

THE HELPING HAND ANNUAL REPORT 2014

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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 01.04.2015

- | | |
|---------------------------|------------------|
| 1) Mr. Freddie Choo | Chairman |
| 2) Mr. Tan Teik Seng | Vice-Chairman |
| 3) Mr. Michael Chew | Hon Treasurer |
| 4) Dr. Erik Ang Sze Wee | Hon Secretary |
| 5) Mr. Luke Thuraisingham | Committee Member |
| 6) Mr. Terence Teo | Committee Member |
| 7) Mr. Yap Kim Sin | Committee Member |
| 8) Mr. Tang Boon Siah | Committee Member |

Banker : DBS Bank

Auditor : FIDUCIA LLP.

2 ADMISSION FROM THE STREETS

A total of 41 walk-in cases were admitted of which 8 residents completed their program. 5 of them stayed back as Helpers working for the ministry while the other 3 left the ministry. As of 31st December 2014, 8 residents were still undergoing their six-month program. 25 residents defaulted and did not complete their program.

3 ADMISSION FROM THE PRISON/DRCs

A total of 74 residents were admitted under the Half-Way House Service Model (HSM) program of which 30 residents completed their program. Out of the 30 who completed their program, 7 stayed back as Helpers working for the ministry. As of 31st December 2014, 37 residents were still undergoing their program. 7 residents defaulted and did not complete their program.

4 2014 ACTIVITIES/EVENTS

A 27th Anniversary Thanksgiving Service

The Helping Hand celebrated its' 27th Anniversary 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 Professor Ho Peng Kee. The theme of the anniversary was "Soaring like Eagles". 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 250 people turn up for this occasion. After the service, our guests were treated to a buffet dinner prepared by our staff and residents.

B Core Curriculum Training by National Addiction Management Services (NAMS)

Under the Halfway House Service Model 2 (HSM 2), all halfway houses in the HSM 2 will have to run a Core Curriculum for our Preventive and Developmental Program. The Core Curriculum is called S.A.F.E (Sustaining Motivation, Addressing High Risk Situations, Facing your Problems, Effective Living). The training is done by NAMS and will be held once a week for a period of twelve weeks.

C OBS Course

Sixteen residents and four 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 Evangelistic Gospel Service

We conducted two Evangelistic Gospel Services for our residents, their families and friends. Our speakers for the services were Pastor Jeffrey Lye who is our present Chaplain and Rev Kwan Yew Weng from Cana BP Church. We thank God for the families and friends who came and for those who prayed to receive Jesus Christ into their lives.

E Family & Volunteer Outreach

We organised three 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.

F *Yellow Ribbon' Project in 2014*

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*

Twenty-five of our staff, residents and family members took part in the Yellow Ribbon's "Road to Acceptance" Prison Run 2014. It was a meaningful run filled with endurance, challenges and community 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.

G *4th Charity Golf Fundraising Event*

We held our 4th Charity Golf fundraising event on 26th of September 2014 at the Lake Course, Raffles Country Club. Our Guest-of-Honour for the event was Dr. Intan Azura Binte Mokthar, MP for Ang Mo Kio, GRC. A total of 121 golfers took part in our event and \$75,000 was raised.

H *Appreciation Dinner for Bible Study Volunteers*

Our EXCO member, Pastor Yap Kim Sin, some of our staff members and about 17 volunteers who are helping us with our Tuesday night bible study went for a dinner at JEMS hotel. The dinner was held to show our appreciation to them for their hard work and dedication as well as to get feed-back from them as to how we can improve on our bible studies.

I *Volunteer Recruitment*

Our CCD manager, Mr Vincent Tan conducted a volunteer recruitment talk to 24 potential volunteers from SG Cares. It is our hope that some of them will join us and become befrienders to our guys. We realise that by our ourselves with a limited time frame of a six-month program, there is only so much we can do for our residents but with the help of volunteer befrienders who can journey with them after their six-month program, much much more can be done to help our guys stay away from their vices and prison.

J *Christmas Family Day*

We celebrated our Christmas Family Day on the 14th of Dec. Our speaker for the day was Brother Steve Chelvan from Barker Road Methodist Church and we thank God for the powerful evangelistic preached by him. Our alumnus, Brother Ah Hai shared his powerful testimony about God's saving grace and transforming power working in his life. We also want to thank God for the good turn-out of about 270 people and we trust that they would have been ministered to by the message and testimony.

K Volunteer Training

We also conducted our volunteer's training on "Understanding Cravings, Relapses, and Recovery Concepts". The training was conducted over four Thursday evenings and we are thankful for the 35 – 40 people who regularly attended over the four weeks. While the training was done in-house, we engaged a professional trainer, Miss Ang Poh Wah to conduct the training. We also had a staff from Prison Fellowship Singapore come and share their work and programs with us. Besides our faithful volunteers who attended, we also had participants from other organizations, as well as some from Singapore Prison Service.

L Staff & Helper's Retreat

We organized a retreat to Tioman Island, West Malaysia for 46 of our staff, helpers and their family members. The speakers for the retreat were our Chairman, Mr. Freddie Choo and Rev. Bob Phee. 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 rock-fall as well as trekking around the island. It was truly a blessed time of refreshing for the staff, helpers and their family members.

5 **COMMUNITY OUTREACH/VISITS****A** Fairfield Methodist Secondary School

We thank God for the opportunity to talk to 300 students from Fairfield Methodist Secondary School and warn them about the dangers of drug abuse. Our alumnus Nelson Ho shared his story of how he had fallen into drug addiction and the consequences he had to pay because of that choice. We hope that through this talk, we can help the students to be aware of the dangers of drug abuse and make the right choice to say NO to drugs if they are ever thinking or presented with an opportunity to try it.

B Visit from Correctional Rehabilitation Specialist and Volunteer Befrienders

We had 18 Correctional Rehabilitation Specialists and 17 Volunteer Befrienders from Singapore Prison Services visit The Helping Hand. The purpose of the Correctional Rehabilitation Specialist visit was to hear about our treatment activities and regime, to get a chance to hear first-hand experiences of the half-way house life from the residents and to see the facilities. As for Volunteer befrienders, they wanted to understand how The Helping Hand functioned as a Halfway House for ex-offenders. Our CEO, Mr Chia presented our ministry's program and services which was followed by a Q&A session. Both the visits ended with 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 14 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 from Christian Counselling Services and Singapore Bible College*

We had 20 volunteers from Christian Counselling Services and 15 students from Singapore Bible College visit the Helping Hand and the purpose of their visit was for them to find out what we do. Our Care and Counselling Manager, Mr Vincent Tan and Social Worker, Mr Raymond Choo presented our ministry's program and services which was followed by a Q&A session. Both the visits ended with a tour around our premises.

F *Visit from Singapore Civil College*

Fourteen people from the Singapore Civil College 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 *Visit from Prison's Psychological & Correctional Rehabilitation Division*

A group of 10 people from the Prison's Psychological & Correctional Rehabilitation Division 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.

H *Talk at Trinity Theological College*

Two of our staff, Richard Khalil and Vincent Tan went to Trinity Theological College to share with the students and lecturers the ministry of The Helping Hand. We are thankful for the opportunity as it allows us to share about the work that God is doing in the ministry and also to encourage God's people to support us through their prayers or giving.

I *Visitation by Care Network*

We had 26 visitors from the Care Network attachment programme and 21 foreign visitors, who are attending Prison's Reintegration Puzzle Conference, visit 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 with our staff and residents. After the session, they were given a tour of our facility. The visits were organised by Prisons and SCORE.

J *Visitors from Covenant Vision and Queenstown Baptist Church*

We had visitors from Covenant Vision adult fellowship, Queenstown Baptist Church senior fellowship visit the Helping Hand. The purpose of the visit was for them to learn about the Helping Hand's rehabilitation program and services. Our CCD manager, Mr. Vincent Tan and our Chaplain, Pastor Jeffrey Lye 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 17 staff, 95 residents from various departments and about 40 volunteers attend different courses. Some of the courses attended are:

1. Principles of Effective Rehabilitation
2. Applied Suicide Intervention Skills
3. Rehabilitation and Reintegration Needs of Ex-Offenders.
4. OBS, “Back to Basics, Back to Life”.
5. Higher Diploma in Social Service..
6. CARE Network Learning Journey.
7. Core Correctional Practice.
8. Personal Data Protection Act.
9. Anger Management.
10. Anxiety and Stress Management.
11. Stages of Change.
12. Understanding Addictions.
13. Certified Substance Abuse Therapist.
14. CARE Network Attachment.
15. Identifying and Managing Triggers.
16. Relapse Prevention.
17. Understanding Cravings.
18. The Craving Chart Pattern.
19. Risk Factors and Its Function.
20. Criminogenic Needs.
21. Individuals in Recovery.
22. People Helping Skills.
23. How to Attend to Families of Incarcerated Offenders.
24. Certificate in Practical Counselling.
25. Managing Thinking Errors.
26. Emotional Regulation.
27. Basic & Final Theory Driving Test.
28. Class 3 Driving License.
29. Class 4 Driving License.

7 DECLARATION OF REMUNERATION

Our top executive is in the salary band of \$100,001 – \$150,000

The other two executives are in the salary band of \$50,001 - \$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