



# ANNUAL REPORT

NOV 2015 - OCT 2016



Doing  
*Good in our Communities*  
as the  
*Social Service Arm of*  
City Harvest Church

# ABOUT US

*“And he stood between the living and the dead, and the plague stopped.”*

- Numbers 16:48

To stand in the gap, to make a difference.

This is why City Harvest Community Services Association (CHCSA) exists.

CHCSA was founded in 1997 as a society and gained charity status in 2000. The mandate was

**“To bring the love of God beyond the four walls of the church; to find a need to meet, and to find a hurt to heal.”**

There are three people groups which CHCSA purposed to serve, regardless of their race or religion:



**The Elderly**



**Families Facing Transitional Challenges**



**Individuals Coping With Chronic Diseases**

We do this by partnering with various organisations and community stakeholders, because while it is good to do good, it's great to do it together.

## CORPORATE INFORMATION

IPC NUMBER	IPC000181 (Effective date: 1 January 2017 to 31 December 2017)
CHARITY REGISTRATION NUMBER	1419
ROS REGISTRATION NUMBER	ROS 0162/1997 WEL
UEN NUMBER	S97SS0106L
FINANCIAL YEAR	1st November 2015 to 31st October 2016
AUDITOR	Fiducia LLP
REGISTERED ADDRESS	12 Pine Close #01-85 Singapore 391012

# EXECUTIVE DIRECTOR'S MESSAGE

Scientific research traces empathy's roots to infancy. Before a toddler gains motor or cognitive skills, empathy is already there. It is not taught nor learnt; it is built in.

Empathy is the ability to relate to another person's pain, as if one experiences that pain himself. It's the driving force behind design thinking and any drama series, the reason why we weep when we see someone else in pain, even when it's fiction on television.

Empathy leads to compassion, which is the active desire to alleviate suffering and pain. Where there's no empathy, there's no lasting action.

Sociologists Joe Feagin, Hernan Vera and Pinar Batur write about human empathy:

*"Empathy allows us to relate pleasure to a smile and pain to lament.*

*Empathy permits us to come together and communicate.*

*Empathy requires personal effort.*

*Empathy at the individual level can make real equality possible at the societal level."* (Feagin, et al, 2001)

While hatred is the rallying cry for most wars, empathy is the force for positive change.

We live in the digital information age in which much can be found about what others have to say about a

particular situation or person. Technology has allowed us to be involved by commenting, evaluating and sharing. But the involvement of our fingers doesn't significantly change our world for the better - think how much posting images of food actually helps eradicate world hunger. It doesn't.

**To experience empathy--to unearth empathy--we need to be physically present.**

City Harvest Community Services Association was birthed to fulfil City Harvest Church's desire to bring the love of God outside the four walls of the church.

**To go out there. To be there. To find a need to meet, to find a hurt to heal.**

**Moving ahead, we want to be "doing good in our communities, as the social service arm of City Harvest Church."**

To facilitate the giving of resources, time and attention to people groups in our community --families requiring practical support during periods of transition, grandfathers and grandmothers coping with aging, youths who need help to experience success and individuals battling chronic diseases.

We are excited to have had **577 volunteers** involved in our work last year, and we endeavour to design more avenues to allow people in the community to experience empathy and to exercise compassion.



# MANAGEMENT COMMITTEE AND SUB COMMITTEES

## CHCSA MANAGEMENT BOARD 2016/2017

<b>PRESIDENT</b>	Toh Poh Chin Eileen
<b>VICE PRESIDENT</b>	Tan Kim Hock
<b>TREASURER</b>	Jeremy Choy Wai Keong
<b>SECRETARY</b>	Teresa Tan Tsai Lin
<b>MEMBERS</b>	Goh Mee Mee
	Fong Ling Lee Karen
	Ong Chi Jian Allan
	Chang Chin Loong Vincent
	Tan Lee San Theresa
	Yong Lily

## 2016/2017 SUB-COMMITTEES

AUDIT COMMITTEE		PROGRAMS & SERVICES			
<b>CHAIRMAN</b>	Allan Ong	<b>CHAIRMAN</b>	Lily Yong		
<b>MEMBERS</b>	Vincent Chang Jeremy Choy Lee Yilun Lynn Tan	<b>MEMBERS</b>	Allan Ong Jeanne Tan Kenny Low Herman Lim Tammy Lim		
FUND RAISING COMMITTEE		APPOINTMENT & NOMINATION		HUMAN RESOURCE COMMITTEE	
<b>CHAIRMAN</b>	Theresa Tan	<b>CHAIRMAN</b>	Tan Kim Hock	<b>CHAIRMAN</b>	Eileen Toh
<b>MEMBERS</b>	Jeremy Choy Karen Fong Julie Goh Kenny Low	<b>MEMBERS</b>	Eileen Toh Teresa Tan Theresa Tan	<b>MEMBERS</b>	Goh Mee Mee Karen Fong Janelle Tan

# ELDERCARE SERVICES

*“Show respect to the aged; honour the presence of an elder.”*

- Leviticus 19:32

While our nation has recently crossed the half-century mark of independence, and Singapore matures into a leading economic hub in South East Asia with one of the highest standards of living in the world, the youths of 1965 have grown into those we call our “pioneer generation” today.

Some of them lived through the Japanese Occupation; most contributed during the industrialisation period when Singapore’s per capita income was less than US\$320, working in labour-intensive factories. Our country’s per capita income today is more than US\$51,000, a growth of more than 15,000% since the 1960s

We can and we must honour our elderly citizens. We should allow them to enjoy the fruits of progress. Studies show that staying connected to family and friends is one of the key factors contributing to the quality of life of our seniors. Our work for the elderly aims to secure this connection.

Partnering with South East Community Development Council, our Community Outreach Programme for the Elderly (COPE) teams combed through **21** blocks in Mountbatten area and **12** blocks in Toa Payoh area, identifying a total of **903** and **406** elderly respectively.

With the help of more than **443** volunteers, we made at least **4** visits to the elderly throughout the year and organised a total of **12** events. These events see a total attendance of **1,533** in 2016..



## COMMUNITY OUTREACH PROGRAMME FOR THE ELDERLY (COPE) TEAM

### MOUNTBATTEN

WE CARED FOR  **903** ELDERLIES  STAYING IN **21** BLOCKS

### TOA PAYOH

WE CARED FOR  **406** ELDERLIES  STAYING IN **12** BLOCKS

WITH THE HELP OF



**443**

VOLUNTEERS PAYING



**4.5**

AVERAGE HOUSE VISITS ANNUALLY.

A TOTAL OF



**11**

PROGRAMS AND



**12**

EVENTS

WERE ORGANISED RESULTING IN A CUMULATIVE ATTENDANCE OF



**1,533**

# HOUSE OF JOY (HOJ) CENTRE

While the COPE team reaches out to the elderly at their homes, the House of JOY centre at Pine Close organises regular programmes to facilitate social bonding and development for the seniors.

Programmes have been designed to engage the elderly mentally, physically and socially.

We believe that one can age with wisdom, fitness and friends.

A total of **11** programmes were provided at HOJ in 2016, benefitting **214** elderly.



## FOR AN ENGAGED MIND

1. Fun with English Programme (Intermediate)
2. Fun with English Programme (Advanced)
3. Rummikub
4. The JOY Choir
5. Bingo
6. Community Laboratory with Chung Cheng High



# FOR HEALTH AND FITNESS



1. Chair Yoga
2. Nutritional Workshops





# FOR FRIENDSHIP AND BONDING

1. Kampung Ties
2. Thematic Movie
3. Chinese Chess Programme



The reason i like to serve in CHCSA is because it has always been my desire to be a blessing to others. I want to be the simple vessel to bless, encourage others in the little ways. Someone once believed in me, hence i'd also want to believe in others & sow that seed of hope and joy into others!

*Hui Ling, HOJ Volunteer (On the Left)*

I think it is important to understand the Pioneer Generation and their contributions for they are just like our very own parents and grandparents. Their golden years are indeed a great source of inspiration to us. If knowing the little that i do by simply knocking on their doors and lending a ear brings such a difference to their lives, this is befriending in its simplest form.

*Su Ting, HOJ Volunteer (On the Right)*



# SERVICES FOR THE FAMILY

*“The family remains the basic unit of society and the first school in which children learn the human, spiritual and moral values which enable them to be a beacon of goodness, integrity and justice in our communities.”*

- Pope Francis

We don't get to choose our families: some of us are birthed into more favourable conditions while others may draw the short straw. But a good community is one in which families provide support and inspiration to each other, with the understanding that every family has something to give and seasons to receive.

CHCSA purposes to provide practical support for families facing transitional challenges.

The sole breadwinner is retrenched. A family member is suddenly diagnosed with a chronic disease. A mother meets with an accident on the way home.

These are scenarios which we don't wish, hope or plan for, but they happen.

When they do, CHCSA would like to offer counsel, referrals and financial support to these families to help them walk through such dark periods. To let them know

that they are not alone, that there is a community of people who cares for them.

In 2016, CHCSA came alongside **59** families and helped them through referral to state resources, counselling and providing financial support or groceries.



PROGRAMMES AND SERVICES

## FAMILY SERVICES



**11**  
FAMILY SERVICES  
VOLUNTEERS



**34** CLIENTS  
INFORMATION AND  
REFERRAL SERVICES



**59** CLIENTS  
CASEWORK AND  
COUNSELLING SERVICES



**25** CLIENTS  
WELFARE ASSISTANCE

**19** FAMILIES  
DELIVERED PROGRAMME

**261** GROCERIES  
PACKS  
DELIVERED

# PROJECT BAG TO SCHOOL

In December 2016, a “Bag to School” Project was also organised to gift **102** school bags and stationery to children from lower income families. Our team had the help of **52** volunteers.



**52**  
 FAMILY SERVICES  
 VOLUNTEERS



**102**  
 SCHOOL BAGS  
 DELIVERED

# PATIENT CARE

In 1999, at a time when HIV patients were heavily stigmatised in our Singaporean society, a handful of CHCSA volunteers received training at Singapore’s Communicable Disease Centre (CDC) and began visiting these patients at CDC’s isolated wards on a regular basis. In 2003, they also started to reach out to individuals suffering from multiple sclerosis (MS).

CHCSA’s care services programme for individuals coping with Multiple Sclerosis is called MS Care and the programme for HIV patients is known as First Hand.

## MS CARE

According to a report by SingHealth, there are about 100 diagnosed cases of multiple sclerosis in Singapore. While the progress, severity and symptoms of MS in any one person cannot yet be predicted, MS Care believed it could build this demographic a community of support.

With a team of 24 volunteers, we organised **4** events in 2016 and reached a total of **98** individuals. The events aimed to empower MS patients with skills, knowledge and, most importantly, friends whom they can call upon.



Be a light  
 Make it right  
 Serve with delight  
 Be it midnight  
 Be it daylight  
 Together we fight  
 MS we fight  
 Future in sight  
 It’s our birthright

*Chai Seng,  
 MS Care Volunteer*



### INDIVIDUALS COPING WITH MULTIPLE SCLEROSIS (MS CARE)



# FIRST HAND

In 2016, a total of **30** visits conducted by CHCSA with a team of **23** volunteers was made to the CDC to befriend the patients and introduce them to touch and music therapy. A total of **100** patients were reached.



PROGRAMMES AND SERVICES

Joining CHCSA has allowed me to experience so much and go beyond where I never thought I would go. Being in contact with the First Hand patients was nerve wrecking at first, "What could I possibly offer to bring them joy?" I was almost defeated before even stepping foot on the premises.

As I started conversing and singing songs for the patients, I soon realized that every smile and every touch counts. We must never belittle the things we do, however small it may feel.

*Maximillian Low , First Hand Volunteer*



## PATIENTS COPING WITH HIV (FIRST HAND)



# COMMUNITY PROJECT



In May 2016, we embarked on a community project to encourage City Harvest Church attendees to “Drink Coffee, Do Good”. We set up a pop-up café which runs on weekends before and after church services. Patrons pay what they want for each cup of coffee, and funds raised go to helping the beneficiaries of CHCSA, primarily families in need.

As of the end of October 2016, with the help of **24** volunteer baristas, a total of 2002 cups were sold and more than **\$8000** was raised.



**24**  
BARISTAS  
VOLUNTEERS



**2,002**  
CUPS  
SOLD



**\$8,200**  
AMOUNT  
RAISED



# GOVERNANCE

## BOARD MEETINGS

The Board is supported by five working committees. They have the authority to examine issues related to their portfolio and report back to the Board on their findings and recommendations. There were four Board meetings over the period of November 2015 to October 2016.

## DISCLOSURE AND TRANSPARENCY

CHCSA's annual financial statements are prepared in accordance with the provisions of the Societies Act (Chapter 311), Charities Act (Chapter 37) and the Charities Accounting Standards.

## HUMAN RESOURCE MANAGEMENT

The performance appraisal exercise for staff members was completed in early December 2015. The remuneration committee reviewed the performance, salary structure and guidelines in December 2015. The annual remuneration for each of the top three key executives in CHCSA remains within the \$100,000 salary band.

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 OCTOBER 2016

### 2016

NOTE	UNRESTRICTED FUND	RESTRICTED FUNDS		TOTAL RESTRICTED AND UNRESTRICTED FUNDS S\$
	Accumulated Fund S\$	Care and Share Fund S\$	MS Care Fund S\$	
<b>INCOME</b>				
<b>Activities from generating funds</b>				
<b>Voluntary income</b>				
- Care and share grant	0	663,466	0	663,466
- Donations - Tax exempt	476,631	0	6,000	482,631
- Donations - Non-tax exempt	21,914	0	0	21,914
- General receipts	30,120	0	0	30,120
- Grants and funding	2,400	0	0	2,400
- SECDC subsidy	14,441	0	0	14,441
	545,506	663,466	6,000	1,214,972
<b>Other income</b>				
Unutilised annual leave over provision	0	0	0	0
<b>Total Income</b>	<b>545,506</b>	<b>663,466</b>	<b>6,000</b>	<b>1,214,972</b>
<b>LESS: EXPENDITURES</b>				
<b>Cost of charitable activities</b>				
<b>Program expenses</b>				
- Casework	9 153,818	8,818	0	162,636
- COPE	9 2,198	9,596	0	11,794
- Elderly services	9 38,162	126,651	0	164,813
- HIV care	9 1,372	0	0	1,372
- MS care	9 0	0	6,477	6,477
- Volunteer management	9 22,887	13,635	0	36,522
- Youth and community events	9 0	0	0	0
	218,437	158,700	6,477	383,614
<b>Governance and administrative costs</b>				
Accessories and supplies	431	458	0	889
Accounting fees	23,630	0	0	23,630
Advertising and promotions	0	19,364	0	19,364
Annual leave	3,106	0	0	3,106
Audit fees	7,490	0	0	7,490
Bank charges	693	0	0	693
Courier and postages	433	0	0	433
Data and communications	1,173	7,984	0	9,157
Depreciation of property, plant and equipment	6 3,439	34,881	0	38,320
Expenditure - computers	0	0	0	0
Food and refreshments	471	159	0	630
Gifts and prizes	74	0	0	74
Insurance	21,279	0	0	21,279
License	1,147	0	0	1,147
Office supplies	170	0	0	170
Printing, publicity and stationeries	2,371	0	0	2,371
Rentals	10,375	715	0	11,090
Repair and maintenances	1,542	0	0	1,542
Staff salaries and bonuses	95,280	0	0	95,280
Staff CPF, SDL and levy	16,946	0	0	16,946
Staff welfare	10 19,834	1,020	0	20,854
Subscriptions	1,541	0	0	1,541
Telecommunications	8,168	0	0	8,168
Transport	725	0	0	725
Utilities	1,627	0	0	1,627
	221,945	64,581	0	286,526
<b>Total Expenditures</b>	<b>440,382</b>	<b>223,281</b>	<b>6,477</b>	<b>670,140</b>
<b>NET INCOME / (EXPENDITURE) FOR THE YEAR</b>	<b>105,124</b>	<b>440,185</b>	<b>(477)</b>	<b>544,832</b>
<b>TOTAL FUNDS BROUGHT FORWARD</b>	<b>1,151,282</b>	<b>(313,708)</b>	<b>13,991</b>	<b>851,565</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>1,256,406</b>	<b>126,477</b>	<b>13,514</b>	<b>1,396,397</b>



# STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 OCTOBER 2016

## 2015

NOTE	UNRESTRICTED FUND		RESTRICTED FUNDS		TOTAL RESTRICTED AND UNRESTRICTED FUNDS S\$	
	Accumulated Fund S\$	Asset capitalisation reserve S\$	Care and Share Fund S\$	MS Care Fund S\$		
<b>INCOME</b>						
<b>Activities from generating funds</b>						
<b>Voluntary income</b>						
- Care and share grant	0	0	142,418	0	142,418	
- Donations - Tax exempt	576,686	0	0	0	576,686	
- Donations - Non-tax exempt	15,343	0	0	0	15,343	
- General receipts	90,265	0	0	0	90,265	
- Grants and funding	7,998	0	0	0	7,998	
- SECDL subsidy	44,735	0	0	0	44,735	
	735,027	0	142,418	0	877,445	
<b>Other income</b>						
Unutilised annual leave over provision	16,383	0	0	0	16,383	
	751,410	0	142,418	0	893,828	
<b>LESS: EXPENDITURES</b>						
<b>Cost of charitable activities</b>						
<b>Program expenses</b>						
- Casework	9	164,782	0	8,407	173,189	
- COPE	9	0	0	0	0	
- Elderly services	9	36,355	0	195,710	232,065	
- HIV care	9	6,315	0	0	6,315	
- MS care	9	0	0	2,224	2,224	
- Volunteer management	9	0	0	0	0	
- Youth and community events	9	158,077	0	18,141	176,218	
		365,529	0	222,258	590,011	
<b>Governance and administrative costs</b>						
Accessories and supplies		262	0	89	351	
Accounting fees		23,000	0	0	23,000	
Advertising and promotions		0	0	0	0	
Annual leave		0	0	0	0	
Audit fees		8,079	0	0	8,079	
Bank charges		741	0	0	741	
Courier and postages		354	0	0	354	
Data and communications		5,094	0	2,287	7,381	
Depreciation of property, plant and equipment	6	11,823	33,814	13,277	58,914	
Expenditure - computers		396	0	0	396	
Food and refreshments		282	0	0	282	
Gifts and prizes		0	0	0	0	
Insurance		20,562	0	0	20,562	
License		421	0	0	421	
Office supplies		679	0	0	679	
Printing, publicity and stationeries		3,798	0	0	3,798	
Rentals		10,375	0	0	10,375	
Repair and maintenances		6,210	0	0	6,210	
Staff salaries and bonuses		121,379	0	0	121,379	
Staff CPF, SDL and levy		18,532	0	0	18,532	
Staff welfare	10	21,292	0	2,058	23,350	
Subscriptions		1,819	0	0	1,819	
Telecommunications		5,243	0	0	5,243	
Transport		95	0	0	95	
Utilities		5,252	0	0	5,252	
		265,688	33,814	17,711	317,213	
<b>Total Expenditures</b>		631,217	33,814	239,969	2,224	907,224
<b>NET INCOME / (EXPENDITURE) FOR THE YEAR</b>		120,193	(33,814)	(97,551)	(2,224)	(13,396)
<b>TOTAL FUNDS BROUGHT FORWARD</b>		1,031,089	33,814	(216,157)	16,215	864,961
<b>TOTAL FUNDS CARRIED FORWARD</b>		1,151,282	0	(313,708)	13,991	851,565

## STATEMENT OF FINANCIAL POSITION AS AT 31 OCTOBER 2016

	NOTE	2016 S\$	2015 S\$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	1,213,429	731,855
Other receivables	5	83,530	35,331
		1,296,959	767,186
<b>Non-current asset</b>			
Property, plant and equipment	6	138,405	161,093
<b>TOTAL ASSETS</b>		<b>1,435,364</b>	<b>928,279</b>
<b>LIABILITY</b>			
<b>Current liability</b>			
Other payables	7	38,967	76,714
<b>NET ASSETS</b>		<b>1,396,397</b>	<b>851,565</b>
<b>FUNDS</b>			
<b>Unrestricted fund</b>			
Accumulated fund	8	1,256,406	1,151,282
<b>Restricted funds</b>			
Care and share fund	8	126,477	(313,708)
MS care fund	8	13,514	13,991
		139,991	(299,717)
<b>TOTAL FUNDS</b>		<b>1,396,397</b>	<b>851,565</b>

An elderly woman with short, wavy white hair and gold-rimmed glasses is looking towards a younger woman. She is wearing a pearl necklace and a dark, patterned top. The younger woman, seen from the side, has her hair pulled back and is wearing a white shirt. She is holding a yellow brochure that features a palm tree logo and the text 'Y 2016'. The background is slightly blurred, showing a colorful patterned bag and a wooden chair with a cane.

*Touching Hearts,  
Changing Lives*

