

THE HELPING HAND ANNUAL REPORT 2016

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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 06.04.2016
- | | |
|-------------------------|------------------|
| 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. Terence Teo | Vice-Treasurer |
| 6) Mr. Yap Kim Sin | Committee Member |
- Banker : DBS Bank
- Auditor : FIDUCIA LLP.

2 ADMISSION FROM THE STREETS

A total of 30 walk-in cases were admitted of which 5 residents completed their program. Out of the 5 that completed, 1 stayed back as a Helper, 2 joined our ¾ program and 2 left to seek employment outside. 17 residents defaulted and did not complete their program. 8 residents were still undergoing their six-month program as of 31st December 2016.

3 ADMISSION FROM THE PRISON/DRCs

A total of 75 residents were admitted under the Half-Way House Service Model (HSM) program of which 26 residents completed their program. 10 stayed back as Helpers working for the ministry. 15 residents defaulted and did not complete their program. 34 residents were still undergoing their program as of 31st December 2016.

4 2016 ACTIVITIES/EVENTS

A 29th Anniversary Thanksgiving Service

We celebrated our 29th anniversary thanksgiving service and we thank God for his faithfulness in watching over The Helping Hand. The theme for our anniversary was "Rooted and Established in His Love" and our speaker for the occasion was Rev. Luke Thuraisingham. Two of our staff, Moses Arulandu and See Kin Nam shared their testimonies, speaking about God's amazing love working in and through their lives. Another highlight of the anniversary was when the residents and staff presented a song "Think about His Love" to our guests. We thank God for a good turn-out of about 350 people and after the service, our guests were treated to a sumptuous catered dinner. 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.

B Evangelistic Gospel Service

We conducted our Evangelistic Gospel Service for our residents, their families, and friends. Our speaker for the service was our Chairman, Mr. Freddie Choo. We thank God for the families and friends who came and for those who prayed to receive Jesus Christ into their lives.

C OBS Course

Twenty-one residents and two 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 were 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 four 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 2016*

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 Prison Run*

On an early and beautiful September Sunday morning, a group of 51 people comprising of staff, residents, volunteers and family members of The Helping Hand went for the Yellow Ribbon Run 2016. The theme for this year's run was "We Run as One Team" and together with 9,000 other runners, we ran through one of the most beautiful routes in the east where lush greenery blended in with historic sites. At the end of the run inside the Changi Prison Complex, a carnival awaited the tired but happy runners. We, at The Helping Hand, are truly thankful to know that there are so many people out there who are willing to part with their time and money in giving ex-offenders a second chance in life.

F *6th Charity Golf Fundraising Event*

We held our 6th Charity Golf fundraising event on 12th of July 2016 at the Orchid Country Club. Our Guest-of-Honour for the event was Mr Sam Tan Chin Siong, Minister of State, Prime Minister's Office, and Ministry of Manpower. A total of 120 golfers took part in our event and \$75,000 was raised.

G *Ride To Restore*

On 23rd October, The Helping Hand (THH) held its' first ever non-competitive cycling event, "Ride To Restore." The purpose of the event was to raise awareness of THH's rehabilitative program, highlight the different social enterprises we have for the public to support and to introduce cycling as a form of exercise for our staff and residents. We thank God for the 170 riders who came and participated in the 40km and 90km ride and for their safety throughout the event. After the ride, the cyclists were treated to a Nasi Lemak lunch in THH's premises, lovingly prepared by the THH's kitchen staff.

H *Osim's Sundown Marathon*

Nine runners from The Helping Hand participated in Osim's Sundown Marathon, Asia's largest night marathon. All of them went for the full 42.195 km run. We thank God that eight of them managed to finish the race while one of them had to stop running at the 28 km mark because his legs were cramping up. Albeit that he did not finish the race, it was still a good learning experience for him and he will be better prepared for his next full marathon. We congratulate the other eight for going the distance and finishing the race.

I *Christmas Family Day*

We celebrated our Christmas Family Day on the 17th of Dec and we thank God for a wonderful service. It was a day where we were reminded about the birth of our Saviour through the preaching of the Word by our Chaplain, Luke Thuraisingham and the singing of Christmas carols by a choir from Kim Tian Christian church. It was also a day where we were reminded of the saving grace of our Lord Jesus Christ through the testimony of our staff worker, brother Kuan Kiong Lik. We thank God for a good turn-out of about 300 who were treated to a sumptuous catered dinner after the service had ended.

J *Futsal @ Kovan*

Fifteen of our guys together with some of our alumnus and friends also took to the football courts of Kovan Sports Center to enjoy a night of futsal. Although many of the guys are past the age of forty, they still wanted to play like they were in their twenties. Alas the spirit was willing but the flesh was weak and much of the desired play in their minds could not be translated to the actual play on the court. Even so, we still had a good time of fun and camaraderie.

K *Staff & Helper's Retreat*

We organized a retreat to Redang Island, West Malaysia for 80 of our staff, helpers and their family members. The speakers for the retreat were Rev Lawrence Ong and Sister Nancy Choo, wife of our Chairman Mr. Freddie Choo. 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 as well as trekking around the picturesque island. It was truly a blessed time of refreshing for the staff, helpers and their family members.

L *ISCOS Membership Drive*

We had Mr Nicholas Chan, a Member Services Executive from ISCOS come and do a presentation about the benefits of being an ISCOS member. Many of our residents did not know that ISCOS could provide them with an initial financial package after they completed their program, help them seek employment and even provide them with an avenue to upgrade themselves. We are glad that 19 residents signed up to be members of ISCOS after the talk.

5 **COMMUNITY OUTREACH/VISITS****A** *School Visits*

We had 80 students from Anderson Secondary School and 120 students from Serangoon Junior College visit the Helping Hand. The purpose of their visit was for them to learn of the programs and services provided by the Helping Hand. We also took this opportunity to warn them about the dangers of drug abuse and hopefully help them to make the right choice and say No to drugs if they are ever thinking or presented with an opportunity to try it. The talks would end with a Q & A session followed by a tour around our premises.

The Helping Hand

819 Upper Serangoon Road, Singapore 534678.

Tel: +65-6283-2204 Fax: +65-6283-3748

www.thehelpinghand.org.sg



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

B Visit from Samyook University

We hosted 30 students from Samyook University who were here on a study trip. The purpose of their visit was to find out about our programmes and services. Our CEO, Mr. Chia presented our programmes and services which was then followed by a Q&A session. To end the visit, our guests were given a tour around our premises. This visit was organized by the National Addictions Management Services.

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 Visitors from Vietnam's Ministry of Public Service

We had 30 delegates from the Vietnam Ministry of Public Security visit the Helping Hand. The purpose of their visit was to find out about our programs and services. Our ED, Mr. Richard presented our programs and services which were then followed by a Q&A session. To end the visit, our guests were given a tour around our premises. This visit was organized by the Singapore Prison Service.

E Visit from Czech Republic's Prison Service and Prague RUBIKON Centre

We had 8 visitors from the Czech Republic Prison Service and Prague RUBIKON Centre visit the Helping Hand. The purpose of their visit was to find out about our programs and services. Our CEO, Mr. Chia presented our programs and services which were then followed by a Q&A session. To end the visit, our guests were given a tour around our premises. This visit was organized by the Singapore Prison Service.

F Visitors from YMAC and NUS

We had 25 local and foreign students from the Youth Model Asian Conference and 22 Social Work undergraduates from NUS visit the Helping Hand. The purpose of their visit was to find out about our programs and services. Our Training and Liaison Manager, Mr. Vincent Tan presented our programs and services which were then followed by a Q&A session. To end the visit, our guests were given a tour around our premises.

G Deputations

We thank God for the opportunity to visit churches and share about the ministry of The Helping Hand. During these deputation, we would present the ministry and our needs, share a testimony, present a song, and preach the Word of God. We are grateful for these deputations as it allows us to make known the ministry and our needs to the churches.

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H *Talks to Recruits and Probationers*

Together with the Central Narcotics Bureau, we gave anti-drug and crime preventive talks to SCDF recruits from Jalan Bahar Camp and probationers with CNB. Our Training and Liaison Manager, Mr Vincent Tan together with our staff and volunteers would give the talks. We hope that by sharing our experiences with them, we can help them not to make the same mistakes we made.

6 TRAINING COURSES

“Learning is a life-long process!” Listed below are the courses attended by our staff and residents:

1. Masters in Social Work.
2. Hazards and Dangers of Drug Use.
3. Work Place Literacy and Numeracy
4. OBS, “Back to Basics, Back to Life”.
5. Higher Diploma in Social Service.
6. Furniture Craft-man Level 2.
7. Counselling Skills and Practice – Introduction & Intermediate.
8. Stages of Change.
9. Decisional Balance.
10. SMART Goals.
11. Understanding Addictions.
12. Bachelor in Social Work.
13. Identifying Triggers and Cravings.
14. Managing Triggers, Warning Signs and Cravings.
15. Relapse Prevention.
16. Managing Thinking Errors.
17. Fighting Stress.
18. Healthy Relationships.
19. Fulfilling Life-Styles.
20. Case Management in Rehabilitation Practice.
21. SASW Conference.
22. Be an Assertive Volunteer.
23. CARE Network Seminar.
24. Effective People Helping Through Understanding of Personality.
25. 2nd Asia Pacific Conference on Mental Health.
26. Basic Counselling.
27. How to Prevent and Address Compassion Fatigue.
28. Landscaping Course.
29. Emotional Regulation.
30. Basic & Final Theory Driving Test.
31. Class 3, 4, & 5 Driving License.
32. Understanding and Responding to Emotions in People Helping.
33. Restoring the Foundation.

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.

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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.

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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