participant of ‘Let’s Soar Together’ National Day Support Group



“ I believe my family & I have the power and potential to achieve the goals we have set out for ourselves. ”

**Mdm Mardiana**

participant of ‘Let’s Soar Together’ National Day Support Group

Testimonies

## Our Programme Impact

### 5. Intervening Early through HOPE Scheme MENTORING FOR LOW-INCOME FAMILIES

#### Career Superdrive Support Group



HOPE scheme mothers playing the Career Superdrive board game, helping them uncover their strengths/abilities and navigate challenging work scenarios which they can apply in real life so mothers can be job-ready.

#### Ramadan break fast and employment support group



Families of different background breaking fast together



Sharing by Senior Social Worker (HOPE) on empowering housewives to enter the workforce

## Testimonies

“ I learnt more about myself through the Career Superdrive game. I am willing to share my talents/skills with others by teaching baking.”

**Mdm Serene**

participant of Career Superdrive Employment Support Group

“ I learnt that I can be an effective mother by planning my schedule, using my free time to earn money & using my time with my children move effectively.”

**Mdm Linda,**

participant of Inspirational Life Stories Support Group

# Our Programme Impact

## 5. Intervening Early through HOPE Scheme MENTORING FOR LOW-INCOME FAMILIES






In 2018, we take pride in the fact that more of our unemployed mothers have been entering the workforce after much persuasion during mentoring and support groups. This is an indication to us that more mothers are becoming aware of the need to become more self-reliant to manage family expenses well and to plan for their children's future and their retirement. We are also encouraged by the fact that



Over 60% of our mothers

Sustained in employment  
for over 6 months

Hope this will increase to  
12 months and beyond in  
2019

	 Mentoring sessions conducted	 Clients employed	 Clients sustaining employment (>=6 months)	 Spouses employed	 Total no.of beneficiaries who participated in New Hope events/ activities/ support groups
2018	708	75.6%	62.8%	92.3%	over 600 beneficiaries
2017	681	62.7%	Data not available	86.3%	

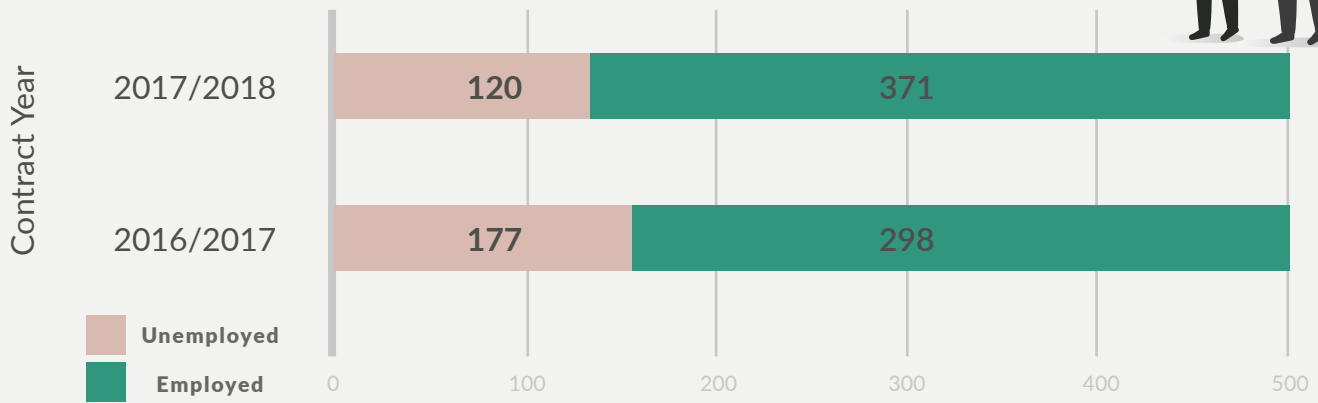
# Our Programme Impact

## 5. Intervening Early through HOPE Scheme MENTORING FOR LOW-INCOME FAMILIES



HOPE SCHEME

### Increase in client employment by 12.9% since 2017





## Our Programme Impact

### 6. Music Mentorship Programme NEW HOPE KIDS CLUB

As highlighted by Minister Tan Chuan Jin, Speaker for Parliament and ex -Minister for the Ministry of Social and Family in an interview with the Straits Times, “intergenerational poverty is happening” and is a reality for children and youth from low-income families who are at particular risk of “poorer outcomes as they grow up” (The Straits Times, July 17 2017). Our work with children and youth from low-income families has also reinforced our belief in early intervention programmes as we recognize that the former are often deprived of several opportunities due to the lack of financial and social resources. As a result, they risk being stuck in a cycle of poverty unless timely, early interventions are provided. In line with this belief, NHCS started a new initiative in early 2017 called the Music Mentorship Programme.

The Music Mentorship Programme (MMP) is a transformative programme aimed at empowering the children and youth who are at risk of intergenerational poverty as well as their ecosystems – such as their families and community – through music. In addition, the weekly program also engages children and youths through Group Work based on a Social Emotional Learning (SEL) curriculum and Mentorship.

Music is used as a character development tool to inspire hope, confidence and a positive self-esteem. This is achieved through learning how to play different types of musical instruments and opportunities to stage performances on both small and large-scale platforms.

The Social Emotional Learning curriculum equips individuals with the five interrelated sets of cognitive, affective and behavioural competencies – they are Self-awareness, Self-management, Social Awareness, Relationship Skills and Responsible Decision-making.

Last but not least, Mentorship brings together volunteers who share the same vision of the Music Mentorship Program – that each child can succeed. Besides befriending, volunteers come with very varied skills and experiences which they can impart and share with the children and youths. In essence, volunteers act as supportive and positive role models to their mentees.

In 2018, MMP saw improvements in new cases and in engagement of volunteer mentors. A small scale study with around 20 regular attendees also revealed improvements in social-emotional competencies such as self-awareness, social awareness, relationship skills, self-management and responsible decision-making all of which are crucial attributes for healthy development. We hope that in 2019, further improvements will be reported in social-emotional competencies so



# Our Programme Impact

## 6. Music Mentorship Programme

that we can continue to firmly place children on the path to a stable future and help break the cycle of intergenerational poverty.

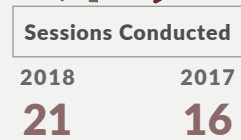
### Testimonies

“ I want to be a lawyer and make Singapore a better place and also make my family happy and to live a better life. ”

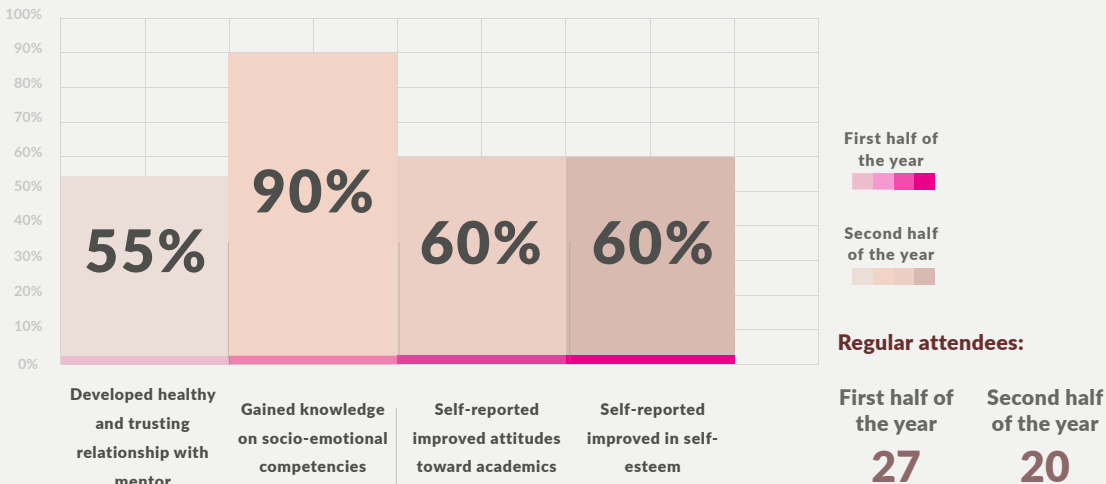
**Ali**  
Music Mentorship Programme Kid

“ Thank you, New Hope, for arranging the study group programme and dinner before every session. Beatrice scored 18/20 for her spelling - 5 Marks for improvement from the last few weeks. We like to send all the NHCS staff our heartfelt gratitude and support. ”

**Lisa, Beatrice's mother**  
Music Mentorship Programme Kid



### Milestones



## Our Programme Impact

# 7. Social Enterprise: Jumping Singapore

## A MOVEMENT WITH A SOCIAL CAUSE

*Jumping Singapore, New Hope's very own social enterprise, brings the Original Jumping Fitness (founded in Czech Republic) to Singapore. We were established in 2017 and have achieved considerable growth since then.*

Jumping Singapore conducts Jumping classes by certified jumping trainers, organises corporate and community events, as well as provides sale of trampolines to the public. All of the proceeds from these services go directly towards funding social programmes run by New Hope Community Services. Hence, our social enterprise provides us with alternative avenues to further our cause of empowering more lives and providing them with the hand up that they need to have a better life.

We aim to empower the community to achieve greater health through jumping which boasts great evidence-based benefits for the body such as aiding in weight loss, strengthening cells and muscles, increasing bone density, boosting immune system, enhancing lymphatic circulation and promoting mental health. As jumping is also suitable for all ages, it helps to bridge the gap between people of different generations and backgrounds; thus playing a role in building a cohesive Singapore.

**2018 Was An Eventful Year For Jumping Singapore.** We are grateful to all our clients, supporters, donors and volunteers for jumping with us, supporting our events and giving generously towards our cause of alleviating poverty & homelessness in Singapore.



WE CONDUCTED

**1594**

JUMPING FITNESS CLASSES

To provide more options and to cater to a variety of clients, we created many new classes. In 2018, over 1500 classes were conducted, in total at 3 locations in Chong Pang, Parkway Centre and City Hall.



WE SERVED

**3618**

NEW JUMPERS

We welcomed and served more than 3500 first time jumpers at our various studio locations. It was very gratifying to receive these newcomers and be part of their transformation journey henceforth.



WE TOOK PART IN  
**52**  
COMMUNITY EVENTS

Our heart is in the community and we love bringing our trampolines and jumping fitness to the people. We had the privilege to be involved in many community and corporate events last year, including several Car Free Sundays by ActiveSG, Healthy Workplace Ecosystem by Health Promotion Board (HPB), National Day JumpLah by Sports Singapore, Fitness Fest by AIA Group Limited (AIA) and our own fundraising event, Singapore Jump Fest. We also worked with Resident Committees (RCs), Neighbourhood Committees (NCs) and Community Club Management Committees (CCMCs) to bring jumping fitness to their residents.



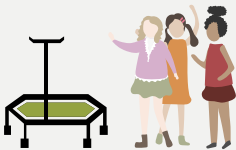
A jumping fitness workout is also an excellent cohesion activity for companies and organisations. We have been invited to host jumping fitness sessions for many corporate clients as part of their staff cohesion.



**3**  
FITNESS STUDIOS CAME ON  
BOARD AS PARTNERS

Jumping Singapore is blessed to have 3 new partners in 2018.

- Prestique Studio at Clark Quay in March 2018, founded by Ms Joraine Tan.
- Studio Lavie at Parkway Center in June 2018, founded by Betty Chua, Sharon Toh and Charlee Toh.
- Real Fit at Cineleisure Orchard, founded by Master Saumik Bera.



**4103**  
SCHOOL KIDS JUMPED  
WITH US!

Not only are adults joining us in the fun, kids are too! More than 4 thousand kids jumped with us in their schools during Children's Day and their respective Sports Carnivals.



WE GOT OUR FIRST  
ADVANCE JUMPING  
DIPLOMA GRADUATE!

Jumping Fitness instructor Ms Su Fangting achieved the Advanced Jumping Diploma in Seoul last July. This was a proud moment for Jumping Singapore as this is a highly acclaimed certification and she was the first Singaporean to be awarded.







DIPLOMA

52

NEW JUMPING FITNESS INSTRUCTORS WERE CERTIFIED!

Last year, we ran the Basic Jumping Diploma Course in January, June and September, and certified a total of 52 new jumping fitness instructors. These candidates were trained and tested by Master Trainers from Czech Republic and undergo a rigorous theoretical and practical curriculum.



WE RAISED

\$351,684

AT THE SINGAPORE JUMP FEST!

The Singapore Jump Fest is our annual fundraising event to garner donations for our Charity, New Hope Community Services. More than 600 participants, donors and sponsors came together last October and raised more than \$350K towards Project Elevation – to set up a Life Skills Training and Retreat Centre for low income and displaced families and individuals in Singapore. We are grateful for the support of all our instructors and our international guests, MT Nailton Heringer, Mr Ritchie Lee and Team Jumping Malaysia, Ms Hai Yoon of Jumping Korea and Ms Enely Sarapuu of Jumping Estonia. We also greatly appreciate our Guest of Honor, MP Mr Edwin Tong, Senior Minister of State for Law and Health and Special Guest, Mr Phillip Tan, Chairman of Community Chest for gracing the event.





# OUR

# Key Events

## Integrated Family Programme “Journey to Home”

From 8th September 2018 to 13th October 2018, NHCS launched a first ever 6-week integrated programme, “Journey to Home”, for our beneficiaries spanning all programmes - transitional shelter, HOPE scheme, and men-in-crisis. The programme aimed to build a sense of community and family within NHCS as well as to educate and motivate these families to pursue a more stable and resilient future. Psycho-educational support groups were employed as a means to impart valuable skills to help beneficiaries become more resilient and self-reliant. During the span of 6-weeks, participants attended various practical support groups cum workshops on financial budgeting, health and fitness, dressing up for success, knowing employment rights and strengthening marital communication. Whilst adults were attending the workshops, children were occupied with the MMP. Each session ended with a group dinner during which the families could bond with one another.



## Support Group

On 2nd February 2018, NHCS organised a support group for beneficiaries from all our programmes - transitional shelter, HOPE scheme, and Men-in-crisis. As the area discussed was health, we invited Dr Devi, an established eye doctor to share her knowledge on eye health. The purpose of the support group was to help empower clients to take better care of their health and to drive across the point that good health is essential for stable employment which in turn is key for a stable future. Group discussions were carried out to further discuss the importance of health and practical tips on how better to care for our eye and overall health were imparted by NHCS facilitators. Trampoline Jumping demonstrations were also held to promote exercise, while children were occupied with education games on nutrition.

## Kukoh Carnival Kukoh Community Day 2018

On 23rd June 2018, NHCS partnered with Bank of America Merrill Lynch once again to organise the Kukoh Carnival for not only our beneficiaries but also the whole community at Jalan Kukoh. Several other partners such as the Police Force, NTUC Learning Hub and Kreta Ayer FSC were invited to host booths at the carnival to educate the public on safety, social support, skills upgrading, etc. Our partnership with BAML and other community partners reaffirms our commitment to bring cheer and love to the underprivileged community through the creation of social capital.

The carnival was a day filled with fun games, delicious food, lucky draws, informative programmes and talented performances by our beneficiaries, staff and volunteers. Many of our beneficiaries and residents from Jalan Kukoh came down to join in the fun activities. We were also honoured to have Assoc Prof Muhammad Faishal Ibrahim as our Guest of Honor for the day.

## Jobs Discovery Fair

On 24th November 2018, NHCS partnered with e2i (employment and employability institute) to organise a Jobs Discovery Fair held at Jalan Kukoh. The job fair catered to our beneficiaries as well as the Jalan Kukoh community who were in need of employment. 12 employers offering over 300 job positions were invited to the fair where attendees can look for and interview for the jobs on the spot. Volunteers were also recruited and trained to become career advisors for the day, to help attendees navigate the job fair and find suitable jobs. In addition, workshops and talks were also held at the fair. The event was graced by our Guest of Honour Dr Lily Neo, MP for Jalan Besar GRC and supported by Jalan Kukoh RC, SBF Foundation and Skillsfuture.

## Singapore Jump Fest 2018 “Fundraising Event”

On 20th October 2018, NHCS's annual fundraising event Singapore Jump Fest was held at D'Marquee, Downtown East. The event aimed to raise funds for our upcoming project, Kampong Siglap Life Skills Training & Retreat Centre at 10 La Salle Street. The theme for the year was Project Elevation, which is about “uplifting the poor and empowering them to reach greater heights of success and freedom”. The program consisted of hourly charity runs for donors, 3-hour TrampoRun Challenge and a Jumping Big Party where Jumping instructors from all over the world came and performed for all the participants.

## Home for Christmas “New Hope CS Annual Christmas”

On 8th December 2018, NHCS organised our annual Christmas Party for all our beneficiaries to come together and gather in celebration at Chong Pang CC. There were performances, photo-booth, interactive games and attractive lucky draws accompanying a scrumptious buffet dinner. The event was graced by Mr K. Shanmugam, Minister for Home Affairs & Minister for Law, MP for Nee Soon GRC, and patron for New Hope Community Services. It was filled with great joy and festive spirit.

# OUR Growth

## Volunteer Engagement

It is no secret that a strong base of volunteers is essential for the success and sustainability of any charity organisation. Much of what non-profit organisations do centre around changing the lives of marginalized persons, and it truly does take many helping hands to bring about real impact in the lives of the people we serve, most of whom lack stable social support and networks. At NHCS, we believe in doing our part to build social capital and one of the ways we do this is through recruiting and training new volunteers to build a stable community to help us with our programmes. As at the end of 2018, we have a pool of **over 500** PMETs (Professionals, Managers, Executives and Technicians), students, ex-residents/beneficiaries, church groups, etc





## Staff Development

NHCS believes in investing in the future of our staff team by equipping them with the necessary skills and knowledge. In keeping with Lambardo & Eichinger's (1996) 70:20:10 model for learning and development, staff at NHCS receive at least 50 hours of learning and development every year comprising supervision, on-the-job experiences, coaching and mentoring; and training and education.

### External Training and Development Platforms

Our commitment to **(a)** learn and keep abreast with key research trends on the homelessness landscape **(b)** understand the needs of disadvantaged segments of the population (low income persons, socially isolated persons, ex-offenders, etc.) and **(c)** improve the effectiveness of our intervention skills with clients is exemplified by our constant efforts to engage established academics from various parts of the world with expertise in different areas.



Training on 5 August 2018, on the Homelessness Landscape by Professor Jill Manthorpe, Prof of Social Work at King's College London, Director of the NIHR Health & Social Care Workforce Research Unit



Training by Dr Lilian Koh, Clinical Psychologist, on 8-9 November 2018, on the Fundamentals of Forensic Science and of Drug and Substance Abuse



Training by Mr Lim Jun Liang James Assistant Director, Lutheran Community Care Services Ltd on 8 November 2018, on the Fundamentals of Restorative Practice

### Dialogue Platforms with Policy Makers and Key Stakeholders

We also actively dialogue with policy-makers and community partners to advocate for the marginalized segments of society and to constantly learn how to effectively meet the needs of our underprivileged beneficiaries. Such efforts are in line with our belief that the creation of social capital is the best strategy to resolve key social challenges/problems in a sustainable manner.



Dialogue with Ms Ang Bee Lian Director of Social Welfare Ministry of Social and Family Development on 27 April 2018



Visit to Transitional Shelter by Minister Desmond Lee, Minister for Social and Family Development and Second Minister for National Development on 4 June 2018



## Staff Retreats and Staff Welfare Activities

NHCS recognises that its intensive work with our beneficiaries must be evaluated constantly through a process of reflection and rejuvenation. Hence, our staff retreat is held twice a year to enable staff to internalise our vision, mission and shared goals of working together to enable our beneficiaries to overcome obstacles faced by them. Retreats also serve as a platform for bonding and fellowship amongst staff.



*Staff Retreat to Johor Bahru on 25-27 January 2018*



*Sponsored Staff Retreat to Bangka Belitung (Indonesia), on 13-16 July 2018*

In addition to retreats, we at New Hope never pass up on an opportunity to foster better bonds and friendships with one another. Our staff welfare committee takes great efforts to plan gatherings and celebrations on important festive occasions such as Hari Raya, Christmas, Lunar New Year, etc. to bring staff together over fun games/activities, good food and great camaraderie.



*Staff Hari Raya Celebration on 9 July 2018*



*Yishun Staff National Day Celebration on 8 August 2018*



*Staff Christmas Celebration on 24 December 2018*

# OUR *Future*

## Kampong Siglap Life Skills Training & Retreat Centre

Many low-income families are trapped in intergenerational poverty cycles, lacking the right mindsets and coping skills to break out. While a multitude of workshops and seminars are available from social service organizations throughout Singapore, there is a marked lack of motivation from these families to attend. Most of them are only interested in showing up to collect once-off financial assistance or incentives such as NTUC vouchers. At NHCS, we do not believe in such practices as they do not solve any of the deeper issues plaguing low-income families. Through years of observation, we have come to realise that the greatest participation and engagement is achieved through events such as retreats and camps as opposed to traditional workshop and seminar environments. The Kampong Siglap Life Skills Training & Retreat Centre was thus designed to combat the long-standing issue of low sustained engagement. By attracting families with the lure of a fun-filled retreat, we provide ourselves with a captive audience to impart the skills they very much need to enhance their social resilience.

### Project Progress



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## Destitute Persons Project

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Chapter 78 of our statutes governs the care and rehabilitation of destitute persons who could be any persons found begging in a public place in such a way as to cause or be likely to cause annoyance to persons frequenting the place or any idle persons found in a public place, whether or not they are begging, who have no visible means of subsistence or place of residence or are unable to give a satisfactory account of themselves.

At NHCS, we believe in respecting the dignity of all human beings and in ensuring that the poorest of the poor are not denied the opportunity to access resources and services that could lend them a hand up during their direst straits. We are fortunate to be in a society and country where our government and legislature is committed to taking care of its people and is willing to set aside resources for their care. However, we are aware that lack of knowledge and information may lead to individuals not being able to access the right services and resources that are in place to support them.

As such, we are pleased to be one of two agencies appointed by the MSF in 2019 to provide investigation and right-siting services for persons deemed to be destitute persons under Chapter 78. We look forward to this new project and are honoured to be able to serve our fellow Singaporeans experiencing poverty, displacement and social isolation.



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## Rough Sleepers Regional Network

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As an extension of our commitment to fellow Singaporeans experiencing displacement, poverty and social isolation, NHCS co-leads one of two Rough Sleepers Regional Networks (RNs) appointed by MSF in 2018. A collaborative effort between partners, the Kreta Ayer Regional Network is co-led by NHCS and Kreta Ayer Social Services Offices (SSO), with members from MSF Operations and Enforcement Division (OED), Kreta Ayer Family Services, Homeless Hearts of Singapore (HHOS), Kreta Ayer Constituency Office, Kreta Ayer and Tanjong Pagar Grassroots Leaders.

The RNs are guided by principles to ensure client-centric care for every rough sleeper, to help them work towards self-reliance. Collectively, we look forward to building a strong network of support system and strengthening sustainable intervention services for every rough sleeper encountered.

In essence, the RNs seek to work with the larger community to support rough sleepers; through outreach, timely interventions and resources such as a list of S3Ps (safe sound sleeping place).

# HOW CAN *You Help?*



## *Volunteer*

We are always open to more volunteers to help make a difference in our clients' lives. If you are passionate towards our cause and have the time, feel free to contact us for volunteering opportunities.

**Volunteerism:**

[natalie@newhopecs.org.sg](mailto:natalie@newhopecs.org.sg)



## *Donation*

Our programmes and services require constant stream of resources to operate, hence every donation goes a long way. We appreciate all our donors who contribute to keep our work going. Whether in cash or in-kind, we welcome any contributions you wish to make.

**Donation:**

[fm@newhopecs.org.sg](mailto:fm@newhopecs.org.sg)



## *Fundraising*

Have a fresh fundraising idea? Perhaps you would like to put your ideas and marketing skills to good use. Whether as an individual or organisation, New Hope welcomes any fundraising efforts on our behalf. Feel free to share your ideas with us!

**Fundraising:**

[fm@newhopecs.org.sg](mailto:fm@newhopecs.org.sg)



## *Job Placement*

If you are an employer who has employment opportunities for our clients, feel free to contact us! Your help goes a long way in helping our clients get back on their feet and achieve financial independence.

**Employment Services:**

[gerard@newhopecs.org.sg](mailto:gerard@newhopecs.org.sg)



## *Support Jumping<sup>®</sup> Singapore*

Why not join our Jumping®Fitness classes? Suitable for all ages and levels, you can jump your way to health while helping the homeless and needy community at the same time! Proceeds go towards funding our programmes and services. Head over to our website [jumpingsingapore.com](http://jumpingsingapore.com) to book a class today!

**Social Enterprise:**

[rosalind@newhopecs.org.sg](mailto:rosalind@newhopecs.org.sg)



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# Contact

## NHCS

### Main Office

New Hope Community Services

Blk 148 Yishun Street 11

Singapore 760148, #01-123

Tel: +65 6305 9620

Fax: +65 6755 3684



: @NewHopeCommunityServices



: @nhcs.sg

[www.newhopecs.org.sg](http://www.newhopecs.org.sg)

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