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# 2016 2017

## ANNUAL REPORT

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**DOING GOOD**  
IN OUR COMMUNITIES  
AS THE **SOCIAL SERVICE ARM**  
OF CITY HARVEST CHURCH

# About Us

*"Trust in the Lord and do good;  
Dwell in the land, and feed on  
His faithfulness."*

- Psalm 37:3

**Doing good in our communities, as the social service arm of City Harvest Church**

Established in 1997, CHCSA was commissioned by City Harvest Church to bring the love of God beyond the walls of the church in a practical manner, regardless of race or religion. CHCSA gained its status as an institute of public character and a charity in 2000 and currently serves 1874 individuals with the help of 448 volunteers annually.

Our scope of service covers the elderly, families experiencing transitional challenges and individuals coping with chronic diseases.



## CORPORATE INFORMATION

IPC Number	IPC000181 (Effective date: 1st January 2017 to 31st December 2017)
Charity Registration Number	1419
ROS Registration Number	ROS 0162/1997 WEL
UEN Number	S97SS0106L
Financial Year	1st November 2016 to 31st December 2017
Auditor	Fiducia LLP
Registered Address	12 Pine Close #01-85 Singapore 391012



# Executive Director's Message



## *2017 was a year of refinement.*

Consultative discussions with representatives from our volunteer force helped us recognize the need to enrich the volunteering experience. We learnt that volunteering should not be viewed as 'work', nor should be assessed by community work related performance indicators. The volunteering experience must also be seen as an opportunity for individuals to develop meaningful relationships and life skills.

Time and resources were allocated for training and development workshops, as well as outings for our volunteers. This resulted in higher volunteer retention and a growth of 56% in the number of core volunteers.

A 4-day study trip to Hong Kong to learn about eldercare strategies was made possible with the Care and Share

Fund. Our team visited a total of six centres, each with different social objectives and service strategies. The study trip allowed the team to envision the service range and centre culture for our senior activity centre, "House of Joy". A renovation plan was made to expand the common space by at least 30% and also to relocate the staff room to an area that is at the core of the action.

House of Joy will also be positioned as an open source centre to showcase our programmes to other community partners so that we can grow via partnership and collaboration.

It's good to do good; it's better to do it together and it's great to grow together.

Thank you so much for being with us on this journey, it wouldn't be the same without you.

# Management Committee & Sub Committees

## CHCSA MANAGEMENT BOARD 2017/2018

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

## 2017/2018 SUB-COMMITTEES

### AUDIT COMMITTEE

<b>CHAIRMAN</b>	Allan Ong
<b>MEMBERS</b>	Vincent Chang Jeremy Choy Lynn Tan Joann Leong

### PROGRAMS & SERVICES

<b>CHAIRMAN</b>	Lily Yong
<b>MEMBERS</b>	Allan Ong Jeremy Choy Jeanne Tan Kenny Low Tammy Lim

### FUND RAISING COMMITTEE

<b>CHAIRMAN</b>	Theresa Tan
<b>MEMBERS</b>	Sherie Ng Karen Fong Julie Goh Kenny Low Cindy Koh Vincent Chang

### APPOINTMENT & NOMINATION

<b>CHAIRMAN</b>	Tan Kim Hock
<b>MEMBERS</b>	Eileen Toh Teresa Tan Theresa Tan

### HUMAN RESOURCE COMMITTEE

<b>CHAIRMAN</b>	Eileen Toh
<b>MEMBERS</b>	Sherie Ng Karen Fong Janelle Tan

# Eldercare Services

*"You are never too old to set another goal or to dream a new dream"*

- C.S. Lewis



During one of our English Class programmes, the topic of death came up. When asked what their last wish would be, most of the elderly spoke about “交代”, that is to give final instructions and to handover whatever they have to their families.

When probed further, and presented with the scenario where there is no need for any handover, one elderly sheepishly quipped that she would like to go for a buffet dinner. There was excitement in the air, and another said she would like to learn how to swim. Someone else wished aloud that she could join a dance class.

That was when we realised that while it's important to meet the needs of the elderly, it is priceless and beautiful to discover and fulfil their dreams and aspirations.



Partnering with South East Community Development Council, our Community Outreach Programme for the Elderly (COPE) teams identified a total of 370 and 270 elderly staying in 21 blocks in Mountbatten area and 12 blocks in Toa Payoh area respectively. Seniors that were vulnerable were prioritised in home visits made by volunteers and House of Joy lined itself with engaging programmes and events to encourage elderly folks in Mountbatten to be a part of a larger community.

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

MOUNTBATTEN

WE CARED FOR



**370**  
ELDERLIES



STAYING IN  
**21**  
BLOCKS

TOA PAYOH

WE CARED FOR



**270**  
ELDERLIES



STAYING IN  
**12**  
BLOCKS

# House of Joy (HOJ) Silver Lifestyle Centre

House of Joy is about Education, Empowerment, Enrichment and Enjoyment.

Our programmes and events are designed to engage the Silver community cognitively, physically and socially. We believe that one can age with wisdom, fitness, friends and joy.



- New programmes
- 1) YOLO Cycling
  - 2) Wheelchair Yoga
  - 3) YOLO Swimming



A TOTAL OF



**16**

PROGRAMS

WERE ORGANISED  
RESULTING IN  
A CUMULATIVE  
ATTENDANCE OF

**384**



A TOTAL OF



**11**

EVENTS

WERE ORGANISED  
RESULTING IN  
A CUMULATIVE  
ATTENDANCE OF

**1117**



# Services For The Family

*"You don't choose your family. They are God's gift to you as you are to them."*

- Desmond Tutu

We don't get to choose our families: some of us are birthed into favourable conditions while others 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 passes away suddenly.

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

When they do, CHCSA is here 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 2017, CHCSA came alongside 149 families and helped them through counselling, providing financial support or groceries, and referrals to state resources.

## FAMILY SERVICES



**45** CLIENTS  
INFORMATION AND  
REFERRAL SERVICES



**93**  
CASEWORK AND  
COUNSELLING SERVICES



**50** CLIENTS  
WELFARE ASSISTANCE

**8** FAMILIES  
DELIVERED PROGRAMME







# Project Bag to School

In December 2017, a “Bag to School” Project was also organised to gift 102 school bags and stationery packs to children from lower income families with the help of 52 volunteers.



**102**  
SCHOOL BAGS  
DELIVERED



# Patient Care

In 1999, at a time when HIV patients were heavily stigmatised in our 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 HIV patients is known as First Hand and its service for individuals coping with Multiple Sclerosis is called MS Care.

## First Hand

Research shows that touch is an essential part of healing -- both physical and emotional. Our volunteers regularly help to massage the patients which can help to reduce stress, anxiety and pain. This works as a compliment to their medication treatments as well.



### PATIENTS COPING WITH HIV (FIRST HAND)



**26**

CDC WARDS  
VISITS



**150**

PATIENTS  
REACHED



# 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 catalyze a community of support for the patients and caregivers by organising events to empower participants with skills and facilitate networking opportunities.



## INDIVIDUALS COPING WITH MULTIPLE SCLEROSIS (MS CARE)



**5**  
MS CARE  
EVENTS



**176**  
INDIVIDUALS  
REACHED



**74**  
UNIQUE  
REACHED

# Volunteering

‘In a paper published by Harvard Health, the authors noted that volunteers benefit from something called the “happiness effect.” It turns out that weekly volunteering leads to happiness levels comparable to that of a life-changing salary boost.’ - ‘Volunteering: A Formula For Help And Happiness’ (fobres.com)

Over the years, Singapore has achieved top ranks in the world in the area of per capita income, infrastructure and connectivity, but nothing unlocks ‘happiness’ the same way volunteering does.

CHCSA purposes to champion, facilitate and develop effective and enriching volunteerism.





## VOLUNTEERISM



**448**  
TOTAL  
VOLUNTEERS



**245**  
NEW  
VOLUNTEERS



**103**  
CORE  
VOLUNTEERS (16H)



**12**  
TRAINING SESSIONS  
CONDUCTED



**5**  
TRAINING PROGRAMMES  
DEVELOPED

# Community Projects

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 coffee corner that 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.



## “DRINK COFFEE, DO GOOD” POP-UP CAFÉ



**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 their findings and recommendations to the Board. There were three Board meetings and one General Meeting in the period from November 2016 to December 2017.

## 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 late December 2016. The remuneration committee reviewed the performance, salary structure and guidelines in December 2016. 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 Period From 1 November 2016 To 31 December 2017

NOTE	UNRESTRICTED FUND	RESTRICTED FUNDS		01.11.2016 TO 31.12.2017	01.11.2015 TO 31.10.2016
	Accumulated Fund S\$	Care and Share Fund S\$	MS Care Fund S\$	TOTAL FUNDS S\$	TOTAL FUNDS S\$
<b>INCOME</b>					
<b>ACTIVITIES FROM GENERATING FUNDS</b>					
Voluntary income					
- Care and share grant	0	188,158	0	188,158	663,466
- Donations - Tax exempt	668,876	0	3,000	671,876	482,631
- Donations - Non-tax exempt	32,089	0	0	32,089	21,914
- General receipts	24,428	0	0	24,428	10,283
- Grants and funding	1,678	0	0	1,678	2,400
- SECDG subsidy	28,472	0	0	28,472	14,441
	<b>755,543</b>	<b>188,158</b>	<b>3,000</b>	<b>946,701</b>	<b>1,195,135</b>
<b>OTHER INCOME</b>					
Gain on disposal of property, plant and equipment	1,150	11,453			
Miscellaneous income	2,455	0	0	12,603	0
Rental income	7,596	0	0	2,455	1,051
Special Employment Credit	1,578	0	0	7,596	2,067
Temporary Employment Credit	2,586	0	0	1,578	2,249
Wage Credit Scheme	9,001	0	0	2,586	3,130
	<b>24,366</b>	<b>11,453</b>	<b>0</b>	<b>9,001</b>	<b>11,340</b>
				<b>35,819</b>	<b>19,837</b>
<b>TOTAL INCOME</b>	<b>779,909</b>	<b>199,611</b>	<b>3,000</b>	<b>982,520</b>	<b>1,214,972</b>
<b>LESS: EXPENDITURES</b>					
<b>COST OF CHARITABLE ACTIVITIES</b>					
Program expenses					
- Casework	4 140,015	43,994	0	184,009	162,636
- COPE	4 26,246	7,009	0	33,255	11,794
- Elderly services	4 50,180	185,435	0	235,615	164,813
- HIV care	4 3,912	0	0	3,912	1,372
- MS care	4 0	0	6,908	6,908	6,477
- Volunteer management	4 78,579	12,465	0	91,044	36,522
	<b>298,932</b>	<b>248,903</b>	<b>6,908</b>	<b>554,743</b>	<b>383,614</b>
Governance and administrative costs					
Accessories and supplies	1,049	0	0	1,049	889
Accounting fees	28,920	0	0	28,920	23,630
Advertising and promotions	0	23,377	0	23,377	19,364
Annual leave	855	0	0	855	3,106
Audit fees	9,667	0	0	9,667	7,490
Bank charges	261	0	0	261	693
Consultancy and professional charges	0	18,520	0	18,520	0
Courier and postages	548	0	0	548	433
Data and communications	1,850	2,323	0	4,173	9,157
Depreciation of property, plant and equipment	8 4,251	76,260	0	80,511	38,320
Expenditure - computers	0	464	0	464	0
Food and refreshments	787	88	0	875	630
Gifts and prizes	104	0	0	104	74
Insurance	13,504	0	0	13,504	21,279
License	1,246	0	0	1,246	1,147
Office supplies	672	0	0	672	170
Printing, publicity and stationeries	5,545	0	0	5,545	2,371
Rentals	9,861	0	0	9,861	11,090
Repair and maintenances	2,458	0	0	2,458	1,542
Staff salaries and bonuses	140,163	0	0	140,163	95,280
Staff CPF, SDL and levy	24,553	0	0	24,553	16,946
Staff welfare	5 13,386	24,165	0	37,551	20,854
Subscriptions	1,666	0	0	1,666	1,541
Telecommunications	9,053	0	0	9,053	8,168
Transport	32	13	0	45	725
Utilities	1,325	0	0	1,325	1,627
Volunteer training	0	11,318	0	11,318	0
Welfare	503	0	0	503	0
	<b>272,259</b>	<b>156,528</b>	<b>0</b>	<b>428,787</b>	<b>286,526</b>
<b>TOTAL EXPENDITURES</b>	<b>571,191</b>	<b>405,431</b>	<b>6,908</b>	<b>983,530</b>	<b>670,140</b>
<b>NET INCOME / (EXPENDITURE) FOR THE YEAR</b>	<b>208,718</b>	<b>(205,820)</b>	<b>(3,908)</b>	<b>(1,010)</b>	<b>544,832</b>
<b>TOTAL FUNDS BROUGHT FORWARD</b>	<b>1,256,406</b>	<b>126,477</b>	<b>13,514</b>	<b>1,396,397</b>	<b>851,565</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>1,465,124</b>	<b>(79,343)</b>	<b>9,606</b>	<b>1,395,387</b>	<b>1,396,397</b>



## Statement Of Financial Position As At 31 December 2017

	NOTE	31.12.2017 S\$	31.10.2016 S\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,158,709	1,213,429
Other receivables	7	215,395	83,530
		<b>1,374,104</b>	<b>1,296,959</b>
<b>NON-CURRENT ASSET</b>			
Property, plant and equipment	8	115,479	138,405
<b>TOTAL ASSETS</b>		<b>1,489,583</b>	<b>1,435,364</b>
<b>LIABILITY</b>			
<b>CURRENT LIABILITY</b>			
Other payables	9	94,196	38,967
<b>NET ASSETS</b>		<b>1,395,387</b>	<b>1,396,397</b>
<b>FUNDS</b>			
<b>UNRESTRICTED FUND</b>			
Accumulated fund	10	1,465,124	1,256,406
<b>RESTRICTED FUNDS</b>			
Care and share fund	10	(79,343)	126,477
MS care fund	10	9,606	13,514
		<b>(69,737)</b>	<b>139,991</b>
<b>TOTAL FUNDS</b>		<b>1,395,387</b>	<b>1,396,397</b>

## STATEMENT OF CHANGES IN FUNDS FOR THE FINANCIAL PERIOD FROM 1 NOVEMBER 2016 TO 31 DECEMBER 2017

	NOTE	BALANCE AT BEGINNING OF PERIOD S\$	NET INCOME / (EXPENDITURE) FOR THE PERIOD S\$	BALANCE AT END OF PERIOD S\$
<b>01.11.2016 to 31.12.2017</b>				
<b>UNRESTRICTED FUND</b>				
Accumulated general fund	10	1,256,406	208,718	1,465,124
<b>RESTRICTED FUNDS</b>				
Care and share fund	10	126,477	(205,820)	(79,343)
MS care fund	10	13,514	(3,908)	9,606
<b>TOTAL FUNDS</b>		<b>1,396,397</b>	<b>(1,010)</b>	<b>1,395,387</b>

	NOTE	BALANCE AT BEGINNING OF PERIOD S\$	NET INCOME / (EXPENDITURE) FOR THE PERIOD S\$	BALANCE AT END OF PERIOD S\$
<b>01.11.2015 to 31.10.2016</b>				
<b>UNRESTRICTED FUND</b>				
Accumulated general fund	10	1,151,282	105,124	1,256,406
<b>RESTRICTED FUNDS</b>				
Care and share fund	10	(313,708)	440,185	126,477
MS care fund	10	13,991	(477)	13,514
<b>TOTAL FUNDS</b>		<b>851,565</b>	<b>544,832</b>	<b>1,396,397</b>



TOUCHING  
**HEARTS,**  
CHANGING  
**LIVES.**

**CITY HARVEST COMMUNITY SERVICES ASSOCIATION**

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