



IT'S GOOD TO DO GOOD; IT'S BETTER TO DO IT TOGETHER.



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

ABOUT US



**“BUT DO NOT FORGET
TO DO GOOD AND TO
SHARE, FOR WITH SUCH
SACRIFICES GOD IS
WELL PLEASSED.”**

- HEBREWS 13:16 (NKJV)

TO DO GOOD TO ALL PEOPLE, WITH EVERY OPPORTUNITY GIVEN TO US.

That is the ethos of City Harvest Community Services Association (CHCSA). Our work began in 1994, we started out when members of City Harvest Church began to reach out to communities in need. We were officially registered as society in 1997 and gained charity (IPC) status in 2000.

As the community service arm of City Harvest Church, we were tasked with doing good in the community through reaching and assisting the needy and the marginalised, regardless of race or religion.

We focus on three people groups –



Elderly



Youth



Families facing
transitional challenges

We support them with a mindset to find a hurt and heal it, to find a need and meet it.

By partnering with various organisations and community stakeholders, we are able to provide a holistic and two-pronged approach in supporting our community.

CORPORATE INFORMATION

IPC Number	IPC000181 (IPC Effective Date: 21 January 2020 - 20 January 2021)
Charity Registration Number	1419
UEN Number	S97SS0106L
Auditor	Fiducia LLP
Registered Address	12 Pine Close #01-85 Singapore 391012

EXECUTIVE DIRECTOR'S MESSAGE

Year 2019 was a fulfillment of that statement. After feedback sessions with stakeholders and volunteers, our team noted that we didn't need to "promote volunteerism"—truth is, Singaporeans love to give their time and resources towards a worthy cause, as best as they can. What our job is, is to design volunteering experiences to allow more individuals to be involved in a meaningful manner, sustainably.

There will be groups of volunteers who enjoy a regular service experience: seeing the impact of their volunteering on their beneficiaries over time, and building meaningful relationships with fellow volunteers. Then, there are volunteers who wish to set aside two or three days of their annual calendar to participate in a project that aids our agency in serving our clients. Both groups of volunteers are important.

In 2019, through 29 events and programmes, we saw a total of 1,011 volunteers serving in projects and 144 service volunteers making a difference in the lives of more than 414 beneficiaries on a regular basis.

As Singapore matures, there will be a greater need for eldercare services. In CHCSA, we believe that eldercare work is not just about doing what is necessary for our seniors, but what is memorable for them. The best way to honor the sacrifices of these pioneers is for us to enrich their silver years through exciting and meaningful programmes.

After almost 9 years, House of Joy Mountbatten is now well-accepted and well-loved by the community. In December 2019, we moved our annual Christmas party from our center to the public field in the area, so that we could involve the larger community in our celebrations. From the playground, choir



“IT'S GOOD TO DO GOOD; IT'S BETTER TO DO IT TOGETHER.”

members from City Harvest Church sang carols, cheered on by those living in the blocks. It was a wonderful feeling.

We decked our Christmas tent with fairy lights, and brought to the community magic shows, carnival booths and even jugglers. However, our celebration was met by the monsoon rain.

“In times of adversity, you will realise who is there for you.”

Even though our carpet floors were now wet, and there remained a slight drizzle, the House of Joy seniors came dressed in their Christmas best, carrying their umbrellas. Their appearance brought smiles to our team of volunteers and staff. That was one of the best Christmas parties we have ever had.

Earlier in 2019, we participated in a tender to operate another senior activity center in the new Tampines Greenweave estate. The tender attracted more than five organisations, but we managed to obtain it. House of Joy Tampines Greenweave is slated to start operations in September 2020.

Thank you volunteers, donors, beneficiaries, partners and staff for doing good together with us—it really is better with all of you.

MANAGEMENT COMMITTEE & SUB COMMITTEES

CHCSA MANAGEMENT BOARD 2019/2020

		ANNUAL GENERAL MEETING JUNE 2019	BOARD MEETING JUNE 2019	BOARD MEETING NOVEMBER 2019	BOARD MEETING MARCH 2020
PRESIDENT	Toh Poh Chin Eileen	☑	☑	☑	☑
VICE PRESIDENT	Ong Chi Jian Allan	☑	☑	☑	☑
TREASURER	Ng Chern Nee Sherie	☑	☑		☑
SECRETARY	Wong Kon How	☑	☑	☑	☑
MEMBERS	Lim Joon Hian Daniel	☑		☑	☑
	Jeremy Choy Wai Keong	☑	☑	☑	☑
	Tan Lee San Theresa	☑	☑	☑	☑
	Yen-Sullivan Cynthia		☑		☑

2019/2020 SUB-COMMITTEES

AUDIT COMMITTEE

CHAIRMAN | Lim Joon Hian Daniel
MEMBERS | Lynn Tan
Ruth Yong

FINANCE COMMITTEE

CHAIRMAN | Allan Ong
MEMBER | Nick Liew
Joann Leong

PROGRAMMES & SERVICES COMMITTEE

CHAIRMAN | Allan Ong
MEMBERS | Kenny Low
Tammy Lim
Fang Xin Wei
Luen Wai Sum
Tong Weng Kong Jasper

FUND RAISING COMMITTEE

CHAIRMAN | Sherie Ng
MEMBERS | Theresa Tan
Cynthia Yen
Cindy Koh

APPOINTMENT & NOMINATION COMMITTEE

CHAIRMAN | Theresa Tan
MEMBERS | Eileen Toh
Wong Kon How

HUMAN RESOURCE COMMITTEE

CHAIRMAN | Eileen Toh
MEMBERS | Daniel Lim
Janelle Tan

*Our Board President Ms Eileen Toh will be serving her 14th term this current year as she wants to ensure development of the new board members and also to preserve our partnership with City Harvest Church.

ELDERCARE SERVICES

COPE – COMMUNITY OUTREACH PROGRAMME FOR THE ELDERLY

The Pioneer Generation deserves the best and most forthcoming attention and care. When we partnered with the South East Community Development Council for the Community Outreach Programme for the Elderly (COPE) in 1999, we did so with the intention to befriend and reach out to the elderly who are vulnerable and at risk of social isolation.

In 2019, with the help of our COPE volunteers, we visited 21 blocks in the Mountbatten area and 12 in Toa Payoh, where we managed to identify, respectively, 359 and 55 vulnerable elderly individuals.

2019 also marked the first time that we partnered with Tan Tock Seng Hospital and the Singapore General Hospital to form the Community Nurse Team. In addition to screenings for the elderly at House of Joy, these Community Nurse Teams would work with our caseworkers through referrals and joint home visits on the weekdays to check on their health.

Besides conducting visitations, we kept the elderly engaged through community events held in their neighbourhood. Our programme, Happy Kampung has proven successful as seniors get to know fellow seniors living near them, forming meaningful friendship, through games and refreshments.

In 2019, some of our volunteers went the extra mile to celebrate Deepavali with our Indian seniors, bringing them gifts and meaningful notes.





“AND I WILL STILL BE CARRYING YOU WHEN YOU ARE OLD. YOUR HAIR WILL TURN GRAY, AND I WILL STILL CARRY YOU. I MADE YOU, AND I WILL CARRY YOU TO SAFETY.”

- ISAIAH 46:4 (ERV)





MOUNTBATTEN

We cared for  staying in 

359 elderly **21** blocks




TOA PAYOH

We cared for  staying in 

55 elderly **12** blocks




A total of



18 events

were organised resulting in a cumulative attendance of



1,655



What our HOJ beneficiaries say:

“I THANK HOUSE OF JOY FOR BEING A GREAT ENVIRONMENT TO PLAY RUMMIKUB IN THE AFTERNOONS. TOGETHER WITH MY FRIENDS, WE SPEND MANY AFTERNOONS PLAYING GAMES AND CHATTING WITH EACH OTHER.”

- LIM SUAY MOEY, 73

HOUSE OF JOY

Coupled with our COPE Programme, our House of Joy Centre at Pine Close keeps our seniors engaged with programmes that encourage a sense of community and self-development. These programmes span a wide range of topics and activities, such as - Rummikub, Wheelchair Yoga and even a Lasting Power of Attorney workshop to educate them on estate planning.

We also started niche activities like Calligraphy and Mahjong, which have garnered positive responses and interest from the elderly. We collaborated with another centre to hold a Rummikub Competition, where over 120 elderly played competitively and non-competitively. It was the first event of its kind in Singapore.

With a target of 15 programmes, we exceeded expectations and ran a total of 20 programmes in 2019, reaching a cumulative number of 898 elderly. We want nothing more than to keep giving the elderly an opportunity to learn and grow during this stage of their lives.



What our HOJ beneficiaries say:

“I LIKE THE EXERCISE PROGRAMMES AT HOUSE OF JOY AS IT ALLOWS ME TO STAY HEALTHY AND ACTIVE, INSTEAD OF DOING NOTHING AT HOME. THE INSTRUCTORS AND STAFF ARE ALL VERY HELPFUL, SINCERE AND THEY CARE ABOUT MY HEALTH.”

- PER KIM ENG, 73



FAMILY SERVICES



Family is what turns a house into a home. Our Family Services clients come from all walks of life, and may include our elderly beneficiaries and even members of the public.

We never know when tough times may hit. Whether it's a sudden loss of income, a diagnosis of a critical illness or a loss in the family, CHCSA supports our clients through constant check-ins, mentoring of youth, providing referrals and interim financial aid.

In 2019, we collaborated with more social workers to help families in need. In total, we handled 169 cases and worked with 4 other agencies for 9 cases.

We supported Mr Alan, who was referred to us by his Family Service Centre social worker. He is the sole breadwinner in his family of four and is working as a Grab driver. Due to a major surgery, he was unable to work for three to six months, which led to their home mortgage, school fees and medical bills being in arrears. The family also struggled with daily expenses. CHCSA was able to provide the family with interim support to supplement their daily expenses for two months. When Mr Alan was certified fit to resume driving, we supported him via our Fresh Start scheme to pay for his rental and deposit for a new rental car so he could start bringing income for his family. Mr Alan is still driving today.*

**Name has been changed to protect the client's identity.*



“OUR MOST BASIC INSTINCT IS NOT FOR SURVIVAL, BUT FOR FAMILY.”

- NEUROPSYCHOLOGIST AND AUTHOR PAUL PEARSALL

We helped



52 Clients
Information and referral services



67 Casework and counselling services



30 Clients
Welfare assistance

169
Cases outreach



“MAY OUR SONS IN THEIR YOUTH BE LIKE PLANTS FULL GROWN, OUR DAUGHTERS LIKE CORNER PILLARS CUT FOR THE STRUCTURE OF A PALACE.”

- PSALM 144:12 (ESV)

YOUTH (CITY COLLEGE)

There are no youths-at-risk, but youths with promise looking for instruction, mentorship, education and love. Founded in 2002, City College gives its students a second chance at their education. We provide them with the preparation needed to take their national GCE 'N' and 'O' examinations, gaining the certification to spur them on to higher learning.

There were a total of 45 students who enrolled and graduated in 2019.



YOUTH (HIGHER)

We are into our second year with Higher, and we hold on to the vision of offering fresh and new ways to live and give as a community and to our mission to create new and fresh experiences for youth.

In early 2019, we wrapped up our first run of the Higher Growth Track, our 4-step programme that helps youth Experience Hope, Find Community, Discover Purpose and Make a Difference. This programme inspires, educates and empowers youth to change the narrative of their lives.

Youths on the Higher Growth Track received the opportunity to go through leadership workshops and training to prepare them to make a difference in the community. Their 'final project' included being part of the planning committee of volunteers that ran *Come Play Play*, our annual sports community event, with 53 teams consisting of 490 participants.



COME PLAY PLAY



53 teams
490 participants



We conducted a second run of the Higher Growth Track in November 2019, featuring our milestone event *City King*, which saw over 600 youth participants joining us. Additionally, there were a total of 164 volunteers who took time to help with the manning of game stations, of which 75% of these were adults looking to give back to the community and to young people.



CITY KING



600
youth participants



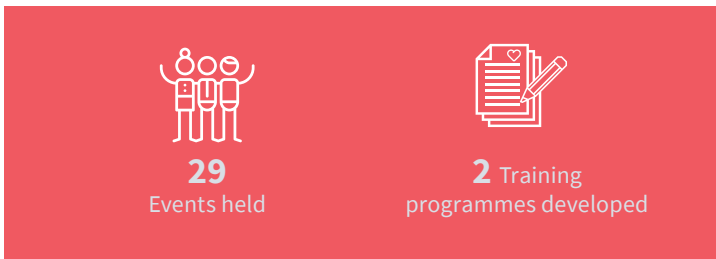
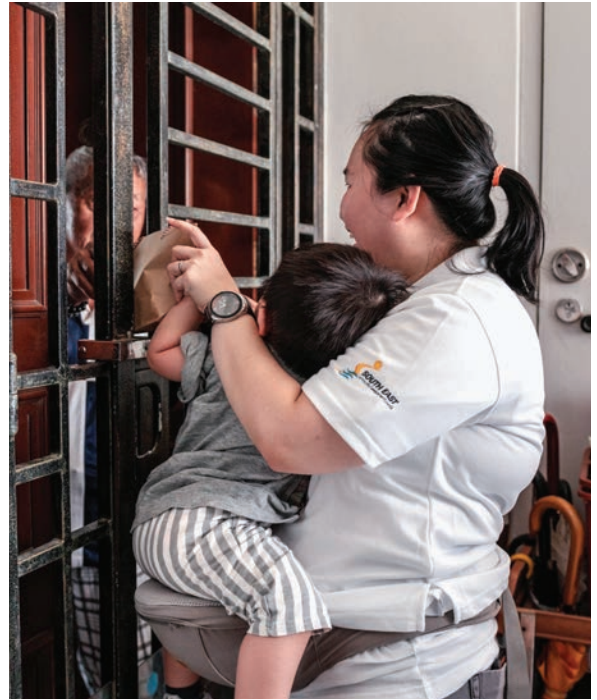
VOLUNTEER MANAGEMENT

The regular support of our volunteers is very important. 2019 saw 131 Regular Volunteers helping out on a monthly basis and a whopping 1,151 Event Volunteers supporting 29 events held, with 309 of them being first-time volunteers. Our youth events, Come Play Play and City King, saw the most volunteers, 276 in total.

Regular volunteers fall into two groups: those that serve COPE and those that participate in the “Drink Coffee Do Good” community project. Volunteers that support our COPE programme visit the elderly and interact with them monthly, while volunteer baristas for the “Drink Coffee Do Good” project serve the community by brewing cups of strong coffee at the pop-up café before and after City Harvest Church’s weekend services at Suntec Singapore.

To improve their capability to handle the elderly, our COPE volunteers were trained to spot and handle seniors with dementia. They also learned about the different kinds of mobility aids and how to use them properly, in addition to wheelchair transfer skills.





COMMUNITY PROJECT



May 2016 marked the start of our “Drink Coffee, Do Good” community project to encourage City Harvest Church attendees to give back to the community. The pop-up café runs on weekends before and after church services at their Suntec premises. Featuring hand-crafted coffee, the café has a pay-as-you-wish system, where the funds go into helping the beneficiaries of CHCSA, primarily families in need.

In 2019, with the help of 25 volunteer baristas, a total of 4062 cups were sold and more than \$18,000 was raised.



25

Volunteer baristas



4,062
Cups sold



\$18,000
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 one Annual General Meeting and three board meetings over the period of January to December 2018.



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 2018. The remuneration committee reviewed the performance, salary structure and guidelines in December 2018. The annual remuneration for each of the top three key executives in CHCSA remains within the \$100,000 salary band.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

GROUP	NOTE	UNRESTRICTED FUND	RESTRICTED FUNDS		0.1.01.2019 TO 31.12.2019 TOTAL FUNDS S\$
		ACCUMULATED FUND S\$	CARE AND SHARE FUND S\$	MS CARE FUND S\$	
INCOME					
ACTIVITIES FROM GENERATED FUNDS					
VOLUNTARY INCOME					
- Care and share grant		0	0	0	0
- Donations - tax exempt		768,952	0	0	768,952
- Donations - non-tax exempt		655,281	0	3,000	658,281
- General receipts		18,928	0	0	18,928
- Grants and funding		24,947	0	0	24,947
ACTIVITIES FOR GENERATING FUNDS					
- Registration and laboratory fees		3,045	0	0	3,045
- School fees		207,310	0	0	207,310
		1,678,463	0	3,000	1,681,463
OTHER INCOME					
Gain on bargain purchase of investment in subsidiary		0	0	0	0
Gain on disposal of assets		71	0	0	71
Miscellaneous income		74,061	0	0	74,061
		74,132	0	0	74,132
TOTAL INCOME		1,752,595	0	3,000	1,755,595
EXPENDITURE					
COST OF CHARITABLE ACTIVITIES					
PROGRAM EXPENSES					
- Care and share project	4	0	1,926	0	1,926
- Casework		113,535	20,051	0	133,586
- COPE		13,270	5,691	0	18,961
- Elderly services		356,982	41,407	0	398,389
- MS Care		0	0	1,416	1,416
- HIV Care		78	0	0	78
- Volunteer management		94,640	6,127	0	100,767
- Youth services		34,536	0	0	34,536
GENERATING FUNDS - TRADING DIRECT AND OTHER COSTS					
- Contractual services		54,327	0	0	54,327
- CPF and SDL charges		51,428	0	0	51,428
- Laboratory supplies		1,692	0	0	1,692
- Salaries and related costs		303,695	0	0	303,695
- Others		0	0	0	0
		1,024,183	75,202	1,416	1,100,801
GOVERNANCE AND ADMINISTRATIVE COSTS					
Accessories and supplies		2,261	0	0	2,261
Accounting fees		25,500	0	0	25,500
Advertising and promotions		11,105	9,022	0	20,127
Annual leave		2,359	0	0	2,359
Auditors' remuneration		16,215	0	0	16,215
Bad debts expense		860	0	0	860
Consultancy and professional charges		7,514	1,250	0	8,764
Contractual service		195	0	0	195
Courier and postages		606	0	0	606
Data and communications		1,706	0	0	1,706
Depreciation	9	14,486	74,635	0	89,121
Expenditure - computers		1,481	15,761	0	17,242
Event expense		4,361	0	0	4,361
Food and refreshments		2,493	329	0	2,822
General expenses		2,610	96	0	2,706
Insurance		11,738	0	0	11,738
License		821	0	0	821
Office supplies		830	0	0	830
Printing, publicity and stationeries		6,364	32	0	6,396
Rental of equipment		30,051	0	0	30,051
Rental of office		232,958	0	0	232,958
Repairs and maintenance		3,301	0	0	3,301
Staff salaries and bonuses		221,674	0	0	221,674
Staff CPF, SDL and Levy		33,472	0	0	33,472
Staff welfare	5	17,853	4,718	0	22,571
Subscriptions		433	0	0	433
Telecommunications		21,666	0	0	21,666
Transport		2,356	0	0	2,356
Travelling expenses		0	0	0	0
Utilities		13,978	0	0	13,978
Volunteers Training		3,087	5,974	0	9,061
Welfare		5,453	0	0	5,453
Others		618	0	0	618
		700,405	111,817	0	812,222
FINANCE CHARGES					
Bank charges		1,120	0	0	1,120
Credit card and NETS charges		2,278	0	0	2,278
Interests on finance lease		282	0	0	282
		3,680	0	0	3,680
TOTAL EXPENDITURE		1,728,268	187,019	1,416	1,916,703
NET INCOME / (EXPENDITURE) BEFORE TAX		24,327	(187,019)	1,584	(161,108)
INCOME TAX EXPENSE	6	290	0	0	290
NET INCOME / (EXPENDITURE) AFTER TAX		24,037	(187,019)	1,584	(161,398)

STATEMENTS OF FINANCIAL POSITION AS AT 31 DECEMBER 2019

	NOTE	GROUP		ASSOCIATION	
		2019 S\$	2018 S\$	2019 S\$	2018 S\$
ASSETS					
CURRENT ASSETS					
Cash and cash equivalents	7	1,463,315	1,691,499	1,311,997	1,532,713
Trade and other receivables	8	282,940	211,192	220,552	155,390
		1,746,255	1,902,691	1,532,549	1,688,103
NON-CURRENT ASSETS					
Property, plant and equipment	9	157,168	187,368	127,605	177,361
Investment in subsidiary	10	0	0	0	0
		157,168	187,368	127,605	177,361
TOTAL ASSETS		1,903,423	2,090,059	1,660,154	1,865,464
LIABILITIES					
CURRENT LIABILITIES					
Trade and other payables	11	147,218	187,372	115,314	141,668
Finance lease liabilities	12	7,542	0	0	0
Income tax liabilities	6	474	4,972	0	0
		155,234	192,344	115,314	141,668
NON-CURRENT LIABILITIES					
Finance lease liabilities	12	11,872	0	0	0
TOTAL LIABILITIES		167,106	192,344	115,314	141,668
NET ASSETS					
NET ASSETS		1,736,317	1,897,715	1,544,840	1,723,796
FUNDS					
UNRESTRICTED FUND					
Accumulated general fund	13	1,615,003	1,795,265	1,446,566	1,627,106
RESTRICTED FUNDS					
Care and share fund	13	115,591	98,311	92,551	92,551
MS care fund	13	5,723	4,139	5,723	4,139
		121,314	102,450	98,274	96,690
TOTAL FUNDS		1,736,317	1,897,715	1,544,840	1,723,796

CONSOLIDATED STATEMENT OF CHANGES IN FUNDS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

GROUP	UNRESTRICTED FUND	RESTRICTED FUNDS		0.1.01.2019 TO 31.12.2019 TOTAL FUNDS S\$
	ACCUMULATED FUND S\$	CARE AND SHARE FUND S\$	MS CARE FUND S\$	
2019				
Balance at beginning of financial year	1,795,265	98,311	4,139	1,897,715
Net income / (expenditure) for the year	24,037	(187,019)	1,584	(161,398)
Transfer of funds	(204,299)	204,299	0	0
BALANCE AT BEGINNING OF FINANCIAL YEAR	1,615,003	115,591	5,723	1,736,317

GROUP	UNRESTRICTED FUND	RESTRICTED FUNDS		0.1.01.2019 TO 31.12.2019 TOTAL FUNDS S\$
	ACCUMULATED FUND S\$	CARE AND SHARE FUND S\$	MS CARE FUND S\$	
2018				
Balance at beginning of financial year	1,465,124	(79,343)	9,606	1,395,387
Net income / (expenditure) for the year	330,141	177,654	(5,467)	502,328
BALANCE AT BEGINNING OF FINANCIAL YEAR	1,795,265	98,311	4,139	1,897,715



**TOUCHING HEARTS,
CHANGING LIVES.**

CITY HARVEST COMMUNITY SERVICES ASSOCIATION



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