



THE HELPING HAND ANNUAL REPORT 2013

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1. PROFILE OF ORGANIZATION

The Helping Hand Christian Half-Way House was set up in 1987. It was registered under the Societies Act on 3.8.1988.

Unique Entity Number (UEN)	:	S88SS0058F
Registered Address	:	819, Upper Serangoon Road Singapore 534678
Executive Committee	:	The Executive Committee was elected at the Annual General Meeting on 7.7.2014
		1) Mr. Freddie Choo Chairman
		2) Mr. Michael Chew Vice-Chairman
		3) Mr. Luke Thuraisingham Hon Secretary
		4) Mr. Terence Teo Hon Treasurer
		5) Mr. Yap Kim Sin Committee Member
Banker	:	DBS Bank
Auditor	:	FIDUCIA LLP.

2. ADMISSION FROM THE STREETS

A total of 42 walk-in cases were admitted of which 5 residents completed their program. All of the 5 stayed back as Helpers working for the ministry. As of 31st December 2013, 13 residents were still undergoing their six-month program. 24 residents defaulted and did not complete their program.

3. ADMISSION FROM THE PRISON/DRCs

A total of 70 residents were admitted under the Half-Way House Service Model (HSM) program of which 36 residents completed their program. Out of the 36 who completed their program, 19 stayed back as Helpers working for the ministry. As of 31st December 2013, 28 residents were still undergoing their program. 6 residents defaulted and did not complete their program.

4 2013 ACTIVITIES/EVENTS

A 26th Anniversary Thanksgiving Service

The Helping Hand celebrated its' 26th Anniversary on 16th February and we thank God for the good weather and our supporters who turned up to celebrate this special day with us. Our Guest Speaker for the day was our EXCO member, Mr. Freddie Choo. The theme of the anniversary was "In God's Hand". We also printed our Annual Magazine in conjunction with our anniversary. The magazine was distributed to our guests, sponsors, churches, government agencies and other organizations. We had about 320 people turn up for this occasion. After the service, our guests were treated to a buffet dinner prepared by our staff and residents.

B HSM Social Worker Networking Session

We helped SCORE to organize a Social Worker Networking session for all the half-way houses in the HSM program. The purpose of the networking session is to get our social workers to come together and share experiences, learn each other's best practices, as well as encourage one another. In the near future, we plan to invite the Prison's & SCORE's social workers to join in this networking session so that more expertise will be shared and closer relationships between all our social workers will be developed. At the end of the day, the goal of this networking session is to achieve better results in rehabilitating ex-offenders.

C OBS Course

Twenty-one residents and three staff went to the Outward Bound School (OBS) for three days and two nights to do a "Back to Basics, Back to Life!" training course. The objectives of this experiential learning course was to help our guys build confidence, acquire self-discipline, increase self-esteem and learn how to set and achieve goals.

D Family & Volunteer Outreach

We organised five dinners for the residents, their family members and our volunteers at The Helping Hand. These dinners provides our residents, their families, and our volunteers an opportunity to enjoy a meal and get to know one another better. It is our desire to see this relationship between the volunteers, our residents and their families grow and prayerfully the volunteers can play an important role in helping our residents re-integrate back to society.

E 'Yellow Ribbon' Project in 2013

The Government continued with their 'Yellow Ribbon' campaign to encourage Singaporeans to give those who had completed their prison sentence a 2nd chance in life. The Helping Hand continues to play an active role in this campaign by participating in the events organized by the Yellow Ribbon Project.

i) Yellow Ribbon Flag Day

We participated in the Yellow Ribbon Flag Day. We provided the logistic support of transporting the tin cans, tables, and chairs to the MRT stations. Few of our guys also helped in the selling of the flags for that day.

ii) Yellow Ribbon Prison Run

Ten of our staff and residents together with some family members took part in the Yellow Ribbon's "Road to Acceptance" Prison Run 2013. It was a meaningful run filled with endurance, challenges and community

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ROS: 307/87, Charity Reg: 000673, IPC (NCSS): 000344

involvement - all the elements needed for the reintegration journey of the ex-offenders back into society. We ran through one of the most beautiful routes in the east where lush greenery blended in with historic sites and ended our run inside the Changi Prison Complex.

F 3rd Charity Golf Fundraising Event

We thank God for a smooth 3rd Charity Golf Fundraising event at Raffles Country Club, Palm Course. We thank God for good weather and the 111 supporters who came to play golf on that day. We are also thankful to our Guest of Honor, Prof Ho Peng Kee, former Senior Minister of State for Law and Home Affairs, who joined us at the dinner and our brother Moses Arulandu who shared a powerful and touching testimony. We managed to raise \$70,000 through this successful event. To God be the glory!

G HIV Awareness Talk

Mr. Paul Leonard Toh from Actions for Aids Singapore (AFA) conducted a HIV awareness talk to our residents to educate and augment their understanding of AIDS and HIV infection. This is part of our Preventive Developmental Program (PDP) to equip our residents with general healthcare information, and to emphasize preventive measures against dangerous infections.

H HSM Program Model 2

The Helping Hand represented by our Vice-Chairman, Mr. Terence Teo signed a contract with Singapore Prison Service to run the Half-way House Service Model 2 for another 3 years (till Oct of 2016). The main difference between HSM 1 and HSM 2 is that our prison emplaced residents will be given a choice to opt out of the spiritual program and join a moral teaching program if they so desire. We still continue to have a contracted caseload of 80 clients per year.

I Christmas Family Day

We celebrated our Christmas Family Day on 14th December and our speaker for the occasion was brother Chua Chin Seng from Watchman's Home. We thank God that even though it rained very hard on that day, we still had a turn-out of about 200 people. We thank God for a wonderful service and a delicious buffet dinner prepared for our guest by our kitchen staff and residents.

J Volunteer Training

In August, we had our volunteer's training on "Understanding Addiction and Recovery Process". The training was conducted over four Thursday evenings and we are thankful for the 30 – 35 people who regularly attended over the four weeks. While the training was done in-house, we engaged professional trainers from WE-CARE Community Service to conduct the training. Besides our faithful volunteers who attended, we also had participants from other organizations, as well as some from Singapore Prison Service.

K Staff & Helper's Retreat

We organized a retreat to Tioman Island, West Malaysia for our staff and helpers. The speakers for the retreat were our Chairman, Mr. Freddie Choo, Rev. Bob Phee and Mr. Vincent Tan, our Care & Counseling Manager. Besides being fed by the Word of God, the group also took the time to bond together and had a fun time swimming, snorkeling and fishing in the clear blue crystal waters of the South China Sea, visiting the waterfalls as well as trekking around the island. It was truly a blessed time of refreshing for the staff and helpers.

5 COMMUNITY OUTREACH/VISITS

A Anderson Secondary School

We also had 40 students and 2 teachers from Anderson Secondary School visit us. The purpose of the visit was for them to learn about how we rehabilitate and re-integrate ex-offenders back into society. We also took the opportunity to warn the students about the danger and potency of drug abuse.

B Visit by UniSIM Students

12 students from Singapore Institute of Management (Psychology Faculty) visited us on 20 August 2013 for a learning journey. Mr. Raymond Choo, our Social Worker shared with them our rehabilitation programme and services. After the sharing, there was a Q & A session followed by a tour around our premises.

C All Saints Home

We continue to do community work at All Saint's Home with three residents going each week to assist in bringing the wheel-chaired bound residents of the home into the chapel for fellowship & exercise. After that, our residents also helped in the cleaning of the chapel fans, surrounding areas and minor repairs of the wheel-chairs.

D Boy's Brigade Sharity Gift Box

We participated in the Sharity Gift Box drive organized by the Boy's Brigade. For the last 13 years, The Helping Hand has been providing manpower and transportation for the collection of donated canned food and groceries from designated NTUC outlets and delivering them to the main distribution center. The Sharity Gift Box event is a God-given opportunity that helps complement our rehabilitative efforts where we teach our guys to give back to society.

E Visit by Prison Officers

Thirty-one Prison Officers from the Pre-Release Centre visited the Helping Hand. The purpose of the visit was for them to learn and understand the Helping Hand's rehabilitation program and services. Our CEO, Mr. Chia presented our program and services which was then followed by a Q & A session. After the session, they were given a tour of our facility.

F Visit by Hong Kong Society of Rehabilitation and Crime Prevention

Two delegates from the Hong Kong Society of Rehabilitation and Crime Prevention visited the Helping Hand. The purpose of the visit was for them to learn about the Helping Hand's rehabilitation program and services. Our CEO Mr. Chia presented our program and services which was then followed by a Q & A session. After the session, they were given a tour of our facility. This visit was organized by SCORE.

G Visitors from Brunei

Five visitors from the Bruneian Prison Department and the Ministry of Home Affairs visited The Helping Hand. The purpose of their visit was for them to learn about the rehabilitation program and services of The Helping Hand. Our ED, Mr Richard Khalil presented our ministry's program and services which was then followed by a Q&A session. We ended the visit with a tour around our facility. This visit was organised and facilitated by SCORE.

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H Talk at Singapore Bible College

CCD Manger, Mr. Vincent Tan together with three staff went and gave a talk to the students of the School of Conselling at Singapore Bible College. Vincent presented The Helping Hand and our counselling needs and requirements to about 30 students who were looking for a place to do their internship.

I Visitation by NAMS

A group of 4 doctors from the National Addiction Management Service (NAMS) visited us. The purpose of the visit was for them to learn more about the Helping Hand and our rehabilitation program. The visit was good as NAMS does make client referrals to join in The Helping Hand's rehabilitation program. They were also given a tour of our facility.

J Singapore Boys' Hostel

Eight people from Singapore Boys' Hostel visited the Helping Hand. The purpose of the visit was for them to learn about the Helping Hand's rehabilitation program and services. Our CEO, Mr. Chia presented our program and services which was then followed by a Q & A session. After the session, they were given a tour of our facility.

6 TRAINING COURSES

“Learning is a life-long process!” We had a total of 20 staff, 71 residents from various departments and about 42 volunteers attend different courses. Some of the courses attended are:

1. Relapse Prevention.
2. Importance of Attitude and Beliefs.
3. Addictive Lifestyle (Johari Window).
4. OBS, “Back to Basics, Back to Life”.
5. Higher Diploma in Social Service.
6. APBAM Conference.
7. CARE Network Learning Journey.
8. Employment Act.
9. Mental Care for the Elderly.
10. Solution Focus Brief Therapy.
11. HIV Awareness.
12. Mindset Change.
13. Personal Grooming.
14. STEPS.
15. Proper Work Ethics.
16. Fire Safety Talk.
17. Home Team Drug Abuse Seminar.
18. F.I.R.E
19. Ethics & Cross Cultural Counselling.
20. Anger Intensive Management.
21. WPL Course on Workplace Literacy
22. WSQ – ES – Workplace Skills
23. Basic Computer Course
24. Basic & Final Theory Driving Test
25. Class 3 Driving License
26. Class 4 Driving License
27. Class 5 Driving License
28. Alpha Course

7 DECLARATION OF REMUNERATION

Our top three key executives are in the salary band of <\$100,000.

8 CONFLICT OF INTEREST POLICY

At some point, most organisations confront tension or conflict between the interests of the organisations and the interests of individuals (eg board member, staff, volunteer, etc). For example, if the organisation is hiring a new HR Manager and a board member recommends his sister, other board members may (and should) question whether this is appropriate. On one hand, the board member's sister could be an experienced HR professional who, because of her personal connection to the organisation, will be particularly committed to the work but on the other hand, the executive director may be reluctant to supervise the board member's sister.

It would however be a mistake to prohibit any relationship that results in a potential conflict of interest. For example, if The Helping Hand is buying a new computer, and a board member owns a computer store, we may well benefit from discounts and extra service by buying the computer at his store.

This policy seeks to address situation where the perceived conflict of interest may "feel wrong" to some board members, although it might be within legal boundaries.

EXAMPLES OF AREAS OF POTENTIAL CONFLICT OF INTEREST

Some examples of areas where conflict of interest may arise include:

- Contract with vendors
- Organisations that have dealings/relationship with The Helping Hand
- Joint Ventures
- Recruitment of Staff with close relationship
- Paid Staff being member of Board

CONFLICT OF INTEREST SAFEGUARDS

To safeguard the independence of Board decision, paid staff (including the Chief Executive Officer, Executive Director and senior staff of The Helping Hand) shall not be Executive Committee members as this may pose issues of conflict of interest and role conflict. They may however, be invited to attend Board meeting, ex-officio, to provide information and facilitate necessary discussion. They will however not take part in the Board's decision making.

To ensure that Board members and volunteers serve because of altruistic reasons than personal gain, they shall serve without remuneration. The Helping Hand shall however reimburse Board members and volunteers for out-of-pocket expenses. They shall file the Claim Reimbursement Form for this.

To prevent and avoid conflicts of interest, all Board members, Staff and volunteers are required to:

1. Sign an Agreement to abide by the Conflict of Interest policy (see attached);
2. Disclose any interest in discussions/decisions being made; and
3. Abstain from discussion/voting/decision making when in a conflict of interest situation.

CONFLICT OF INTEREST AGREEMENT

All board members, staff, volunteers joining The Helping Hand will be asked to sign a Conflict of Interest Policy Agreement that requires them to declare, in writing, any interests, relationships, and holdings that could potentially result in a conflict of interest and to update this statement as their situation changes.

FULL DISCLOSURE

Board members and staff members in decision-making roles should make known their connections with groups doing business with the organisation. This information should be provided annually.

BOARD MEMBER ABSTENTION FROM DISCUSSION AND VOTING

Board members who have an actual or potential conflict of interest should not participate in discussions or vote on matters affecting transactions between the organisation and the other group.

The discussion and evaluation process to arrive at the final decision is to be clearly documented.

STAFF MEMBER/VOLUNTEER ABSTENTION FROM DECISION-MAKING

Staff members or volunteers who have an actual or potential conflict should not be substantively involved in decision-making affecting such transactions. The discussion and evaluation process to arrive at the final decision is to be clearly documented.

CONFLICT OF INTEREST POLICY AGREEMENT

The standard of behaviour at The Helping Hand is that all staff, volunteers, and board members scrupulously avoid conflicts of interest between the interests of The Helping Hand on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

I understand that the purposes of this policy are to protect the integrity of The Helping Hand's decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff and board members. Upon or before election, hiring or appointment, I will make a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest. This written disclosure will be kept on file and I will update it as appropriate.

In the course of meetings or activities, I will disclose any interests in a transaction or decision where I (including my business or other non-profit affiliations), my family and/or my significant other, employer, or close associates will receive a benefit or gain. After disclosure, I understand that I will be asked to leave the room for the discussion and will not be permitted to vote on the matter.

I understand that this policy is meant to supplement good judgment, and I will respect its spirit as well as its wording.

Signature: _____

Name: _____

NRIC No: _____

Date: _____

End of Report