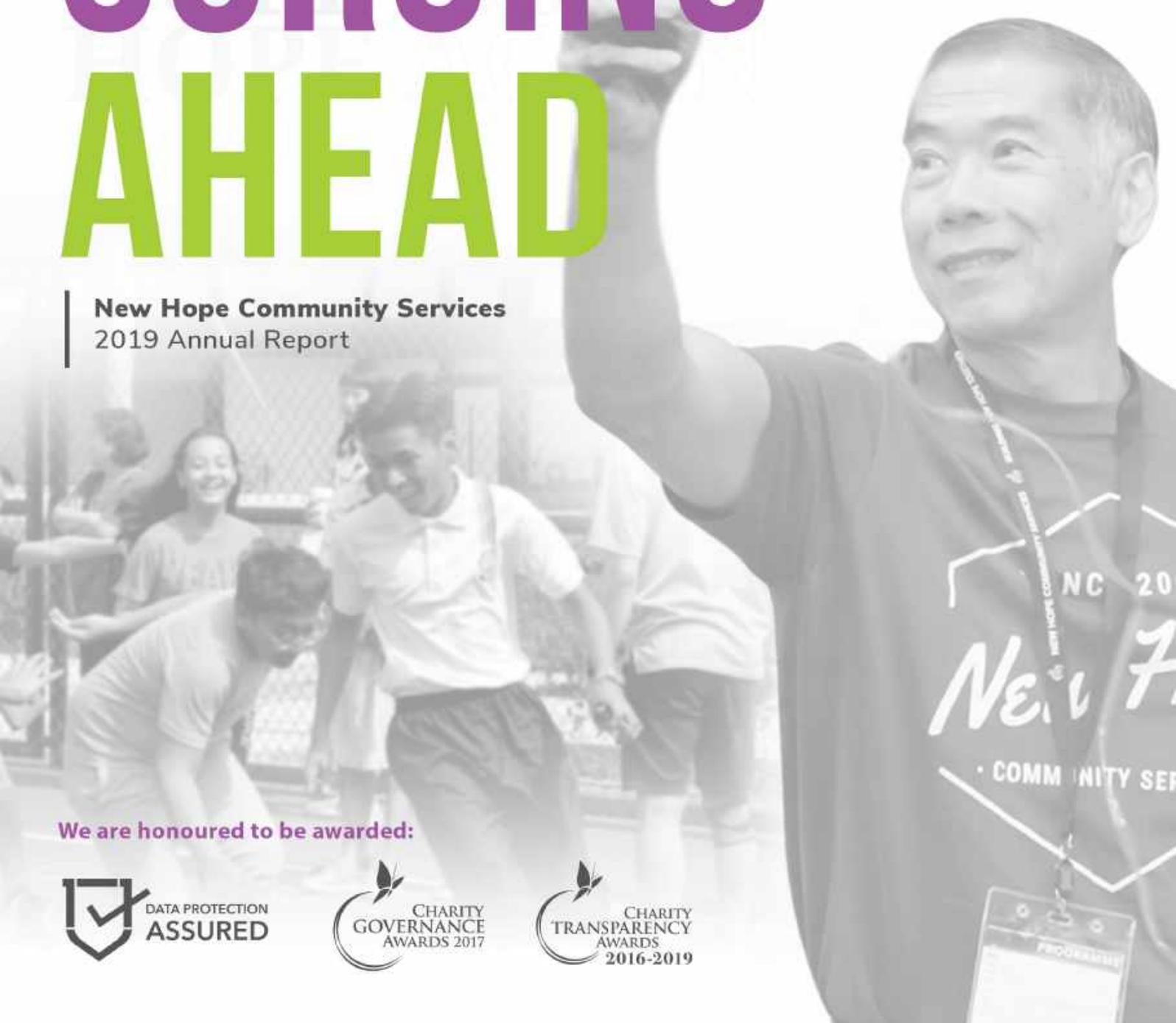




SURGING AHEAD

New Hope Community Services
2019 Annual Report



We are honoured to be awarded:



CORPORATE INFORMATION

The New Hope Community Services is a Voluntary Welfare Organization (VWO), registered as a society under the Societies Act (Chapter 311) on 16th January 2004 (ROS Registration no 0333/2004. UEN: T04SS0026C) and the Commissioner of Charities on 13th Oct 2004 (Registration no 01825). The following year, the society was accepted as a member of NCSS on 1st November 2005. Since 2005, NHCS has been granted Institute of Public Character (IPC) status (IPC No: IPC000037) IPC Period 01/11/2018 to 31/10/2022

UEN No

- T04SS0026C

Date of Registration as a Society

- 16 January 2004
- Registration No. 0333/2004

Date of Registration as a Charity

- 13 October 2004
- Registration No. 01825

Registered Address

- New Hope Community Services
- Blk 148 Yishun Street 11, #01-123
- Singapore 760148

Banker

- DBS Bank

Auditor

- Assurance Partners LLP

TABLE OF CONTENTS

Surging Ahead	03
Patron's Message	04
President's Message	06
CEO's Message	08
About New Hope	10-22
2019 Timeline	23-26
Our Impact	27-46
Our Growth	47-57
How You Can Help	58

SURGING AHEAD



In 2019, New Hope Community Services (NHCS) was privileged to witness and be involved in several new developments in Singapore's social service landscape. One of our proudest achievements is being able to spearhead the hosting and facilitation of Singapore's first ever **Homelessness Learning Forum**. We were amazed to see the impact it made, in the form of collaborative effort and dynamic energy towards serving displaced individuals and families.

As the social service sector continues to evolve and ramp efforts to address the complex nature of social needs, New Hope strove to keep ahead of the curve in anticipation of greater demand as well as of the greater support required by our beneficiaries themselves. We were excited to shift our beneficiaries from the Men-in-Crisis Programmes to a new shelter venue, which will allow us to serve more displaced individuals with an offending history. The renovation work at the KampUng Siglap Life Skills Training and Retreat Centre was also brought to near-completion, bringing us closer to our goals of enabling upskilling, forging community connections and providing equal opportunities to all.

Through new initiatives in our existing programmes and partnership with various organizations, New Hope strove to overcome challenges and surge ahead towards a better future with our beneficiaries.

PATRON'S

Message

Since its establishment in 2004, New Hope Community Services (NHCS) has played a crucial role in providing shelter and support to those in need. Till date, it has touched the lives of more than 1,000 displaced individuals.

In 2019, NHCS has continued this tradition of service, and achieved many new milestones.

For the fourth year in a row, NHCS was awarded the Charity Transparency Award. This is testament to the quality of leadership and governance in NHCS.

NHCS launched the inaugural Homelessness Learning Forum, to bring together different stakeholders to tackle the problem of homelessness in Singapore. The forum was well attended, with over 450 participants joining to discuss new solutions.

To better help its clients, NHCS also implemented several new initiatives in 2019. These include frequent townhall meetings, settling-in sessions, and the use of support groups to improve the operations and services of its shelters.

At the same time, NHCS continued its good work on the Kampung Siglap Lifeskills and Retreat Centre, a project which aims to empower clients to break out of the poverty cycle.

NHCS has also worked closely with various Government agencies along the way. In 2019, it partnered with the Ministry of Social and Family Development (MSF) to embark on a social investigations project, to better help the destitute. NHCS was also appointed by the Ministry for Culture, Community and Youth (MCCY) as the main social service partner to work with the Kreta Ayer-Kim Seng Citizens' Consultative Committee on the SG Cares Volunteer Centre in the Kreta-Ayer Area.

As NHCS started serving and helping more clients, it secured a new building at 3 Spooner Road. Named Transit Point@Spooner Road, the facility will allow NHCS to provide shelter and case management services to ex-offenders who require help on their journey of rehabilitation.

It has been a busy but fruitful year for NHCS. I thank the board, management, staff and volunteers of NHCS for constantly seeking out new initiatives and opportunities to better serve NHCS' beneficiaries, and to respond to key needs on the ground.

I have every confidence that 2020 will see you surging ahead, and finding more creative ways to serve your beneficiaries.

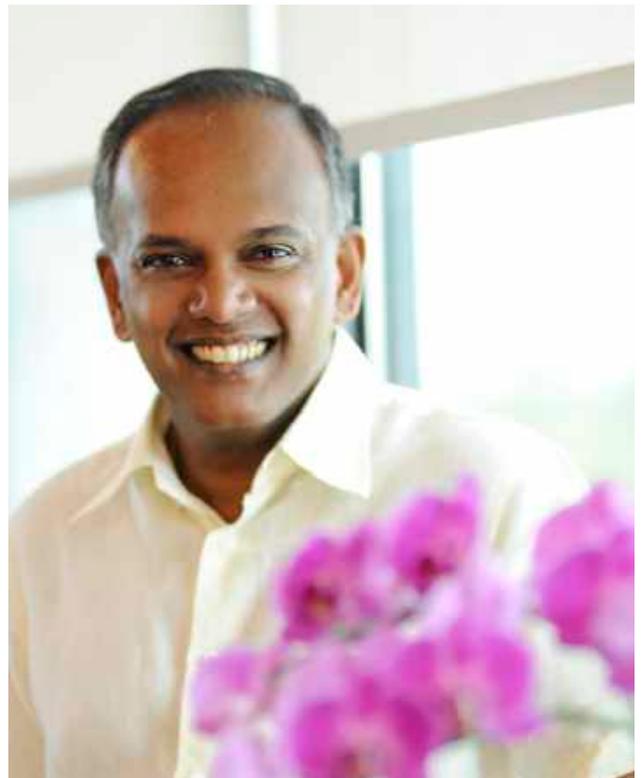
Wishing you the very best in your mission, and may you continue to provide a new hope to those in need.

Mr K. Shanmugam

Minister for Home Affairs,

Minister for Law,

Member of Parliament for Nee Soon GRC



In loving memory of



Our late President of New Hope Community Services

Ps. Steven Thanigasalam s/o Kannan

We celebrate his life and honor his legacy.



PRESIDENT'S

Message

We begin 2019 full of hope with a year which witnessed NHCS realising her 5-years vision and strategic plan, and bearing many fruits in each of the strategic thrusts as set forth in our aspirations.

We witnessed the fruition of 2 new purpose-built shelters - Transit Point @Spooner and Transit Point @Margaret Drive, which not only provide a life-changing experience to our clients, but also addressing our homeless collective and community needs together with our Governmental, Social Services and Corporate partners. To that, we wish to express our greatest gratitude for their enduring partnership, like-minded engagements and ardent support to uplift lives and transform homes.

We continue to work with our diverse communities and focal partners including the S3P PEERS network, various churches, business corporations, and foundations to help NHCS launch a number of new initiatives as highlighted throughout our annual report. To these, we owe our success to all who have come on board this meaningful journey of serving the homeless community. Not forgetting the contributions from our faithful volunteers, coming from all walks of life and different age groups, who have also worked relentlessly on the "KampUng Siglap" Project, as well as our past residents who returned to give back and serve as volunteers in all our various projects – a big "thank you" to all of you.

This is also a year of renewal where the Board evolves to take on greater responsibilities ahead in view of the various transformations and strategic aspirations for NHCS. We would like to extend our sincere appreciation to all outgoing board members including Hilda Tan, Derek Pak, Edna Leong, and Lilian Tay for their years of service which they have selflessly rendered. And to our new board members, namely William Chan, Kevin Lee, Ethan Pang, and Michael Lee, a very warm welcome to our New Hope family, and we look forward to be faithful stewards on this enduring journey together for our clients. Our sincere thanks and greatest appreciation to our longest-serving late President - Pastor K Steven; we would like to remember you for your unwavering faith and humble stewardship in steering New Hope to greater heights under your prayerful and serving leadership.

Finally, to the management and staff of NHCS, thank you so much for your marvelous teamwork in living out this faith and staying on course to touch and transform lives with our clients. Whether it is taking on new tasks and challenges when called upon, helping one another in times of need, or encouraging one another to go beyond our call of duty, all of you never fail to humble us in your relentless focus in serving our clients and your compassionate joy in seeking innovative ways to bring about successful outcomes for our clients. Well done all and keep this faith!

Lim Bak Chim

President of New Hope Community Services



CEO'S

Message

2019 has been a positive year in that it has seen New Hope surge ahead in finding and creating new opportunities, platforms and projects to serve our clients experiencing homelessness and our low-income families who are part of the Home Ownership Plus Education Scheme. On the other hand, 2019 has also brought with it tears of farewell as we find ourselves bidding goodbye to our Board President and loyal friend Pastor Steven Thanigasalam S/O Kannan who returned to the Lord on 8 January 2020. We thank him sincerely for his tireless service and wisdom over the years and express our deepest condolences to his loved ones.

This year, we proudly hosted the inaugural homelessness forum at the RELC International Hotel to advocate for the needs of homeless persons in Singapore and to bring together over 480 stakeholders from the people, private and public sectors to pave the way for the building of social capital in addressing the issue of homelessness. Graced by influential people such as Mr Desmond Lee, Minister for Social and Family Development (MSF) and 2nd Minister for National Development, Mr K Shanmugam, Minister for Home Affairs and Minister for Law, NMP Anthea Ong, Professor Jill Manthorpe of King's College London, Ms Long Chey May, President of the Singapore Association of Social Workers and many others, the event has taught us that homelessness is a complex issue requiring multi-sectorial partnerships and interventions. We hope to be able to be the pioneer in providing homeless persons a voice through more of such meaningful platforms in the future.

Our efforts to secure new projects such as the Social Investigation(SI) Services under the MSF serving the destitute persons in Singapore and the SG Cares Volunteer Centre, Development Programme in the Kreta-Ayer-Kim Seng Constituent, under the Ministry for Culture, Community and Youth; and the securing of two new buildings, namely the old foreign worker dormitory at 51 Margaret Drive (now renamed Transit Point @ Margaret Drive) and the old school building at 3 Spooner Road (now renamed Transit Point @ Spooner) have also signaled our intent to proactively respond to key needs and gaps in the social service sector.

Through the provision of SI services moving forward, we aim to meet a key need in serving the most vulnerable segment of rough sleepers in Singapore. Through the SG Cares Volunteer Centre, we hope to do our part in creating social capital and maximising programme/service impact by providing volunteer management services to serve key needs of social service agencies and the communities. Through the securing of spaces such as TP@MD and TP@Spooner, we hope to be able to expand our services to serve the increasing demand for shelter support for homeless persons and rough sleepers.

Whilst we recognise the importance of securing new projects and spaces to remain relevant and responsive to the needs of the sector and our clients, we also have not forgotten the need to continually improve our existing programmes and services to serve our current beneficiaries better. New Initiatives such as Town Halls, Learning Journeys, Job Matching Sessions, etc. have been implemented to this effect and have received much positive response from beneficiaries from the various shelters and the Home Ownership Plus Education Programme.

Finally, recognising the importance of the sustainability of our programmes and services, we have continued to leverage our social enterprise, Jumping Singapore, to create awareness of fitness through trampoline jumping and ensure a steady stream of revenue to support our organisation's initiatives. In 2019, in conjunction with the Healthy Workplace Ecosystem initiative, we have conducted more than 140 mass jumping fitness workouts at over 40 downtown workplace locations for the workforce to encourage healthy lifestyles. 30 new jumping fitness instructors have also been trained and certified and 12 instructors have been awarded the advanced jumping diploma. We also organised the annual Singapore Jumpfest 2019 themed Mission Rebound on 12 October 2019, an event supported by more than 600 fundraisers, donors, sponsors, clients and friends of Jumping Singapore, to raise funds to set up the KampUng Siglap Life Skills Training & Retreat Centre.

On the whole, 2019 has been an eventful year for us. Our efforts to bring hope to homeless persons and low-income families have achieved much fruition and satisfaction. We are deeply proud to be awarded the Charity Transparency Award for the fourth year running and we went on to become the first Social Service Agency in Singapore to attain the Data Protection Trustmark.

We thank God for the many blessings that have been bestowed on us and look forward to the many opportunities to serve the vulnerable population of Singapore.

Ps. Andrew Khoo

Chief Executive Officer and Founder of New Hope Community Services



VISION

Building New Hope Together

MISSION

Restoring **HOPE** To Displaced Individuals and Families

Heart to serve our clients regardless of race or religion

H

Opportunity through referrals & job placements

O



P

Programmes in counselling, life skill training, sports & music

E

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

CORE VALUES

Respect

Compassion



RICE

Integrity

Excellence

STRATEGIC THRUST

Strategic Thrust 01

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 02

Corporate Governance

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

Strategic Thrust 03

Capacity and Capability Building

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

Strategic Thrust 04

Continuous Improvement

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

GOVERNANCE

POLICY

Introduction:

Good corporate governance should be weaved, as a premise, through every aspect of NHCS, our people, culture, and our public face. Integrity is what defines NHCS and determine how we work. Therefore, in NHCS good corporate governance extends far beyond the yearly 'Code of Governance' submission and it's not 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.

The Constitution of NHCS is available at ros.mha.gov.sg.

1. Board Governance

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

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

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

1a. Board Members Election Process

In accordance to 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 years term in accordance to 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.

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. Board members are recruited via suitable and qualified recommendations from our community partners, key stakeholders and corporate volunteers. In addition, we also consider potential candidates from Centre for Non-profit Leadership Board Match programme.

1b. Board Evaluation, renewal and succession

The Board undertakes an annual evaluation of the board succession and renewal process.

In considering board renewal and succession process, the Board consciously consider the diversity, expertise, integrity and experiences of the board members. New board members are recruited via suitable and qualified recommendations from our community partners, key stakeholders and corporate volunteers. In addition, we also consider potential candidates from Centre for Non-profit Leadership Board Match programme.

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 years term. Before re-appointment and re-appointment to the Board, every board members will be evaluated by the 'Appointment and Nomination committee' and getting the input of the senior management as NHCS Board-Management relationship is a partnership.

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 its changing environment and needs. On an annual basis, the Board set aside time to review and update the strategic plan "Vision 2020" so as to stay relevant to any changing environment and needs. These are documented and communicated to the members of the Society as well as members of the public through various platforms including the annual report and corporate website.

3. Conflicts Of Interest

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

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

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

4. Programme Management

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

5. Reserves Policy

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

6. 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.

7. Disclosure and Transparency

No Board members receive any remuneration.

No staff is involved in setting his or her own remuneration.

Remuneration of Top 3 Executives Salary Band FY2019:

Headcount

\$50,000 to \$100,000 - 1

\$100,001 to \$150,000 - 0

\$150,001 to \$200,000 - 2

8. Public Relations & Corporate Communications

The Board 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. Managing Risks

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

10. Code Of Conduct & Ethics

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

11. Whistle Blowing Policy

The Board has set in place a whistle-blowing policy and disclose in the annual report.

<https://www.newhopecs.org.sg/board-whistleblower-policy>

12. Loans

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

13. Sponsorship to Other Charities

The society does not provide any sponsorship to any charities.



PERSONAL DATA PROTECTION **POLICY**

When PDPA came into effect in 2014, we put in place the basics of personal data protection. We appointed a Data Protection Officer (DPO) and published our DPO's contact details and PDPA notice on NHCS's web site. In 2018, when funding for DPO training was available under Citrep+ (Critical Infocomm Technology Resource Programme Plus), the management decided to apply for the grant and embark on a more comprehensive and holistic personal data protection effort.

Embarking on the comprehensive PDPA journey

We then formed a committee comprising representatives from different departments to attend the 3-days hands on DPO training. Together with the training consultants, the committee members mapped out the organisation's data inventory and identified processes that presented a risk to personal data protection. Next, we looked into policy development for the respective departments and for the organisation as a whole and put in measures to translate these policies into practice. We did not stop at just developing policies. PDPA signages were put up around the office premises to create awareness. We had to prepare the people and constantly remind them about good personal data protection practices. Henceforth, new staff are oriented with our PDPA policies and best practices on the day they come onboard.

We also came up with a list of "dos and don'ts" to help staff make the connection between personal data protection and their everyday tasks. For example, one of the "don'ts" on the list was that staff should not leave their printouts unattended at the printer. We should minimise exposing the personal data on the printouts to other people who may not be authorised to view the information. It is a good practice to use the 'secure print' function whenever possible.

Some of the "dos" included logging out of the computer and putting documents away when leaving the desk and making sure that application forms were not left lying around in case the personal data they contain were inadvertently exposed to people who should not have access to the information.

Simple solutions were also implemented to help the staff protect personal data. For example, "Confidential" stickers were provided so that staff could stick them onto documents with personal data. The stickers provided a visual indication and reminder that a document contained personal data, so that the staff would take more care to ensure that the said document was adequately protected, for example, by being kept in a locked cabinet or drawer when not in use.

The DPTM journey

With our personal data protection policies and practices put in place, NHCS decided to go for DPTM certification because we saw the trustmark as a good test of our efforts in PDPA compliance. The certification process was tough and completely rigorous but it helped us to further strengthen our policies.

For example, the DPTM self-assessment checklist introduced a requirement on data protection impact assessment. This underscored the importance of carrying out a personal data risk assessment based on the functions and needs of the organisation and implementing the appropriate measures to address these risks.

Using a data protection impact assessment template from the external consultant, we listed down the personal data that it collected, where it was stored, the risk level of the data, what would happen if it were to be exposed, and what action would the organisation take if this were to happen.

We are glad to have been awarded the DPTM in February 2019.



Personal Data Protection Policy

An ongoing effort

Attaining the certification was an important milestone for NHCS. As we continue to provide more services to meet the gaps in the community, we have to also garner trust and confidence from our stakeholders.

PDPA compliance is an on-going journey of training, audit, reviews and updates. For example, in 2018, we put 10 PDPA committee members through DPO training and in 2019, they attended a course on cyber security. PDPA compliance is also an integral part of the Organisation Development Transformation journey that NHCS is embarking on in 2020.

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 these homeless Singaporeans 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 infuse them with real hope to see their lives changed.

SINCE 2003

While the core service of NHCS is providing Transitional Shelter (TS) and Men-in-Crisis (MIC) Shelter 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 2019, 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.

BOARD MEMBERS

LIM BAK CHIM

PRESIDENT

Head of Commercial
Sealand Maersk



CHUA SUI TONG

VICE PRESIDENT

Managing Director,
Rev Law LLC



KEVIN LEE

SECRETARY

Director,
I-connex



ETHAN PANG

ASSISTANT TREASURER

Head,
Office of Student Wellbeing
Nanyang Technological
University



WILLIAM CHAN

TREASURER

Director,
Horizon Educational Supplies



BARRY SIM

MEMBER

Managing Director,
ETLA Limited



MICHAEL LEE

MEMBER

Chairman & CEO,
Genesis Beverages (Int'l) Pte Ltd



PAULINE TAN

MEMBER

SVP,
Columbia China & CEO,
Shanghai KaiYuan Orthopaedic Hospital

BOARD ATTENDANCE

NAME	OFFICE BEARER APPOINTMENTS IN 2019	JOIN	LEFT	ATTENDANCE FROM 1 JAN TO 31 DEC 2019
Late Pastor Steven	President (since 4-Jan 2016)	4-Jan-2014	8-Jan-2020 <i>[Late Pastor Steven passed on]</i>	3 out of 5
Chua Sui Tong	Vice-President (since 8-May 2018)	25-May-2017	-	5 out of 5
Hilda Tan	Outgoing Treasurer (from 25-May-2017 to 2-May-2019)	19-Jun-2012	2-May-2019	1 out of 2
Pauline Tan	Outgoing Secretary (from 25-May-2017 to 2-May-2019)	11-Feb-2017	-	1 out of 2
Edna Leong	Outgoing Assistant Treasurer (from 25-May-2017 to 2-May-2019) Incoming Treasurer (wef 2-May-2019)	11-Feb-2017	-	5 out of 5
Derek Pak	Member	19-Jun-2012	2-May-2019	0 out of 2
Barry Sim	Member	8-May-2018	-	5 out of 5
Lilian Tay	Member	8-May-2018	-	5 out of 5
Lim Bak Chim	Incoming Secretary (Wef 2-May-2019)	2-May-2019	-	3 out of 3
William Chan	Incoming Assistant Treasurer (Wef 2-May-2019)	2-May-2019	-	3 out of 3
Kevin Lee	Member	2-May-2019	-	2 out of 3
Michael Lee	Member	2-May-2019	-	3 out of 3
Ethan Pang	Member	2-May-2019	-	2 out of 3

BOARD

SUB-COMMITTEES

*** **BM** : Board Member

SCM: Sub Committee Member

Audit & Risks

Chairman:

Lilian Tay (BM)

Members:

Kevin Lee (BM)

Gordon Tan (SCM)

The Audit and Risks Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") in fulfilling its responsibility to provide oversight of management regarding:

- The Organization's system of internal controls and risk management;
- The integrity of the Organization's financial statements;
- The Organization's compliance with legal and regulatory requirements and ethical standards;
- The engagement, independence and performance of the Organization's independent auditors; and
- Identify, assess, record, review and provide strategy on actual and potential risk and the impact on NHCS.

Human Resource & Remuneration

Chairman:

Barry Sim (BM)

Members:

Pauline Tan (BM)

Kevin Lee (BM)

Chua Sui Tong (BM)

The Human Resources and Remuneration Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") in overseeing the Organization's management remuneration policies and practices, including

- Making recommendations to the independent directors with respect to the remuneration of the Organization's Chief Executive Officer ("CEO");
- Reviewing management incentive remuneration policies and programs
- Reviewing bonus compensation policies for employees;
- Reviewing 'Career Development and Advancement' plan so as to attract and retain talents; and
- Reviewing NHCS remuneration plans to align to NCSS annual salaries guidelines.

Programmes & Services

Chairman:

Lim Bak Chim (BM)

Members:

Ethan Pang (BM)

Weelai Suwanarat (SCM)

Jix Sze Kay Hwa (SCM)

The Programmes and Services Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") to develop programmes and services and monitor performance against the Organization's mission and strategic plan.

- Assess annually the Organization's success in any program-related goals, as articulated in the Organization's mission and strategic plan adopted by the Board;
- Review and approve the vision and mission of the organization and recommend to the Board amendments as the Committee deems appropriate;
- Ensure that all the programmes outcomes stipulated by funders are achieved; Develop an evaluation system that measures the effectiveness of its programmes and that the outcomes are in line with its mission and objectives;
- Develop and review new programmes and services and recommend to the Board.
- Ensure strategic organization planning.

Fund Raising

Chairman:

Steven Thanigasalam (BM)

Members:

Chua Sui Tong (BM)

Edna Leong (BM)

Nazarisham (SCM)

The Fund Raising Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") to raise fund to support the operating expenses, new programmes and expansion; and develop and implement fund raising plans so as to enable the organization achieve the Reserve policy target established by the Board.

- Ensure the reserve policy target established by the board are achieved so as to ensure that the organization programmes and services are not adversely affected; and
- Raise funds; and
- Encourage Board members to make contact with prospective donors and make personally meaningful contributions of their own.

Appointment & Nomination

Chairman:

Steven Thanigasalam (BM)

Members:

Chua Sui Tong (BM)

William Chan (BM)

The Appointment & Nomination Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("Organization") in:

- Developing and overseeing implementation of policies and procedures regarding Board size, leadership and composition, recommendations of candidates for nomination to the Board, Board guidelines and conflicts of interest;
- Determining qualifications and characteristics needed by directors;
- Identifying, screening and reviewing individuals who are qualified to serve as directors;
- Recommending to the Board candidates for nomination and appointment to the Board, and its committees;
- Assisting in orientation programs for newly appointed directors;
- Evaluating the effectiveness of directors; and
- To evaluate Board members who are required to submit themselves for re-nomination and re-appointment at the end of their 2 years term and make recommendation to the Board.

Finance

Chairman:

Edna Leong (BM)

Members:

William Chan (BM)

Lim Bak Chim (BM)

The Finance Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") in fulfilling its oversight responsibilities relating to fiscal management by:

- Overseeing the management of organization-wide financial assets;
- Reviewing investment policies and strategies; and
- Ensuring the maintenance of a sustainable donation and income structure.

Social Enterprise

Chairman:

Michael Lee (BM)

Members:

Ps Andrew Khoo (CEO)

Nazarisham (SCM)

The Social Enterprise Committee shall assist the Board of Management (the "Board") of New Hope Community Services ("NHCS") to:

- Raise fund to support the operating expenses, new programmes and expansion;
- Develop and implement fund raising plans so as to enable the organization achieve the Reserve policy target established by the Board.
- Review, strategise and monitor the operation of the social enterprise



DATA PROTECTION Trustmark FEB 2019

New Hope Community Services was certified with the Data Protection Trustmark (DPTM) by the IMDA on 28 February 2020, being the first ever Social Service Agency to be awarded the DPTM.



GOLF CHARITY Swing High, Lift Lives 22 APR 2019

The Golf Charity Event themed “Swing High and Lift Lives” was jointly organized by New Hope Community Services and Bethesda Frankel Estate Church. The event was held on the 22 April 2019 at Orchid Country Club.

More than 30 participants, donors, sponsors and volunteers from JP Morgan, came together and raised \$366,000 towards the set-up of KampUng Siglap Life Skills Training and Retreat Centre. We also greatly appreciate our Guest of Honor, Mr Lim Biow Chuan, MP for Mountbatten SMC for gracing the event.

Total money raised: \$366,000



HOMELESSNESS Learning Forum 25 APR 2019

New Hope Community Services planned and hosted the inaugural Singapore Homelessness Learning Forum at the RELC International Hotel Auditorium. The event was graced by many influential people in the social sector including Mr Desmond Lee, Minister for Social and Family Development and 2nd Minister for National Development and Mr K. Shanmugam, Minister for Home Affairs.

The International and keynote speaker was Professor Jill Manthorpe from the King’s College in UK with the topic of “Working Together to Address Multiple Exclusion Homelessness”. The morning segment also saw Associate Professor of NUS, Irene Ng sharing on the topic of “Empowerment through Employment for Homeless Families and Individuals” and President of Singapore Association of Social Workers, Long Chey May speaking on the topic of “The Role of Social Workers in Preventing Homelessness”. The afternoon session was the plenary discussions on two topics relating to homeless and poverty which the panellists had an insightful discussion. The Call to Action segment also saw heart-warming stories of NHCS clients being shared and Raffles Girls School sharing of their contribution to a Homelessness campaign. We are humbled and honoured to make this inaugural event a successful one.



KUKOH COMMUNITY DAY Bank of America Merrill Lynch 22 JUN 2019

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. 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 Dr. Lily Neo as our Guest of Honor for the day.



IMPLEMENTED iShineCloud 23 SEPT 2019

New Hope Community Services with the recommendation from National Council of Social Service (NCSS) implemented and embarked on the iShineCloud Solution in early 2019 and went live on 23 Sep 2019. iShine Cloud is an integrated suite of backoffice solutions and enterprise grade shared storage service (with backup and disaster recovery) to provide a cost effective, efficient and one-stop approach to address New Hope Community Services’ IT challenges, while providing the much needed cyber and data security capabilities. iShine Cloud leverage on the IT infrastructure as well as resources from Singapore Pools and improve the productivity, governance and efficiency of the back-end operations of New Hope Community Services, thus enabling our team to focus on serving our beneficiaries better.

NHCS HIGHLIGHTS FOR 2019



TRANSIT POINT @ SPOONER ROAD Opening Ceremony 2 OCT 2019

On 2nd October 2019, New Hope Community Services marked another key milestone where the previously known Shelter for Men-in-Crisis moved into their new home at Spooner Road. Not only did the shelter move into a brand-new facility, it was also rebranded as Transit Point @ Spooner. The opening ceremony was officiated by Senior Parliamentary Secretary for Health and Home Affairs, Amrin Amin and senior officials from the Singapore Prison Services, Singapore Corporation of Rehabilitative Enterprises (SCORE), Ministry of Social and Family Development, NCSS and other SSAs' senior management. The guests were given open tour of the new shelter and mingle.



HRNet Family Day HRnetOne 5 OCT 2019

HR Net Group put together a fun-filled Community Day event on 5th October for NHCS's beneficiaries. It included fun games, prizes, a sumptuous spread of food and drinks, distribution of ration packs filled with daily necessities and a mini job fair to provide career opportunities.



MISSION REBOUND Singapore Jump Fest 2019 12 OCT 2019

The Singapore Jump Fest is an annual fundraising event co-organized by New Hope Community Services and Jumping Singapore for the cause of eradicating homelessness in Singapore. The theme for Singapore Jump Fest 2019 was Mission Rebound, which aimed to raise funds to set up the KampUng Siglap Life Skills Training & Retreat Centre, a milestone in our outreach to the poor and homeless. Held on 12 October 2019, it was a well-attended mega fitness event, supported by more than 600 fundraisers, donors, sponsors, and the clients and friends of Jumping Singapore. We also had a Jumping Fitness Championship with six elite contesting teams vying for the top 3 positions. The purpose of the competition was to encourage innovation, excellence, and to create moments of individual and collective accomplishment.

**Total money raised:
\$139,000**



MSF Community Cares Award 1 NOV 2019

Our CEO, Pastor Andrew represented New Hope Community Services to receive the Community Care Award on 1 Nov 2019 in recognition of NHCS's contribution to nurture resilient individuals, build strong families and an inclusive and our passion toward social causes.

The MSF Community Cares Awards was launched in 2019 by MSF to recognise and appreciate organisation who passionately drive social change, strive to do good for society, and in so doing, inspire those around them.



Annual Christmas Party Winter Wonderland 30 NOV 2019

On 30 Nov 2019, 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 sumptuous buffer dinner. The event was graced by Mr K.Shanmugam, Minister for Home Affairs & Minister for Law, MP for Nee Soon GRC, and patron of New Hope Community Services. It was filled with great joy and festive spirit.



Charity Council Charity Transparency Awards (CTA) 3 DEC 2019

Our CEO and Founder, Ps Andrew Khoo received Charity Transparency Awards (CTA) on 3 Dec 2019 from Commissioner of Charity, Dr Ang Hak Seng. Since its inauguration in 2016, NHCS has been a recipient of the CTA and we are delighted to be receiving the award again in 2019. We were also a recipient of the Charity Governance Awards (CGA) in 2017 for adopted the highest standards of governance.



TRANSIT POINT @ SPOONER

With our Men-In-Crisis shelter for ex-offenders operating at full capacity for months and in anticipation of higher demand, NHCS took over a vacated Singapore Land Authority (SLA) building at Spooner Road and renovated it to house more homeless ex-offenders. With renovation work completed at the end of August, it was time to move.



On 2nd October 2019, New Hope Community Services marked another key milestone where the previously known Shelter for Men-in-Crisis moved into their new home at Spooner Road. Not only did the shelter move into a brand-new facility, it was also rebranded as Transit Point @ Spooner. For years, many ex-offenders had walked through the gates of the shelter to transit into a new phase in their lives. The rebranding of the name of the shelter captures the essence of the transformation that these men go through.

The previous location of the shelter was a rented bungalow in Punggol and could only cater for up to 25 residents. The larger building in Spooner Road however, has a range of new facilities and rooms up to 60 residents. The shelter is also in a very strategic and central location which makes it much more accessible for residents to seek employment and access the various community resources. Senior Parliamentary Secretary for Health and Home Affairs Mr. Amrin Amin was our guest-of-honour for the inaugural launch of the shelter. In his speech at the launch, Mr. Amrin Amin mentioned that ex-offenders need a strong ecosystem with support so that they can rebuild their lives and transit into society, free from crime.

YEAR	2018	2019
Referrals	124	207
Admissions	40	86
Successful Discharged	37	22
Employment	68%	66.7%

New initiatives were also created for our residents to better serve the needs of our residents. These included:

Resident's Townhall

A monthly gathering of all our residents along with the staff and management. This is a platform for residents to have direct communication with management and staff to provide feedback on any shelter issues and better inform us of their needs as well. At the same time, the Townhall will serve as a platform for us to make announcements and give updates about anything shelter-related to the residents.



"Settling-in" Sessions

Orientation sessions that are held every few weeks to familiarize new residents with the shelter culture and expectations. These sessions also serve to provide them with more information on community resources such as where to get free food and where the nearest community centres or social service offices are.



HOME OWNERSHIP PLUS EDUCATION

HOPE MENTORING

New Hope Community Services is an approved mentoring agency under the Home Ownership Plus Education (HOPE) scheme. The HOPE scheme is an initiative by the then-named Ministry of Community Development, Youth and Sports (MCYS), now known as Ministry of Social and Family Development (MSF) to encourage young, low-income families to keep their families small. Under the scheme, families will receive mentoring support alongside education, housing and employment incentives aimed at helping them achieve long-term self-reliance. New Hope is guardian to over 600 families and 2000 beneficiaries comprising adults and children under the HOPE Scheme.



age young, low-income families to keep their families small. Under the scheme, families will receive mentoring support alongside education, housing and employment incentives aimed at helping them achieve long-term self-reliance. New Hope is guardian to over 600 families and 2000 beneficiaries comprising adults and children under the HOPE Scheme.

Mentoring

The mentoring sessions were aimed at helping families achieve their goals related to employment, training, finances and family living and were facilitated by our HOPE mentors, who played a significant role in motivating and assisting our clients to fulfil their goals.

In sessions, mentors continuously explored ways to instil in our beneficiaries with positive skills such as time management, budgeting and healthy communication within the family and workplace. Mentors also worked closely with external stakeholders (e.g. Family Service Centres, Social Service Offices) and internal stakeholders (e.g. In-house career coaches) to serve our families holistically. In addition, conscious efforts were made to advocate for families via appeals to governing bodies (e.g. HDB, Town Council) as well as other relevant social service agencies and organisations to assist our families in their road to financial recovery and independence.

By continually motivating and supporting families, our dedicated mentors at NHCS strived to empower our families to surge ahead towards financial independence and to lead happier and healthier lives.

Support Group

In our quest to surge ahead and find new opportunities and resources for our clients, we facilitated 13 support group sessions and several programmes throughout the year in collaboration with new partners to reach out to over 200 clients outside of mentoring sessions. These support groups were carried out in the form of training workshops, learning journeys, and job fairs.

Our partnerships with Informatics Academy proved to be successful in encouraging clients to pick up IT skills in Microsoft Word, PowerPoint and Excel over several classes. Attendees were guided by professional trainers from the Academy who provided individual personal computers to facilitate clients' learning experience, which often included questions and exercises to apply the skills taught during the session. Upon completion of the entire course, attendees were rewarded with a certificate which could be used for job applications, thus diversifying and boosting their employment prospects.

In addition, partnerships with volunteer groups such as Ren Yi Care group proved to be a great providence to our HOPE families. The sponsorship of a Christmas wish list shopping and movie experience was a gift to our HOPE children from the dedicated volunteers of Ren Yi.

New Hope Community Services is thankful to these partners for helping us create positive impact in clients' lives and we hope to forge more meaningful partnerships in the year ahead as we surge forward to create new opportunities to enhance our beneficiaries' quality of life.



Mentoring Session
from October 2018 to September 2019

499++

We are proud to report that in 2019, over



70.15% **93.75%**

HOPE scheme clients (mothers) were employed and on course to increased self-reliance
HOPE scheme clients' spouses were employed and on course to increased self-reliance

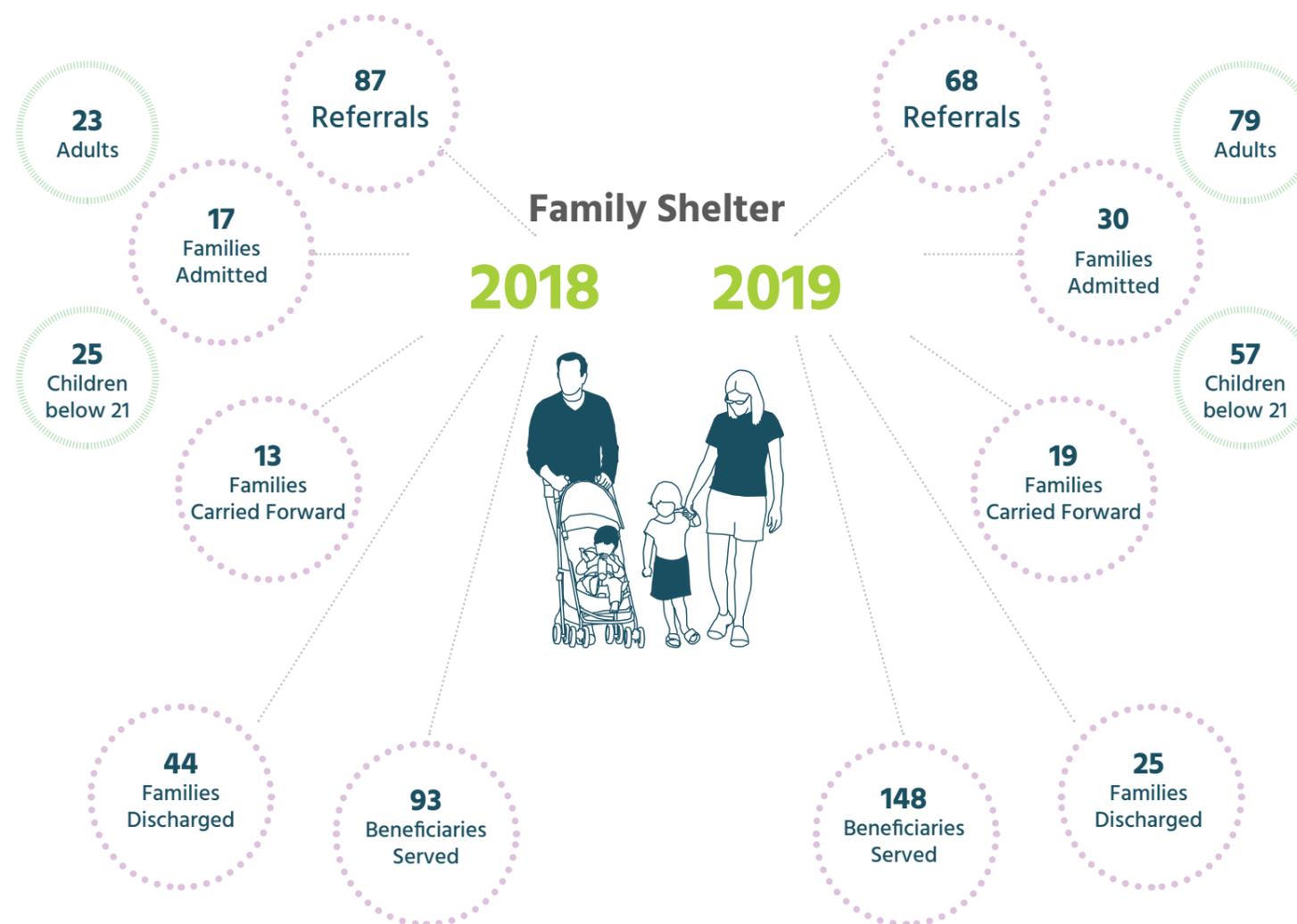


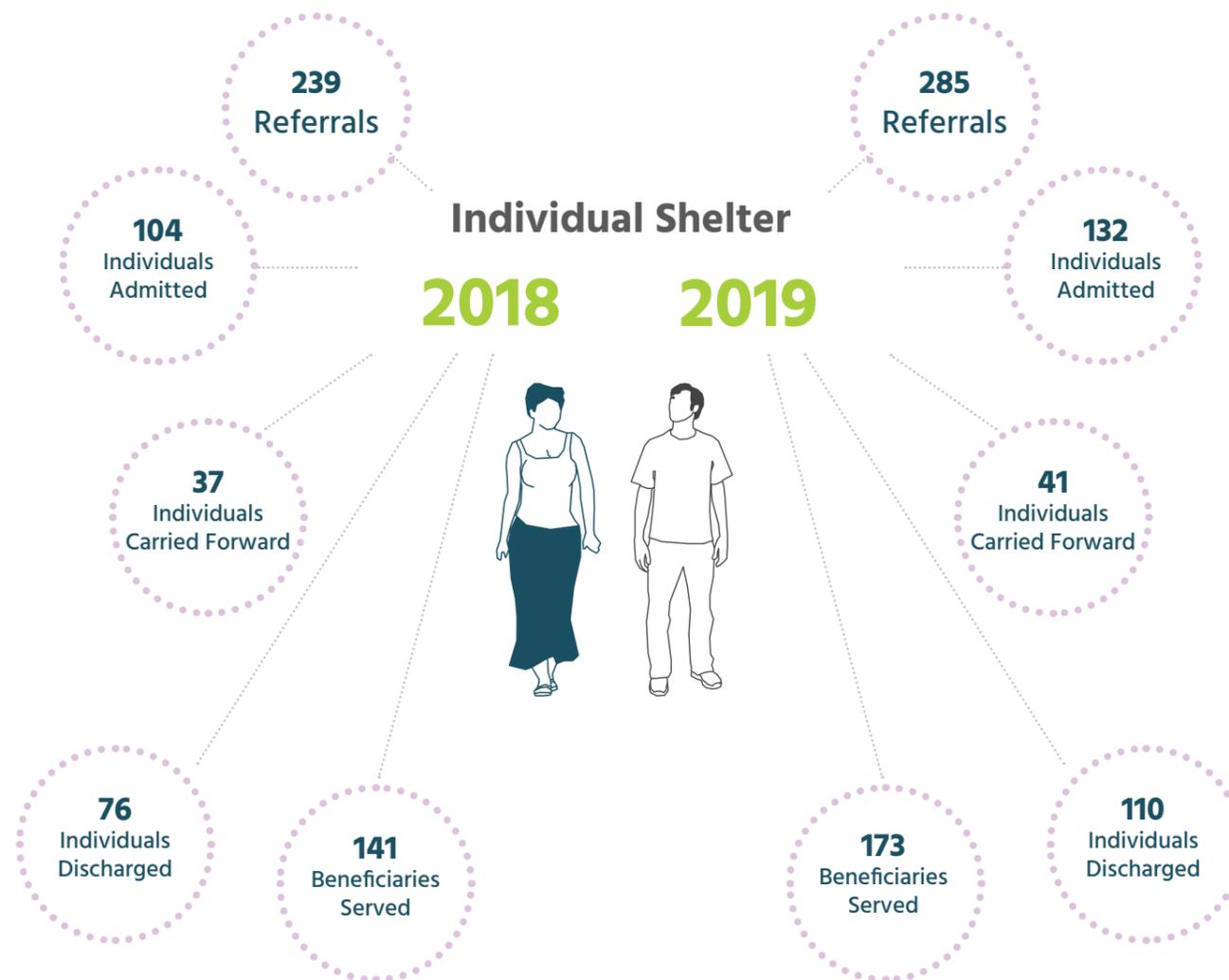
TRANSITIONAL SHELTER PROGRAMME

New Hope operates 2 shelters under the Transitional Shelter programme. The Shelter for Displaced Families was operationalised in June 2007 while the Shelter for Displaced Men and Women was operationalised in Jan 2010. To date, we have provided temporary shelter to more than 1000 families and individuals, who may otherwise have resorted to staying on the streets, parks, car-parks, void-decks or beaches.

At this juncture, the Transitional Shelter is only able to accept applications from Family Service Centres and other community agencies with social work competencies that can assess whether the family/individual meets the admission criteria. When a displaced family or individual is referred to New Hope, the clients will first be interviewed by the intake worker and ascertain the family/individual's situation and needs. Upon admission, a case worker will be assigned to support the family/individual's housing, employment goals as well as other social needs. The case worker will collaborate with relevant organizations, such as HDB, SSO and FSCs etc to help the clients tide over this difficult period. The Shelter's emphasis is on independent communal living. As such, the clients are greatly encouraged to participate in group activities organised by New Hope, and actively work with the case worker to have greater ownership in decisions pertaining to their care needs. The shelter also provides in-houses services such as life-skill training, mediation sessions (only when necessary) and employment services to the clients.

In 2019, New Hope's Transitional Shelter served a total of 49 families and 174 individuals who were displaced or at risk of being homeless. Relative to 2018, where we had served a total of 30 families and 61 individuals, we observed an almost two-fold increase in the number of families and individuals who had required shelter assistance. In 2019, New Hope worked with various partners to support the needs of 322 beneficiaries, more than a 100% increase from the 154 that we had worked with in 2018. The observed increase was likely due to large part to the publicity and awareness raised on the issue of homelessness through efforts such as the Learning Forum that was held on 25 April 2019.





The shelter case workers also provide up to 6 months of follow up after clients are discharged from shelter to ensure a smoother transition to independent life. In 2019, 84% of our families were successfully discharged into stable accommodation such as public housing and open market rental flats.

In 2019, residents had opportunities to participate in a variety of programmes and events. The Transitional Shelter co-organised skills-learning sessions with other departments under New Hope Community Services, such as *financial management, stress management and informatics training*. To support bonding within the shelter community, sessions such as “settling in” nights to facilitate new residents’ adjustment in shelter, baking and crafting sessions were also arranged for residents. The Transitional Shelter residents also get to participate in activities such as carnivals that were organised by New Hope Community Services’ corporate partners, employment fairs and fundraising projects.

Through the case management services provided by the social workers, coupled with the various programmes and events organised through the year, the Transitional Shelter aims to serve the residents holistically and facilitate their progress toward stable housing and financial independence.



SINGAPORE BUSINESS FEDERATION FOUNDATION

JOB SUPPORT & RETENTION PROGRAMME

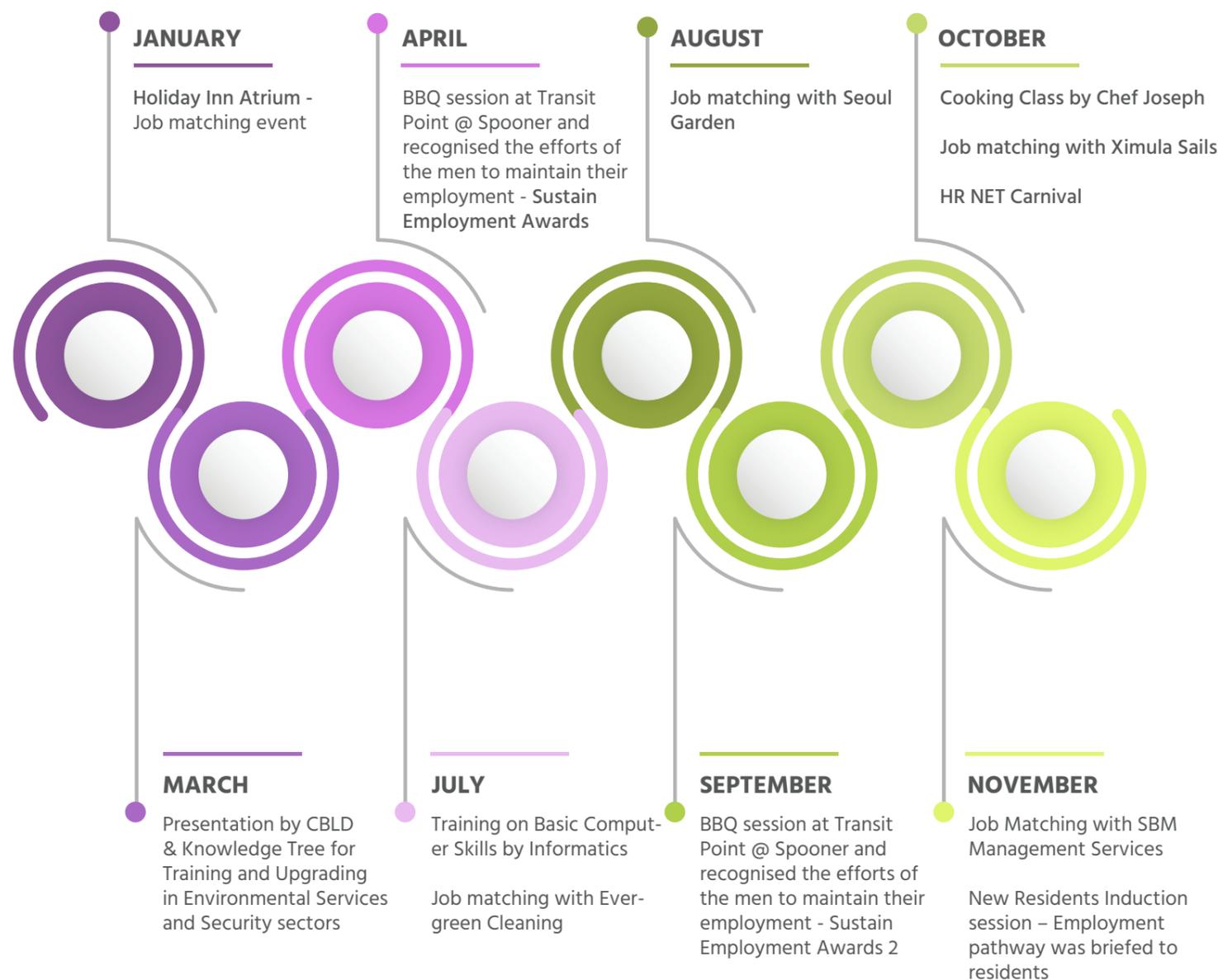
Since end of 2018 to whole year of 2019, we reached out to more than 500 individuals for our Employment Services programmes. We have matched 300 or more clients into jobs. Out of this, 264 (88%) have achieved sustained employment for at least 3mths or more. We have partnered with more than 50 employers during

this period to place them in jobs and facilitate any challenges they might face when adjusting to working life.

Our Job Coaches work together with Case Managers to empower clients to take ownership of their employment seeking efforts and plan their career path. All our clients will go thru 3 phases of engagement;

In 2019, the employment services team arranged a wide range of activities to support the clients from various shelters.

OUR IMPACT



JUMPING SINGAPORE

SOCIAL ENTERPRISE



Jumping Singapore is the business arm of New Hope Community Services and the brainchild of CEO Pastor Andrew Khoo. We are the authorized agent of the original aerobics rebounding program called Jumping Fitness. Operating as a social enterprise, we run a chain of 4 jumping studios in Singapore. With a team of professional jumping fitness instructors, we ensure a consistent brand at all the locations. Membership at one allows clients to take classes at the other studios. All proceeds of the business go to the Charity to support the social programs for the needy and displaced, and clients give back effortlessly by simply jumping with us.

A Prominent Fitness Brand in 4 years

From our humble beginnings in 2017 at an HDB shop unit in Chong Pang, Yishun, Jumping Singapore has flourished and expanded with outlets at Scotts Road, Coleman Street, Parkway Centre, and Yishun. Collaborative discussions with studio owners are underway for additional outlets at Jurong East, Punggol, and Downtown East. We seek to strategically locate our brand in Singapore to serve the local communities and to work towards making Jumping Fitness a community sport.

Jumping Singapore has become a prominent fitness brand in Singapore. Besides studio operations, we are frequently engaged to cater for team bonding and community events. Our partnership with the Singapore Health Promotion Board to promote the nation's health is noteworthy. In conjunction with their Healthy Workplace Ecosystem initiative, we conducted more than 140 mass jumping fitness workouts in 2019 at over 40 downtown workplace locations for the workforce to encourage healthy lifestyles.



Comprehensive Training Programs For Instructors To Ensure Quality Service Delivery

Jumping Singapore boasts a highly competent team of jumping fitness instructors who conduct about 60 classes a week at our various outlets. Not only are they certified in Jumping Fitness by accredited Master Trainers of the Jumping World Team, but they are also certified in Standard First Aid & CPR+AED, which are in line with the requirements for all Singapore Sports Coaches. In 2019, we trained and certified 30 new jumping fitness instructors, and awarded the advanced jumping diploma to 12 other instructors.

We also have a comprehensive in-house training program to induct newly certified instructors before assigning them classes and events. Additionally, we organize upgrading courses, master classes, and mentorship programs to ensure a team of highly-skilled, customer-oriented instructors for outstanding service delivery.

A Fundraising Vehicle For Greater Social Impact

The Singapore Jump Fest is an annual fundraising event co-organized by New Hope Community Services and Jumping Singapore for the cause of eradicating homelessness in Singapore. The theme for Singapore Jump Fest 2019 was Mission Rebound, which aimed to raise funds to set up the KampUng Siglap Life Skills Training & Retreat Centre, a milestone in our outreach to the poor and homeless. Held on 12 October 2019, it was a well-attended mega fitness event, supported by more than 600 fundraisers, donors, sponsors, and the clients and friends of Jumping Singapore. We also had a Jumping Fitness Championship with six elite contesting teams vying for the top 3 positions. The purpose of the competition was to encourage innovation, excellence, and to create moments of individual and collective accomplishment.

Jumping Singapore also launched the first Jump For Hope Community Workout on 5th October 2019. The Jump For Hope is a unique outreach program by Jumping Singapore. It brought jumping fitness to sponsored venues across the island to engage the public to keep fit and to give back to the community.

2020- A Defining Year For Jumping Singapore

In December 2019, a new fundraising department was started to coordinate fundraising efforts, develop donors, manage the social enterprise, and meet fundraising targets. As a fundraising vehicle, Jumping Singapore is poised to increase its social impact through strategic expansion to increase revenue. Board member, Mr Michael Lee, has stepped in as a consultant to advise and oversee the business operations. Looking ahead, 2020 will be a defining year for Jumping Singapore with new collaborations, more coordinated fundraising activities, streamlined structures and procedures, and a more proficient and experienced team of instructors.



FIRST THING FIRST

POVERTY SIMULATION

OUR IMPACT



First Things First – Basic Foundation to Corporate Social Responsibility: Experience, Empathy & Engagement

Year on year, ask any social service agency and they would have received multiple requests from well-meaning corporates to volunteer. More often than not, these volunteering requests are once-off with little lasting impact for neither the service-users nor the agencies. Many times, New Hope Community Services (NHCS) too, had to make way for new opportunities so that corporate volunteers can volunteer at a specific given time.

As NHCS continues to expand her services, there is also a pressing need for more committed volunteers to come alongside to help realize her social mission. This can only be achieved when volunteers are able to empathize with the cause and understanding the '5W1H' (Who, What, When, Where, Why, and How) when volunteering with the displaced.

Homelessness is a reality for many families and individuals, even in affluent Singapore. We recognise that homelessness can strike in many ways, and unless you've experienced homelessness, it is difficult to truly understand. First Things First is an interactive immersion experience, targeted at corporates and schools. It sensitizes community participants to the realities of losing a stable roof over their heads. Homelessness is often portrayed as a stand-alone issue – but this simulation allows individuals to walk a month in the shoes of someone who is experiencing homelessness and realize the challenges are multidimensional and often complex.

The three main objectives of First Things First includes:

1. **Increase awareness of Homelessness in our local community**
Through the simulation, participants role-play a month of living without a stable roof over their heads and experience low-income families' lives, in the context of Singapore.
2. **Increased understanding of the complexities and challenges of someone experiencing Homelessness**
After the simulation, participants will unpack their learning and brainstorm community change.
3. **Inspire local change**
Together, participants can now be a voice to end homelessness in their family, friends and community. Addressing homelessness from a position of strength and inclusion, participants and the larger community can collectively create an eco-system to support the homeless that is not punitive in nature but with dignity as the underlying outcome.



SOCIAL INVESTIGATION SERVICES

OUR IMPACT



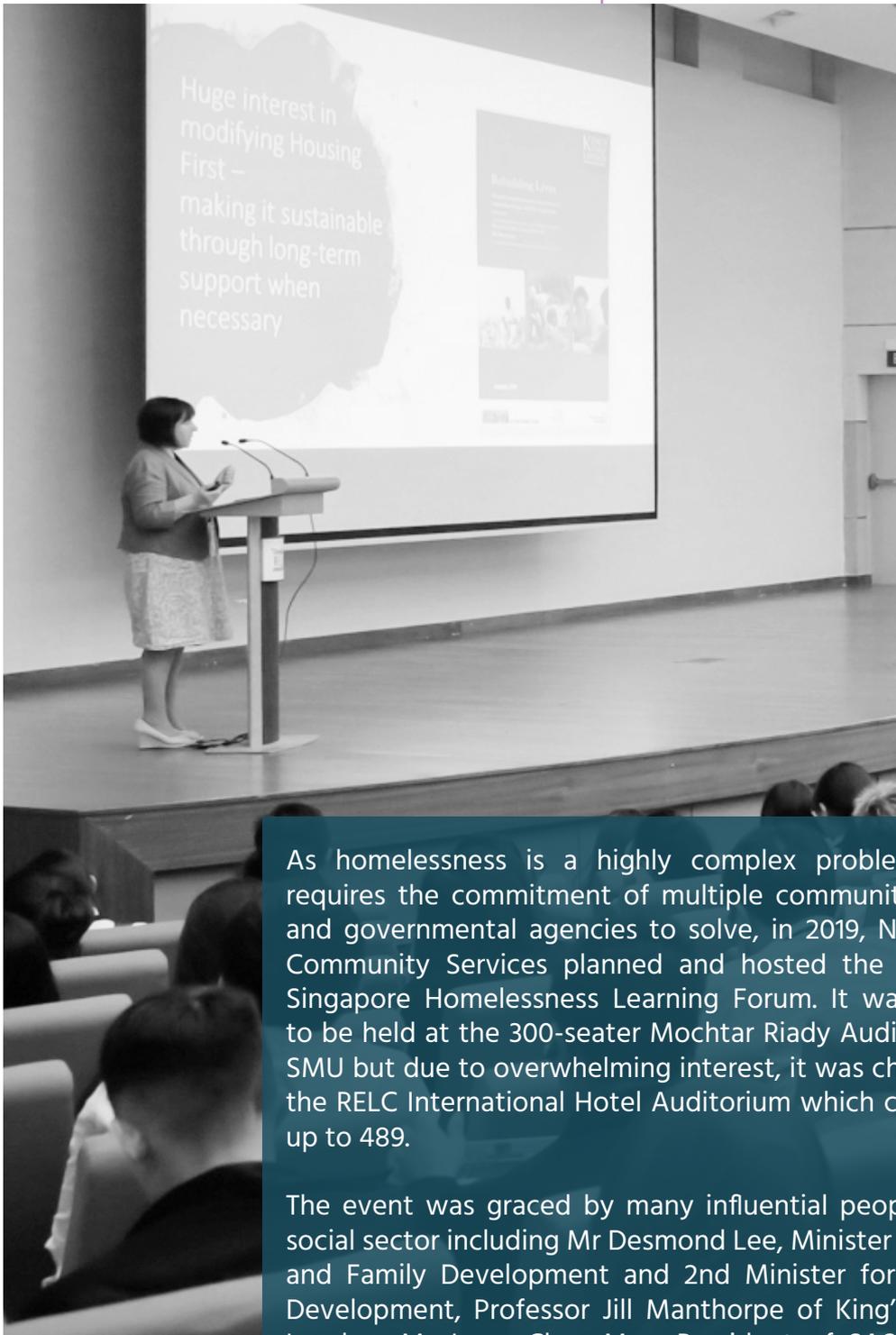
SOCIAL INVESTIGATION SERVICES

New Hope Community Services is one of 2 social services agencies contracted to provide social investigation services for persons who come under the Destitute Persons Act, Chapter 78. In 2019, NHCS provided assessment and right-siting services for over 130 individuals.

HOMELESSNESS

LEARNING FORUM 2019

OUR IMPACT



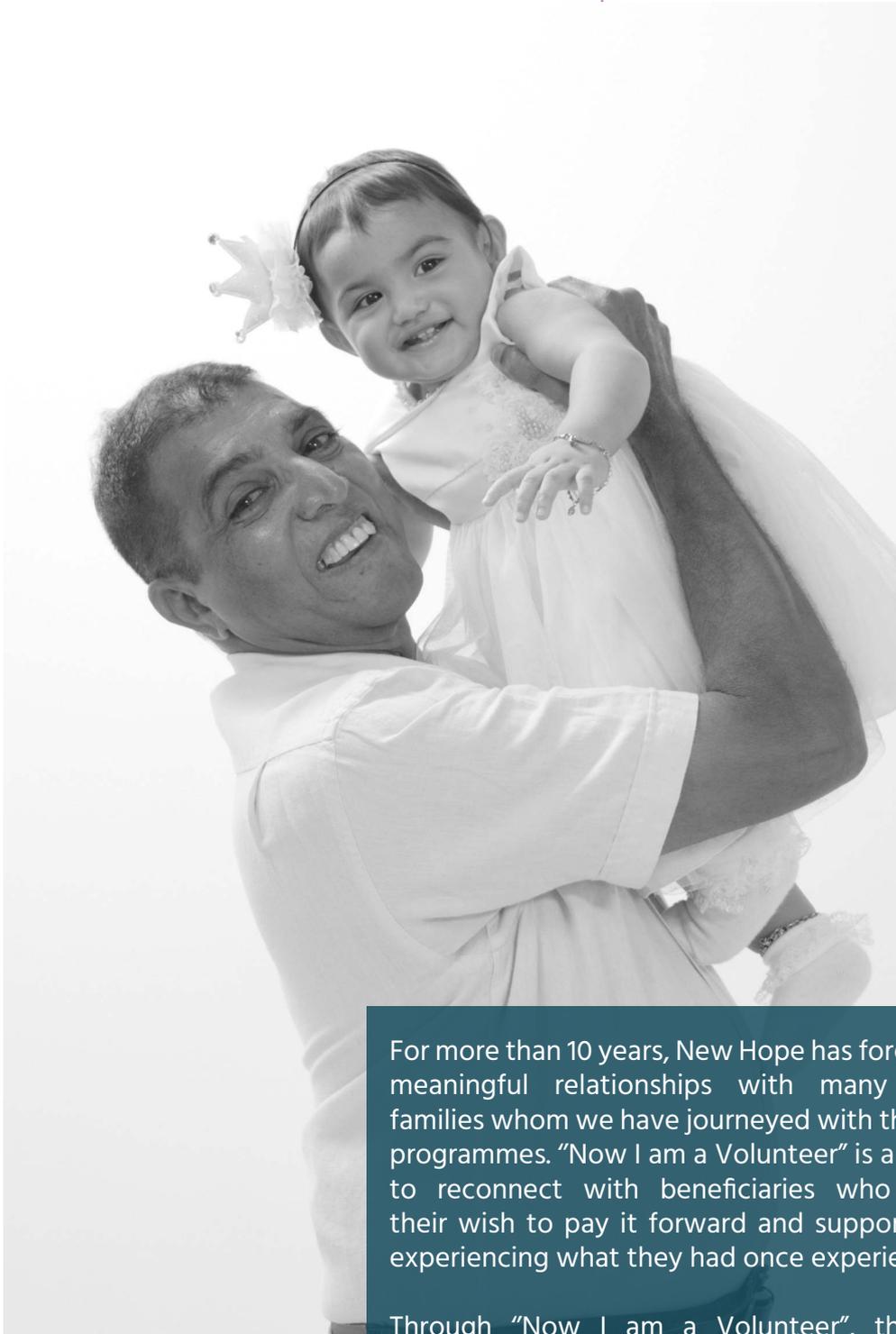
As homelessness is a highly complex problem which requires the commitment of multiple community groups and governmental agencies to solve, in 2019, New Hope Community Services planned and hosted the inaugural Singapore Homelessness Learning Forum. It was initially to be held at the 300-seater Mochtar Riady Auditorium at SMU but due to overwhelming interest, it was changed to the RELC International Hotel Auditorium which could seat up to 489.

The event was graced by many influential people in the social sector including Mr Desmond Lee, Minister for Social and Family Development and 2nd Minister for National Development, Professor Jill Manthorpe of King's College London, Ms Long Chey May, President of SASW, Mr K. Shanmugam, Minister for Home Affairs and Minister for Law, and NMP Andrea Ong. Together, we discussed how to better work together to address the various facets of homelessness including employment and intergenerational poverty. As a result, in the subsequent months, there was greater awareness and public discourse about homelessness.

NOW I'M A VOLUNTEER

POST-DISCHARGED

OUR IMPACT



For more than 10 years, New Hope has forged and sustained meaningful relationships with many individuals and families whom we have journeyed with through our shelter programmes. "Now I am a Volunteer" is a program initiated to reconnect with beneficiaries who have expressed their wish to pay it forward and support others who are experiencing what they had once experienced.

Through "Now I am a Volunteer", these beneficiaries become part of our volunteer group that we tap on to support various programmes and events organised by New Hope. Through the testimonies shared by these volunteers, current residents are also more hopeful and confident that they too will eventually be able to surge through the difficult period of their life and achieve their goals.

SAFE SOUND SLEEPING PLACES

S3P

OUR IMPACT



The Safe-Sound-Sleeping Places (S3P) are places operated by various non-profit organizations where the homeless and rough sleepers can have food and a good night's rest.

New Hope works alongside 25 other agencies under the PEERS (Partners Engaging and Empowering Rough Sleepers) Network and provides an S3P at our Transitional Shelter. The PEERS Network is an initiative to enhance the collaboration between MSF, social service agencies and community groups, so that resources and expertise can be pooled together to better serve the needs of the homeless and rough sleepers.

Through regular outreach walks conducted by partners under the PEERS Network, willing rough sleepers are brought to New Hope's S3P. The transitional shelter's social workers will then follow up with those who are ready to accept assistance from the shelter and other agencies the following day.

Based on the concept of S3P, New Hope is also working with MSF, Homeless Heart of Singapore and other partners to provide an interim shelter for the homeless and rough sleepers. With the interim shelter, New Hope hopes to better serve the complex and evolving needs of this vulnerable population.

OUR GROWTH

VOLUNTEER ENGAGEMENT



TOTAL NO OF VOLUNTEERS (2019):

944
Volunteers

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 2019, we have a pool of over 900 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. Over the course of 2019, we sent staff for seminars, workshops and courses, as well as conduct supervision and create opportunities for exposure to other job roles so that staff are challenged to grow and improve. We also invited professionals from other agencies as speakers to share more about their work and expertise.

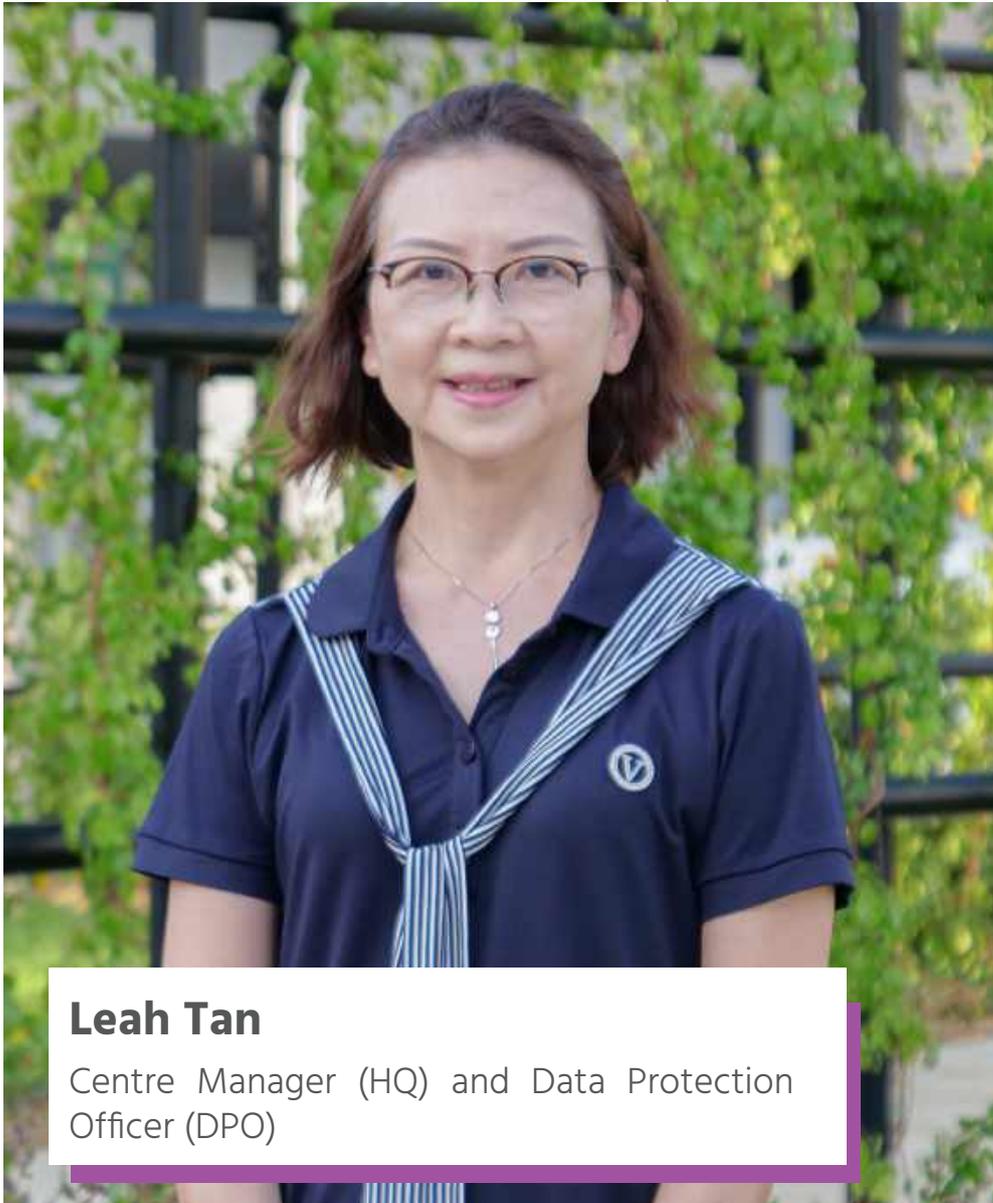
We also actively dialogue with policymakers and community partners to advocate for the marginalised segments of society and constantly learn how to effectively meet the needs of our underprivileged beneficiaries. Such efforts are in line with our belief that the creation of social capital is the best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

NHCS recognizes 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 face by them. Retreats also serve as a platform for bonding and fellowship amongst staff.



STAFF DEVELOPMENT

OUR GROWTH



Leah Tan

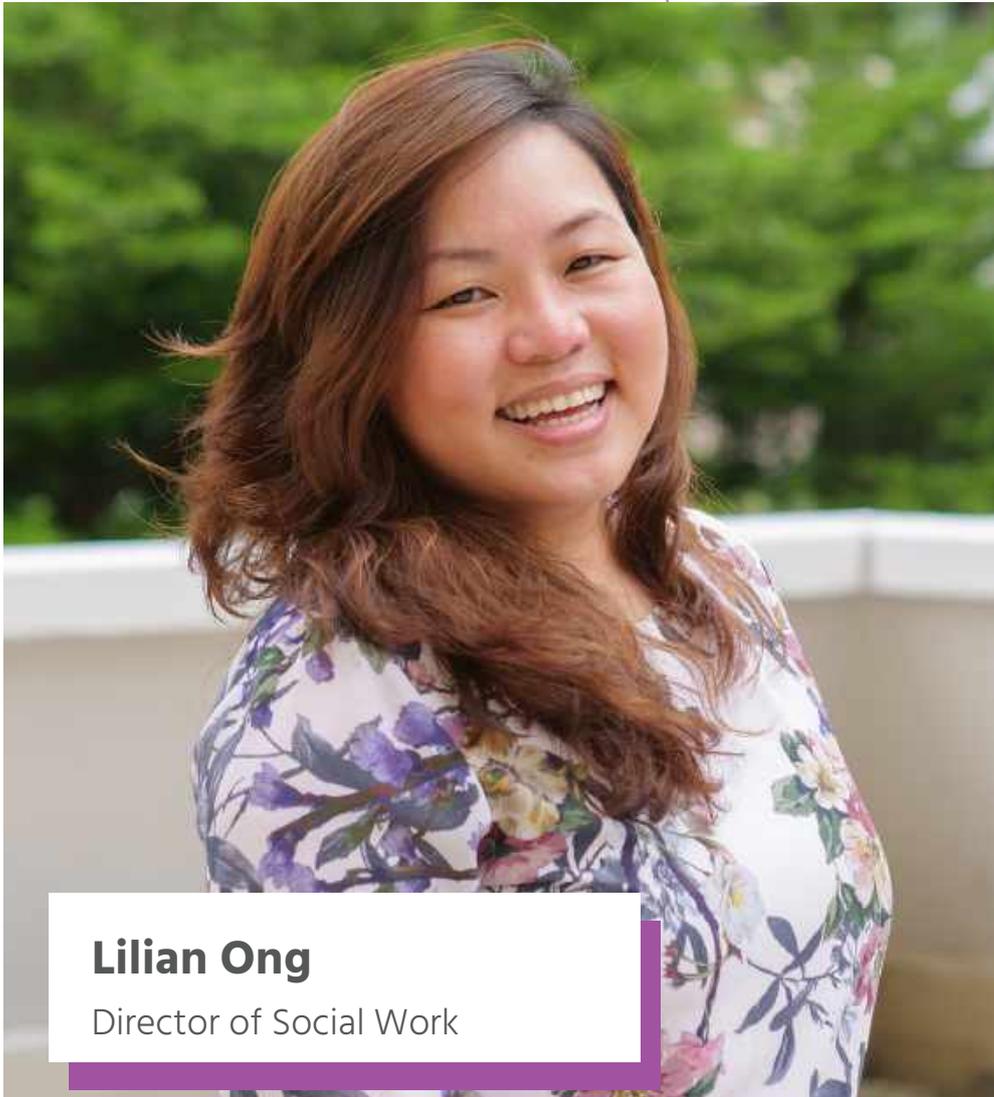
Centre Manager (HQ) and Data Protection Officer (DPO)



Our Centre Manager (HQ), Leah Tan presented NHCS' journey of attaining the Data Protection Trustmark and was also on the panel discussion on the first ever Masterclass on Data Protection, Data Security and Data Sharing on 12 June 2019.

STAFF DEVELOPMENT

OUR GROWTH



Lilian Ong

Director of Social Work

In May 2019, we welcomed Lilian onboard as our Director of Social Work. This was a new role created by New Hope Community services to enhance the social work capabilities of the team. Lilian has had over 20 years of experience in the social service sector including as centre manager and principal social worker at the Family Service Centre where she was stationed for 12 years, and as a Senior Assistant Director and family mediator in the Family Justice Court. Lilian is passionate about working with families and is very attuned to attachment injuries and trauma faced in the familial context. She is also a trained supervisor in trauma focussed cognitive behavioural therapy (TFCBT). In addition to that, Lilian was involved in developing the Social Work Supervision Guidelines under the Social Work Advisory and Accreditation Board and is presently part of the Multi-Disciplinary Team to review child protection cases in the community.

The issue of homelessness cannot be resolved by a single organization or government body. It requires the coming together of various parties to capitalise on each other's strengths, always keeping our focus on the needs and even the dreams of those who are homeless. It has been a very exciting journey for me in New Hope Community Services where we have seen over the past few months an explosion in demand for shelter services and a corresponding expansion of our shelter services to meet this need. It is important to continue working together as a team with openness and trust.

KAMPUNG SIGLAP

LIFE SKILLS TRAINING & RETREAT CENTRE

KampUng Siglap Life Skills Training & Retreat Centre (KSLTRC) is an ambitious project that NHCS has undertaken to address a key problem in the engagement of low-income families. Many low-income families retain the same mindsets and are trapped in a poverty cycle, even experiencing inter-generational poverty. One of our partners in Social Service Office mentioned recently that “Not only is low turnout an issue, but only the same few clients would attend the events”.

In NHCS, approximately only 30% of clients turn up regularly for our events and workshops. Our observation suggests that clients usually only turn up for a programme in order to get financial assistance, but do not turn up for activities meant to address their coping skills, which will enhance their social resilience e.g. workshops and seminars. Many SSAs also face this problem, hence the attribution of poor program design is not likely to be the main reason. Instead, low client motivation is often the cause. Many social programs targeted at vulnerable clients require incentives such as NTUC vouchers to attract them to participate in the programs.

KampUng Siglap Life Skills Training & Retreat Centre (KSLTRC) aims to tackle this problem by working with partners in the Social Service sector as well as corporate partners such as Bethesda Frankel Estate Church (BFEC), Bank of America (BoA), J.P Morgan and Cisco Systems to organise talks and workshops for families to attend. The centre is able to host camps and has attractive facilities such as basketball and street soccer court. Having a mixture of facilities to hold lectures, workshops as well as sport-related events allows KSLTRC to be a unique facility in Singapore to bridge the social gap.

The centre has been under development for over 2 years as NHCS embarks on fund-raising to equip the centre to run at its full potential. Once the remainder of the work is completed by end 2020, the centre will be fully operational and will be in a strong position to not only benefit NHCS beneficiaries but any SSAs or system that requires the facility to support the tough but very important task of eradicating poverty through constant creative engagement. The centre also sends a strong message that NHCS is future-ready and is adapting to the ever-changing times and mode of engaging clients.



OUR GROWTH

VOLUNTEER CENTRE @ KRETA AYER-KIM SENG

OUR GROWTH



New Hope Community Services was selected by MCCY and the Kreta Ayer-Kim Seng CCC in December 2019 to be the main social service partner for the SG Cares Volunteer Centre Development Programme in the Kreta Ayer-Kim Seng constituency. This project enables NHCS to take on strategic role to recruit and develop capabilities of volunteers, curate volunteer opportunities and grow partnerships with stakeholders to meet the diverse needs in the Kreta Ayer-Kim Seng area.



TRANSIT POINT @ MARGARET DRIVE

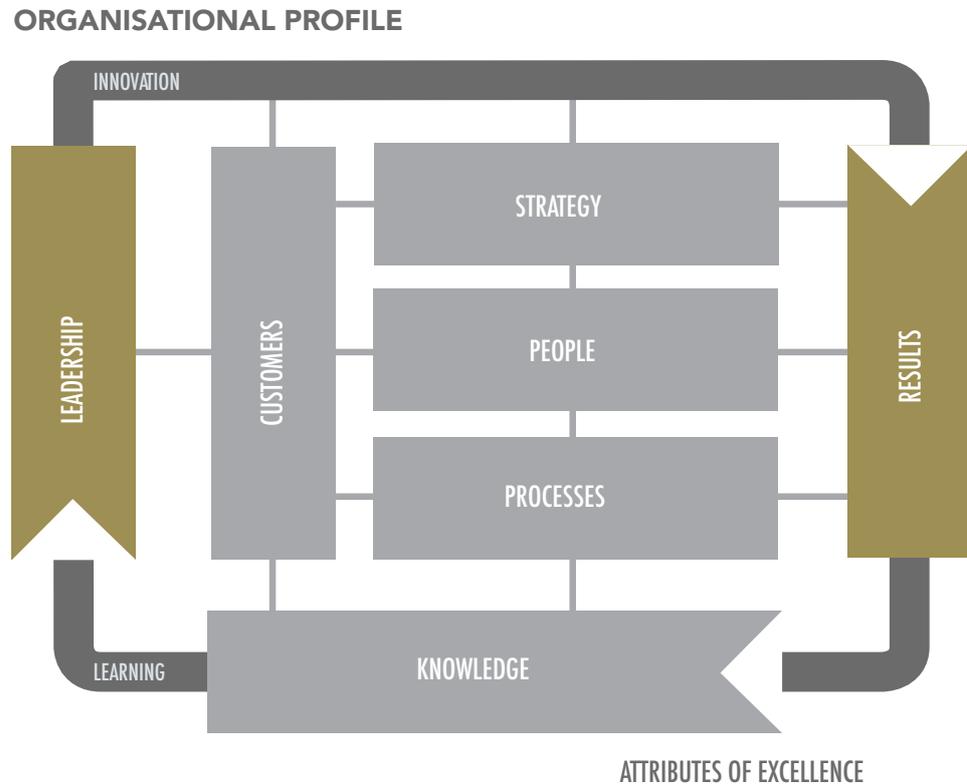
OUR GROWTH



New Hope Community Services with support for the direct tenancy from MSF had took over the old Queenstown Polyclinic located at Margaret Drive on 15 November 2019. NHCS will use the premises for the purpose of an interim shelter with 24/7 admission, which aims to provide immediate safe accommodation for rough sleepers; and enable rough sleepers to achieve long-term stable housing and equip them for independent living.



ORGANISATION DEVELOPMENT TRANSFORMATION AND VISION 2025



New Hope Community Services was proud to be one of the 19 Social Service Agencies (SSAs) to be selected for the NCSS Organisation Development Transformation (NCSS ODT) Project. The project aims to improve the organisational health of social service agencies like NHCS to be effective in delivering quality, innovative and sustainable solutions. The project is scheduled to start in mid of 2020 by working alongside NCSS's appointed consultants to establish current organisational baseline, using Business Excellence (BE)'s seven domains framework. Findings from this diagnostic will feed into a strategy plan, co-crafted by the agency and the consultant. This strategy plan will be a roadmap for the agency, identifying areas from within the BE framework for the agency to work on. Through a Logic Model and Theory of Change, the agencies will then propose initiatives to work on the prioritised areas over the next 16 months of the Transformation Phase. This must include, but need not be limited to, the manpower support for the implementation of the NCSS ODT.

In line with the Organisation Development Transformation Project, NHCS is refreshing the strategy plan, Vision 2025 to ensure that NHCS continues to stay relevant to the changing environment and needs.

OUR GROWTH

HOW YOU CAN 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:

volunteer@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:

donate@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, NHCS welcomes any fundraising efforts on our behalf. Feel free to share your ideas with us!

Fundraising:

info@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:

es@newhopecs.org.sg



Support Jumping[®] 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 to book a class today!

Social Enterprise:

jumpingsingapore@newhopecs.org.sg

CONTACT

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