



Hope for All

Celebrating our 20th Year of Seeing Lives Transformed

HCSA
COMMUNITY SERVICES
To give a future and a hope

ABOUT US

VISION

To give a future and a hope

MISSION

Empowering the vulnerable to find purpose for a more abundant life

Another chance in life, another possibility of a brighter future – that is what the vulnerable in society need: to be believed in again.

We believe that ex-offenders, abused girls and women with unsupported pregnancies have a purposeful future. We walk with them to make that happen. We support them through tangible ways: a roof over their heads, resources to expand their opportunities and wise counsel. Most importantly, we never give up on them.

Since 1995, **HCSA Community Services** has grown into a multi-service organisation. HighPoint Halfway House helps ex-offenders restart their lives, DaySpring Residential Treatment Centre cares for abused teenage girls, and DaySpring New Life Centre empowers unsupported pregnant women.

We are a self-funding charitable organisation with Institute of Public Character (IPC) status and a member of the National Council of Social Service. As a family of dedicated staff, volunteer teams and corporate and community partners, we continue to serve some of the most vulnerable in society to give them a hope and a future.

VALUES

EXCELLENCE

TEAMWORK

HONOUR

INTEGRITY

COMPASSION

SERVANTHOOD

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OUR NEW LOOK

HCSA ASPIRES TO BE AN ORGANISATION THAT BRINGS A FUTURE AND A HOPE TO THOSE IN NEED.



In 2016, at 20 years old, we embarked on a rebranding exercise to strengthen our work with the vulnerable. Our new logo is to better communicate the purpose of what we do, as well as represent our presence and culture as a bigger and stronger family.

OUR VISION: TO GIVE A FUTURE AND A HOPE

We help those in need journey from gloom to hope – the different colours in our new logo thus reflects life’s journey from darkness to light. Such a transformation marks the importance of empowering individuals to take charge of their lives and future.

OUR MISSION: EMPOWERING THE VULNERABLE TO FIND PURPOSE FOR A MORE ABUNDANT LIFE

The new logo is also applicable to the different arms we have within our family. After 20 years, we have expanded greatly. Today, HCSA HighPoint gives hope to male ex-offenders and HCSA DaySpring is a pillar of strength for abused girls and women with unsupported pregnancies. As we grow, we will continue to reach out to the most vulnerable in society and walk with them towards a life of abundance.



BOARD OF DIRECTORS



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HOPE FOR ALL

WE ARE PRIVILEGED TO TRANSFORM THE LIVES OF BOTH MEN AND WOMEN IN NEED, HELPING THEM MOVE OUT OF A LIFE OF DESPAIR INTO ONE WHERE THEY HAVE A FUTURE AND A HOPE.



We have a number of exciting initiatives planned, including the upgrading of facilities, setting up of the HCSA Training Kitchen and partnering the government to identify new social services needs that leverage our experience and core competencies.

About 20 years ago, in 1994, Pastor Timothy Das had compassion on a group of male ex-offenders who struggled with drug addiction and were homeless. Just married, he housed them in his modest marital HDB home, fed them, prayed for them and loved them. From this humble beginning, HighPoint Halfway House is today a professionally run outfit that has helped hundreds of men with a history of addictions or incarceration.

10 years later, in 2006, a woman with a similar compassion housed a few vulnerable ladies in her own condominium unit. The vision that God put in the heart of the late Ms Alice Heng resulted in the birth of DaySpring, which now provides treatment to abused teenaged girls, as well as help for women with unsupported pregnancies.

We are privileged to continue what Timothy and Alice started – to transform the lives of both men and women in need, helping them move out of a life of despair into one where they have a future and a hope. At this 20th anniversary celebration dinner, we want to honour the people who have travelled on this journey with us. Tonight, we share the gift of our present with all of you and look ahead to the future together.

As social demographics and societal needs change, so will we at HCSA Community Services. Over the past year, we have re-organised to be more efficient. We have placed even more focus on

working in line with government agencies and ministries such as the National Council of Social Service, Singapore Corporation of Rehabilitative Enterprises, Ministry of Social and Family Development and Ministry of Home Affairs. We are also strengthening our partnerships with corporations and non-governmental agencies.

In the next 12 months, we have a number of exciting initiatives planned for implementation. This includes upgrading facilities for our residents, setting up the HCSA Training Kitchen to equip our beneficiaries with industry skills and partnering the government to identify new social services needs that leverage our experience and core competencies.

Thank you for your continued support, encouragement and prayers. I pray that grace and peace be multiplied to you in the knowledge of God and of Jesus our Lord.

Vincent Lim
President
HCSA Community Services



A DIVINE DISCONTENT

PM LEE'S SIMPLE BUT DEEP WORDS CAN BE TRANSLATED INTO A REAL QUESTION FOR US AT HCSA COMMUNITY SERVICES: WHAT IF WE STRIVE TO KEEP DOING BETTER AND MORE FOR THOSE UNDER OUR CARE?

What if we opened our eyes and heart to look out for those in society who need help? What other needs are out there?

I was struck by the beauty of Prime Minister Lee Hsien Loong's words spoken during his National Day Rally speech this year. He said of his wish for Singapore: "What I would like is that we be blessed with a divine discontent – to always be dissatisfied with where we are; always driven to do better."

"A divine discontent" – these simple words are beautiful because of their deep meaning. PM Lee's words can be translated into real questions for us at HCSA Community Services: What if we strive to keep doing better and more for those under our care? What if we opened our eyes and heart to look out for those in society who need help? What other needs are out there?

Indeed, our divine discontentment can spur us to have new and exciting conversations – especially with our partners. For example, we will soon launch an initiative that will meet two of society's biggest needs: helping ex-offenders reintegrate into society and providing skilled manpower to the local F&B industry.

The HCSA Training Kitchen will not just coach ex-offenders, but also our abused girls and mothers with unsupported pregnancies. In fact, it will also train people from other welfare organisations islandwide and needy residents in Singapore's central district. We want our trainees to be effectively employed, so Singapore Workforce Development Agency has pledged to train and issue nationally recognised certifications on-site to our beneficiaries.

Our divine discontentment has an even more significant purpose when we consider its direct impact on those we help. As we think about doing better, we are also planning better follow-up strategies with our beneficiaries: What kind of after-care support do they need? What helps them become more sustainable? And as we look around in our aging society, we are considering offering elder daycare, where our pioneers can be engaged in stimulating physical and mental activities and form meaningful friendships and communities.

PM Lee ended his speech with these words of grace: "(What I would like Singapore to have is

also the) wisdom to count our blessings, so that we know how precious Singapore is, and we know how to enjoy and protect it."

Our greatest joy at HCSA Community Services is the privilege to serve over 1,000 men, children and families the last 20 years. Our blessings past and present have come to us in the form of partners, donors, government agencies, ministers, corporations and organisations, and of course, our staff and volunteers.

Words are not enough to describe the gratitude we have for each and every one of our supporters. Tears come to my eyes as I count these blessings.

Dominique Choy
Executive Board Vice President
HCSA Community Services

OUR STAFF

CORPORATE SERVICES



(Left to right)
Standing: Angela Tan, Adelene Wee, Ong Lay Wah, Daniel Kumar, Dawn Lee, Samantha Lo
Seated: Quek Buck Hoe, Dorothy Ng, Jennifer Heng, Dominique Choy

DAYSPRING RESIDENTIAL TREATMENT CENTRE



(Left to right)
Back row: Theresa Ambrose, Maria Chua, Sally San Juan, Nadeeka Abeykoon, Robelle Chavez, Siti Rokiyah, Natasha Kumar, Chrystella Lo, Regina Kwok, Gwen Guo
Front row: Pang Hwee Min, Dara Chee, Kim Lang Khalil, Stasia Kwa, Celeste Goh
Not in picture: Bavani Kerle, Marinel Dador, Marrie Tupaz

HIGHPOINT HALFWAY HOUSE



(Left to right)
Standing: Moses Lim, Peter Lim, Ng Hock Soon, Jason Wong, Gabriel Tan, Samuel Wong
Seated: Teo Yee Ling, Anson Yoo, Kelvin Lim, Anthea Chua
Not in picture: Teo Beng Kim, Stephen Ong

DAYSPRING NEW LIFE CENTRE



(Left to right)
 Joyce Chng, Ivy Quek, Chen Kim Fong, Joanne Kong



WE REACHED OUT TO
1,000
DRUG ADDICTS



HIGHPOINT HALFWAY HOUSE

*hope for
ex-offenders*

TWENTY YEARS AND COUNTING

HIGHPOINT HALFWAY HOUSE, WHICH BEGAN AS A SHELTER FOR A FEW DRUG ADDICTS IN AN APARTMENT, HAS EXPANDED OVER TWO DECADES AND HELPED MORE THAN 1,000 EX-OFFENDERS REBUILD THEIR LIVES. **PASTOR TIMOTHY DAS**, A MEMBER OF THE FOUNDING TEAM, RECALLS THE JOURNEY WHILE DIRECTOR **ANSON YOO** EXPLAINS THE WORK TODAY.



▲ The work of HighPoint Halfway House continued in a bigger property at Jalan Lekub in late 1997.

"We felt that we had received help and tasted the goodness of God in our own lives. So we were very compelled to pass this love on."



▲ The first "official" HighPoint Halfway House at 33 Fowlie Road in 1995.

It all began in 1991 with a band of brothers that comprised a pastor, businessman, prison warden, an executive and former drug addicts.

Timothy Das, Don Wong, Jeff Lim, Eric Chan, Peter Chan and Smokie Cheng were meeting each week as a prayer group. They often ended up discussing the drug addiction issue that people they knew were struggling with.

Pastor Timothy says: "What stirred us was the impact drug addiction had not just on the individuals but their marriages and families. We started a small support group, where we began to embrace the addicts' families as well."

Soon, they received calls for help. The group decided that they had to do more.

SMALL BEGINNINGS

Back then, Pastor Timothy and his wife were newlyweds that had just moved into a three-room flat. They started using one of their rooms to help brothers through their detox phase. Jeff did likewise.

Pastor Timothy describes the essence of their work: "We cared for the drug addicts and walked with them through the difficult seasons in their lives."

When the need for help increased, the group approached their church, the Community of Praise



◀ Pastor Timothy Das, a member of the founding team, HighPoint Halfway House.

Baptist Church (CPBC), for support. In 1994, the group came under CPBC's umbrella, named itself HighPoint and moved into a halfway house that had temporarily stopped functioning.

Pastor Timothy recalls the milestone: "This was our first move from our flats to a proper residential facility!"

As their work grew, the group wanted more stability, so they continued their search for a suitable place. In 1995, they found a house at Fowlie Road, where they resumed and improved on their residential drug addiction recovery programme.

"The greatest satisfaction was to witness transformed lives and restored families. Some whom we had helped are in leadership positions today."

Pastor Timothy reflects on this period: "Our time at Fowlie Road was very memorable as we worked as a fully functioning residential programme. Many people asked us if we were crazy doing what we were doing. But for us, we felt that we had received help and tasted the goodness of God in our own lives. So we were very compelled to pass this love on to others."

Pastor Timothy is also quick to add that offenders and drug addicts are just like anyone of us: "Many consider these brothers to be dangerous. But in reality, they are people with honour and gratitude. They did no harm to us. They are just like anyone of us, needing love, acceptance and purpose."

MAJOR DEVELOPMENTS

In 1996, Pastor Timothy stepped down from HighPoint and handed the leadership role to Pastor Don Wong.

Pastor Timothy looks back on his HighPoint days fondly: "The greatest joy was to see wives and children who had given up hope on their husbands and fathers extend grace and embrace them back into their lives. The greatest satisfaction was to witness transformed lives and restored families. Some whom we had helped are in leadership positions today."

▼ (below left) Minister for Foreign Affairs Vivian Balakrishnan (fourth from right) graced the occasion of the opening of HighPoint Social Enterprise Ark in 2006. (below centre) HighPoint Movers provided employment from 1996 to 2016 for residents at the Halfway House. (below right) An integral part of the HighPoint Halfway House programme is the weekly support group for residents and alumni.

► Anson Yoo, Director, Highpoint Halfway House

After Pastor Don took over the reins of leadership in HighPoint, the organisation continued to flourish. In 1997, it moved to two housing units at Jalan Lekub; and in 1999, to 38 Amber Road.

By 2004, HighPoint had grown to 80 people, including staff and residents. That year, with the help of the Singapore Land Authority, HighPoint secured the large grounds of 1 Lorong 23 Geylang, and this has been its home ever since.

HighPoint's work continues to play a significant role in Singapore.

Its current Director, Anson Yoo, explains: "It is important to cater to the needs of the homeless high risk group and at the same time support their integration through an appropriate secular programme. Without planned and proper intervention, it has been shown that about two-thirds of those who had decided to abstain from substance use relapse within the first 90 days. In this way, HighPoint Halfway House addresses both an immediate need and a real concern in the after-care landscape here."





◀ HighPoint Halfway House celebrates festive seasons with special events that include staff, residents and their families.

HIGHPOINT NOW

Today, HighPoint Halfway House helps homeless released prisoners from all races and religions integrate back into the community.

HighPoint’s supervised shelter programme – which includes an observed regime, regular recovery/support group meetings, counselling and case management services – assists residents in maintaining gainful employment and resolving their accommodation problems.

HighPoint also addresses the factors that have shown to affect a person’s relapse into criminal behaviour, for example, anti-social friends and attitudes, family, leisure activities and substance use.

Anson summarises: “Every resident knows that our main agenda is their recovery. Over time, we expect them to be less reliant on us and more independent and resourceful as they make the post-incarceration transition.”

In 20 years, HighPoint has helped more than 1,000 drug addicts and ex-convicts. From 2017, HighPoint will extend its services to discharged residents.

Other future services will include non-residential treatment programmes, research in the after-care

sector, and reaching out to inmates with chronic mental health and medical issues.

When asked what sustains and motivates the team behind HighPoint, Anson says: “HighPoint is true blue front-line work for those in the helping industry – it has a direct impact on people’s lives. The work is also very stimulating: because we reach out to an almost homogeneous profile of prisoners, we have a huge potential to research and learn about helping repeat offenders integrate back into society.”



▲ A team from IBM provided basic computer skills training to residents in 2016.



HIGHPOINT HALFWAY HOUSE

Highpoint Halfway House provides safe and drug-free temporary shelter to help and support homeless male ex-offenders and those in recovery from addictions.

Our individual transitional programme empowers them to attain more permanent housing, gainful employment and financial independence in order to live a productive life free of addictions and successfully reintegrate into society.

We provide temporary shelter and work with our beneficiaries to plan for longer term accommodation, as well as help towards:

- Sustained employment
- Increased psychological capacities and resources
- Integration with family/loved ones or community

Core Programme

- Counselling
- Support group
- Recovery meetings/House meetings
- Case management

Auxilliary Programme

- Early Recovery Treatment Programme (ERTP), an intensive intervention programme for residents identified with behavioural challenges
- Work Therapy Programme (WTP)
- Family Engagement Programme (FEP)
- Smoking cessation
- Community service project
- Recreational activities

Beneficiaries

As of August 2016

**1,000 DRUG
ADDICTS REACHED**

Milestones



HighPoint Halfway House started



Moved from 38 Amber Road to 1 Lorong 23 Geylang



More than \$1.4 million invested to restore, refurbish and redevelop the premise



Provided shelter for close to a hundred homeless released prisoners under the Transition Living Programme



HighPoint Halfway House re-entry facility provided supervised shelter programme for homeless released prisoners

TO BE VICTORIOUS

STORIES OF OUR CHAMPIONS



Yes, I think I can. And yes, I will surely try. Just give me that second wind.

SAMUEL'S SECOND WIND

"I have many to thank for standing by me. They gave me that second wind that has blown my sails in the rough and choppy sea otherwise known as Life.

My past is colourful and checkered. I spent my 21st birthday in a prison cell. After that, things spiralled downwards. I thought I was destined for misery and poverty.

Five years ago, aged 54, I stepped into HighPoint Halfway House. My life began to turn around and I started to hope again. As a result of my sobriety, my life began to stabilise.

But I desperately needed to upgrade myself. I decided to add value to my meagre portfolio. For a start, I would need at least a Class 3 driving license. I attempted the feat of applying for a sponsorship from the Chinese Development Assistance Council. My application was approved.

My test date was 29 October 2014. On that day, I looked around my cohort of learners. My goodness! I must be the oldest! So better not put this off till tomorrow, as I won't be getting any younger then!

I passed. The driving license is only a part of the bigger picture. I am now pursuing a higher diploma in social work at UniSIM. Four years ago, I only had a secondary school certificate! For my recent academic journey in social work, I have to thank the Social Service Institute and the Workforce Development Agency for sponsoring part of the costs.

Who is to say that this ex-offender cannot sail through the choppiest of seas? Yes, I think I can. And yes, I will surely try. Just give me that second wind."

Samuel Wong, 59, is now a Recovery Coach at HighPoint Halfway House, where he is a well-liked mentor to many of its residents.

PETER'S NEW LIFE

He was born into a broken family and lived in a rundown house in Chinatown. At 12, Peter Lim left school. Three years later, he began working in odd jobs and joined a secret society. A life of fighting and drugs began – that was how Peter's freedom slipped through his fingers like sand.

When he went a step ahead from possessing to selling drugs at 17, Peter's sentences gradually changed from home detentions to stints in reformatory training centres and eventually, prison. He was in and out of prison for about 18 years, from 1983 to 2001.

"I had no strength, no self-control," he recalls.

On the day of his hearing in 2001 that was to lead to his last sentence, Peter took more 50 sleeping pills. "I felt like that was it. I didn't know what to do with my life, so why not just pass on?" he says.

The next thing he knew, he awoke in a prison cell. "How many years was I sentenced to?" he immediately asked his prison mate, who was beside him. "Three years," came the reply.

"That was when I truly woke up," Peter says. "I asked myself: 'Am I going to waste my life and die in prison?' I realised that



no, this was not what I want for myself anymore. Besides, since my suicide attempt failed, I took it as a sign that I had been given a second chance at life."

Peter embarked on chapel studies in prison. In 2003, when he was released, he checked in to HighPoint Halfway House, where he met Pastor Don Wong, an ex-offender himself. "Pastor Don encouraged me," Peter says. "HighPoint also changed me for the better because of the unity of support and the sincerity from the people here. We're all weak, but together, we draw strength from one another."

Peter is now a Recovery Coach at HighPoint Halfway House, where he helps ex-offenders and recovering addicts to focus on building a purposeful life. "As an ex-offender, I can teach others with my own life," Peter explains. "A purposeful life is very simple. There is no need to pursue many things or be envious of others. A purposeful life is one that is free, healthy and at peace."

Over the years, Peter, 50, progressed from a HighPoint Halfway House resident to being one of its eight Recovery Coaches helping to empower ex-offenders.



DAYSPRING RESIDENTIAL TREATMENT CENTRE

*hope for
abused girls*

WE GAVE **58** GIRLS
RENEWED HOPE TO

FROM DREAM TO DESTINY

DAYSPRING BEGAN FROM ONE WOMAN, **ALICE HENG**, AND HER VISION TO HELP THE TROUBLED. HER PASSION SPREAD TO HER FRIENDS, WHO HAVE WITNESSED NUMEROUS MIRACLES IN THEIR JOURNEY OF HEALING ABUSED GIRLS. **DOMINIQUE CHOY**, EXECUTIVE BOARD VICE PRESIDENT OF HCSA COMMUNITY SERVICES, SHARES THE STORY.



▲ Combining work with fun, Alice Heng (first row, second from right) garnered support from local and expatriate communities to help her start DaySpring (photo taken in 2004).

By day, accountant Alice Heng worked on figures and spreadsheets; by night, she dreamt of helping troubled women. Once, she witnessed a lady at the ledge of a building, on the verge of committing suicide. The scenario stayed in her mind for a long time.

To be of help, Alice knew what she needed to do: she enrolled in a two-year counselling course. In 2006, she found a 4,000 sq ft apartment at Trendale Towers on Cairnhill Road and rented it.

"Alice envisioned a hideaway of hope and healing for women," says Dominique Choy, Executive Board Vice President, HCSA Community Services. At Trendale Towers, Alice and her friends from the Community of Praise Baptist Church women's group held parties and life skills training for the troubled.

Yet, while her dream was taking shape, Alice's painful battle with cancer was wearing her out. Sadly, in 2007, she passed away, aged 50. Her friends were heartbroken, but decided that the best way to honour Alice was to build on her inspiring legacy.

The team wrote to Lee Foundation for more funds to furnish its new home. It was another miracle: the Foundation gave more than what DaySpring had asked for.

They banded together: Adelene Wee, 41, began working behind the scenes to make DaySpring viable; Dominique, 43, formed a management committee to provide proper governance over DaySpring; Ruth Tie, 49, Tina Lim, 47 and Sharon Carroll, 50, would assist Dominique in search for a new space; and Cathy Livingston, 44, decided to spearhead its counselling



▲ Some of the passionate DaySpring RTC staff members, past and present.



▲ Equine Therapy is one of the therapies the DaySpring RTC residents participate in.

work. These are just a few of Alice's friends who have become a part of the DaySpring story.

MIRACLE AFTER MIRACLE

In 2008, DaySpring came under HCSA Community Services' purview as a self-funded initiative. By then, DaySpring was facing a shortage of funds and had to move out of Trendale Towers. Dominique and Ruth were asked to visit a unit at Henderson Industrial Estate. It was perfect: there was space for offices, counselling



◀ Dominique Choy, one of the founders of DaySpring.

They are innocent victims, and should not be locked up but loved.

rooms and a large hall for training and networking events. But could DaySpring afford it?

“When we found out that the monthly rent was \$5,000, we knew our prayers were answered. It was the exact amount DaySpring could handle,” says Dominique.

After the relocation, DaySpring was renamed the DaySpring Centre for Women. The team wrote to the Lee Foundation for more funds to furnish its new home. It was another miracle: the Foundation gave more than what DaySpring had asked for.

Other miracles surfaced, including free furniture and overwhelming public support, proving time and time again that Alice’s work was destined to be fulfilled.



▲ Former president S R Nathan was the guest-of-honour at the official opening of DaySpring RTC on 26 March 2011.



▲ The organising team of DaySpring's third annual Fundraising event.

A FOCUS ON ABUSED GIRLS

Meanwhile, Dominique and Cathy set out to explore new partnerships. From a conversation with one of their partners, they discovered a need to shelter girls who were victims of rape, molestation and violence.

“They are innocent victims, and should not be locked up but loved,” Dominique recalls the words in that memorable conversation.

She and Cathy shared this with the management committee. The team decided on DaySpring’s new step: “To set up not just any home, but a Residential Treatment Centre applying clinical therapy to help abused girls,” says Dominique.

There was no such initiative in Singapore back then, so Adelene, Cathy and Dominique worked on a proposal to the then Ministry of Community,

Youth and Sports (MCYS). It comprised the recommendation of Therapeutic Milieu as a framework for trauma treatment, a model from New Haven in the United States.

“Cathy and three other clinicians, Dr Maureen Neihart, Dr Cecilia Soong and Linda Koh then worked out a seven-level therapeutic intervention programme, tweaking it so that it would be culturally suitable for Singapore,” Dominique explains. “It would help abused girls through structured and constructive methods of managing distress.”

In 2010, MCYS approved the proposal. Singapore’s first small-group residential treatment facility for abused girls was launched. Soon, another miracle encouraged the team: \$800,000 had been successfully raised to open the DaySpring Residential Treatment Centre.

► President Tony Tan Keng Yam graced the occasion of DaySpring RTC's opening ceremony at 234 Turf Club Road. A resident of the Transition Home was excited to be able to chat with him.



A REAL "HOME"

That year, Dominique would confront one of the most difficult periods in her life. "The proposal was approved, funds were raised, the programme was ready and people had been recruited. But we could not find a place," she says. "We had nowhere to go." The Henderson unit no longer worked: residential treatment requires a homely rather than industrial environment.

In early October, DaySpring received a call from the Urban Redevelopment Authority. "They told us that they had a house at 233 Turf Club Road. We went to check it out, and this beautiful colonial bungalow greeted us," Dominique says. "The good news didn't stop there. MCYS then decided to bear the monthly rental!"

Two months later, Dominique collected the keys, and DaySpring started operations with its first resident. Former President S R Nathan officially opened DaySpring Residential Treatment Centre in March 2011.



▲ DaySpring RTC's Director Mrs Kim Lang Khalil and former Clinical Director Cathy Livingston having a light moment with former president S R Nathan at the official opening of DaySpring RTC.

In 2014, DaySpring also received the use of the neighbouring bungalow, 234 Turf Club Road, from the Singapore Land Authority with an endorsement from the Ministry of Social and Family Development. With the new space, DaySpring expanded its work. It launched the Transition Home, which President Tony Tan Keng Yam officially opened in July 2014.

"Each time we took a step and grew, I can imagine her in heaven, smiling down at us."

Today, DaySpring Residential Treatment Centre is home to 22 girls annually, including those living in the Transition Home.

Come 2017, it will embark on the Therapeutic Group Home model which will include Trauma System Therapy (TST), an evidence based and comprehensive phase based treatment programme for children and adolescents who have experienced trauma.

TST aims to stabilise the child's environment while enhancing her ability to regulate emotions and behaviors. The focus is on addressing trauma alongside the child's needs. The new therapy programme reveals how DaySpring will never stop improving itself to help abused girls.

Dominique says: "Alice was a wonderful leader who celebrated her teams. She would have been thankful for everyone's hard work. She was also famous for her smile. Each time we took a step and grew, I can imagine her in heaven, smiling down at us."



DAYSRING RESIDENTIAL TREATMENT CENTRE

DaySpring Residential Treatment Centre seeks to provide a safe and healing living environment for teenage girls who have been repeatedly abused. We help the girls by applying effective clinical therapies so that they become healthy individuals, who are able to successfully reintegrate with their schools, families and society.







We are a pioneer programme in Singapore focusing on the small group clinical approach, which includes:

- 14 to 18 months of our residential programme
- Alternate schooling
- Family support
- Transition home and community-based after-care
- Six-phase Value System Therapy
- Trauma System Therapy (launching in 2017)

Beneficiaries

As of August 2016
58 GIRLS BENEFITED
from DaySpring
Residential Treatment Centre

Milestones

 2006	 2008	 2010	 2011	 2012	 2014
Alice Heng planted the seeds of DaySpring	The DaySpring Centre for Women was founded	\$800,000 raised to open the DaySpring Residential Treatment Centre for abused girls	Received approval to use a house at Turf Club Road Former President S. R. Nathan officially opened the DaySpring Residential Treatment Centre	DaySpring Alternative School started	DaySpring expands at Turf Club Road President Tony Tan officially opened the new DaySpring Transition Home
			DaySpring licensed to operate as a Voluntary Children's Home		

TO BE HEALED

STORIES OF OUR BENEFICIARIES



DESIREE'S GUARDIAN ANGEL

"I had a past that destroyed me. I was sexually and emotionally abused when I was a child. To make things worse, my mother was one who needed companionship so she had many affairs.

Life was volatile. I had to find shelter and changed schools every year. I became a person I never thought I would become. Time passed, forcing me to face a lot more crises. I landed up in hostels, and then, the Singapore Girls' Home. After three months there, I met someone who has become my god-sent angel.

She is Cathy, the former Clinical Director of DaySpring Residential Treatment Centre

(RTC). She spoke to me and I could not help but burst into tears. I entered DaySpring RTC to receive therapy and rehabilitation in 2011, and was discharged in 2012.

There are two memorable events clearly etched in my head. One day, during a chaotic moment in DaySpring RTC, my emotions were stirred and I felt all my fears drowning me, as if I was pulled into a deep sea. I looked for Cathy, and all I did for the next hour was cry into her lap. I realised I had cried all my fears out.

My graduation ceremony in DaySpring RTC was also memorable. Many times, I wanted to give up and I never thought I

would make it to graduation. On that fine day, I remember the butterflies in my tummy as I stood in front of everyone and shared about my past. I made it!

Three things inspire me. One, my past and the journey I have taken to overcome it. Second, people who triumph over criticisms and insecurities and fight to succeed in life. And finally, writing. I enjoy it!"

Desiree, 20, was an intern at DaySpring RTC in 2014. An aspiring Child Protection Officer, she is studying psychology and hopes to help vulnerable kids realise that someone out there cares for and understands them.*



Thanks to the personalised care from DaySpring RTC's counsellors and residential staff, Nina felt safe enough to begin her journey of recovery.

NINA'S RECOVERY JOURNEY

Nina* came to DaySpring Residential Treatment Centre (RTC) grappling with an eating disorder. Her aversion to food began in 2011, when she was 11 and living in a shelter. She was placed there after her school counsellor discovered that she had been abused.

The family's domestic helper had forced her to take two-hour cold showers twice a day. She also instigated Nina's father to hit Nina almost daily.

"My eating disorder was my way of taking back control of my life," says Nina.

Thanks to the personalised care from DaySpring RTC's counsellors and residential staff, Nina felt safe enough to begin her journey of recovery.

The sense of security also came from the structured daily life. On a typical weekday, school was followed by counselling or values coaching before workshops or therapy sessions. After chores, dinner and homework, Nina enjoyed free time before bed.

Individual and family counselling are just two specialised therapies in DaySpring RTC's rigorous therapeutic programme. Besides meeting her counsellor once a week, Nina also attended daily group sessions on art, dance, drama or pet therapy, or workshops on emotional regulation.

The key was learning to take charge of her own life healthily. She found activities that led her to think about her future most helpful. One example was the values assignment, where she envisioned a future without her eating disorder through art.

Nina's aspiration is to be a dancer. "I want to dance and do all the things that normal teenagers do, so I will do my best to recover from my eating disorder," she says.

Nina, 16, has graduated from DaySpring RTC, and is eagerly embarking on her future. "I will continue to remind myself of my dreams," the Latin pop dance enthusiast says.

*The girls' names have been changed to protect their identities.



WE CARED FOR

28

BABIES AND
THEIR MUMS



DAYSPRING NEW LIFE CENTRE

*hope for
women with
unsupported
pregnancies*

LIFE ANEW

DAYSPRING NEW LIFE CENTRE, A PARTNERSHIP BETWEEN FORMER PASTOR **JENNIFER HENG** AND DAYSPRING, OPENED IN OCTOBER 2014 TO FOCUS ON TIMELY, NON-JUDGMENTAL AND HOLISTIC CARE FOR WOMEN WITH UNSUPPORTED PREGNANCIES.



▲ Jennifer Heng, founder member of DaySpring New Life Centre.

► DaySpring NLC conducts workshops and talks to bring awareness to the issues surrounding women with unsupported pregnancies.



Take a few seconds to imagine a distressed female struggling with an unplanned pregnancy. For most of us, a teenage girl pops up in our minds. It is also common to find social services targeting their help towards pregnant teens.

In reality, the majority of women who have abortions in Singapore are above 20 years old. In 2013, almost 47% of the 9,282 abortions here were by those 21 to 30 years old, while less than 7% were by those under 20.

Former pastor Jennifer Heng, 40, and DaySpring saw in these statistics a compelling need for help.

“And there is certainly a pressing need to help the older women too,” Jennifer says. “They have very intense anxieties such as parental pressure and the inability to support their child financially, as well as fears of not having the future they want.”

Jennifer would know.

She had two abortions when she was younger. “After the abortions, I thought I’d never receive the forgiveness for what I had done,” she says. The healing process was not impossible, but it took years.

First, Jennifer embraced God’s unconditional love for her, and then she learnt to forgive herself. Close friends stuck by and never judged – their presence and love nourished her. She says: “I found the courage to confront what I had done and discover the root reasons for doing what I did.”

FROM DARKNESS TO LIGHT

While in the valley of fears, Jennifer often wondered how other women coped. She began entertaining a radical thought: “How can I help these women as I have been helped?”

That was in 2002. At the time, Jennifer started thinking about a centre that could help women with unsupported pregnancies. But it wasn’t until November 2013, when she was connected to DaySpring, that things gradually materialised.

“I was looking for passionate partners who believed in the cause and were also equipped to do the work,” says Jennifer. “When I first met Dominique, Tina and Ruth from DaySpring and shared my vision with them, there was a deep resonance and enthusiasm in all our hearts. Things developed very quickly from that point.”



▲ Residents were delighted to meet Mr Christopher De Souza, Member of Parliament for Holland-Bukit Timah GRC, when he visited DaySpring NLC.



◀ Volunteers undergo a process of interviews, training and feedback to ensure they are equipped with the right skills and knowledge.

▲ Volunteers are an integral part of the support network for our young mothers.

An unwanted or unsupported pregnancy may feel like an inconvenience, but it may also be the much-needed turning point for the women and their families.

For pregnant mothers, nine months is a symbolic period, and this was no different in the case of Jennifer and DaySpring. Both, impregnated with the idea of creating a much-needed haven, spent the next nine months from January to September 2014 working hard to start DaySpring New Life Centre (NLC).

In October 2014, DaySpring NLC was born at Turf Club Road.

Apart from a network of partner organisations to ensure DaySpring NLC does not stand alone in this work and that it is a community effort, volunteers form an essential part of the organisation.

Since August 2015, more than 650 volunteer hours have been recorded at DaySpring NLC. About 70 volunteers engaged in different roles such as assistant residential supervisors, life skills trainers, befrienders, nursery support, confinement nannies, pre- and post-natal skills trainers, fitness instructors and more.



▲ Minister for Social and Family Development Tan Chuan Jin cuddles a precious new life.



▲ Jennifer holds the first baby born to a DaySpring NLC resident.



▲ DaySpring NLC residents and non-residents are equipped with relevant skills and knowledge for parenthood, such as this workshop on pediatric nutrition by a qualified nutritionist.

HAND IN HAND, HEART TO HEART

A constant challenge that DaySpring NLC faces is that women themselves must want to be helped. “Because they are often referred to us by various support groups, some of the women don’t feel the want or need to be helped,” Jennifer observes. At the end of the day, the real hard work is thus heart work.

“As a centre that seeks to empower women, we will continue to tread sensitively so we don’t impose on them,” says Jennifer.

She explains: “An unwanted or unsupported pregnancy may feel like an inconvenience, but it may also be the much-needed turning point for the women and their families.”

DaySpring NLC is expanding its services to be more inclusive, where it will serve single parents who have already given birth but have little or no support.

The centre’s original criteria for accepting both residential and non-residential clients was that they had to be pregnant at the time of intake.



▲ The staff of DaySpring NLC were introduced at the dedication service in November 2014.

However, the centre noticed an increasing number of enquiries from hospitals and community agencies requesting for help for single parents who have already given birth. Thus, moving forward, DaySpring NLC will be exploring ways to help more of such vulnerable women and their babies.

Jennifer says: “Ultimately, we want to see families pull together and become stronger.”



**DAYSPRING NEW
LIFE CENTRE**

DaySpring New Life Centre was started to respond to the need for more integrated and holistic help for unsupported pregnant women and their families. We provide services to empower these women to make the best choices for themselves and their child, born and unborn.

In collaboration with community and corporate partners, DaySpring NLC's programme includes:

- Case coordination, including referrals to appropriate services and agencies.
- Counselling
- Family and relationship mediation
- Equipping in pre- and post-natal care
- Assistance in financial and career planning
- Short-term residential services for up to eight women and four infants

Beneficiaries

As of August 2016

**18 RESIDENTS,
19 NON-RESIDENTS**

benefited from DaySpring NLC

29 NEWBORNS

were welcomed in that time

Milestones



2013
In November, Jennifer Heng connects with DaySpring and shares the idea of a holistic care service for women with unsupported pregnancies



2014
In July, DaySpring NLC receives notice that 233 Turf Club Road can be used to start New Life Centre



2014
In November, the dedication of DaySpring NLC was held

The first baby was welcomed into and supported in Dayspring NLC



2015
The first volunteer appreciation event was hosted

Dayspring NLC also celebrated its first birthday!

TO BE LOVED

STORIES OF OUR BRAVE MOTHERS



**GERALDINE'S BABY STEPS
AS A MOTHER**

When she was six, her mother left her. At 13, her father followed suit. So Geraldine*, 20, never understood the concept of parents.

She says: "I've looked after myself since I was very young."

Little did she know she would become a parent herself at a young age. In 2014, Geraldine was pregnant with her first child. It was not something she was ready for. She was referred to DaySpring New Life Centre (NLC), where she

lived for three weeks before the birth of little Joshua.

"I didn't know what to expect as a mother, but DaySpring NLC was there for me, and the staff prepared me for what was to come."

More and more, the future seemed less frightening, and Geraldine became confident of bringing little Joshua into the world. After he was born, they lived in DaySpring NLC for four more months.

"I learnt how to look after my child. I picked up practical tips,

such as bathing Joshua properly. I was also advised on the intangibles, like taking care of my emotional health. DaySpring NLC is all about sound advice and planning. Most important, I learnt how to plan for both Joshua and myself."

When asked if she was now more confident of facing the future, Geraldine was hopeful about it.

"Yes, I am. I want the best for my child. Now, I have more skills and support to make that happen."

Geraldine's son will turn two this year and is a bright and healthy child. She puts in great effort to provide for him and hopes to be able to continue her studies in the future.



MELODY: “I HAD NO ONE TO TURN TO”

“My name is Melody*. I am an only child. My parents divorced when I was a little girl and my mother remarried. My mother cared for me. My stepdad, on the other hand, had terrible mood swings. When I turned 18, my mother passed away from an asthma attack. My stepdad told me to move out and survive on my own.

I remembered the first night living alone. I was at the void deck. I could not sleep. I was afraid someone would molest or hurt me. For a year, every night was a frightening one. One day, a man came along and offered to take me to his home. He promised me a family, so I moved in with him. Shortly after, I found out that he had been dating another lady.

I moved out and stayed at a backpacker’s inn with the little savings I had. That was when I found out I was already seven months pregnant. The father did not want to take up the responsibility. I felt lost, afraid and abandoned.

My initial thought was to abort the baby, as I had no one to turn to. A Medical Social Worker from KK Women’s and Children’s Hospital referred me to

DaySpring New Life Centre (NLC). DaySpring NLC listened to my situation and offered advice. It also gave my baby and me a place to stay. I realised that abortion was not the only option. I started to think about and researched other options, and decided to keep my baby.

After delivery, I moved into DaySpring NLC and stayed with a few other mothers. Our fears, doubts and anxieties were heard there. We also received basic self and baby care skills trainings, had our meals and did house chores together. At times, we just sat in the living room to have meaningful conversations. These interactions might not mean much to people with a family, but they mean a great deal to me. I felt cared for. I belonged.

More than just helping me to sort out my thoughts and emotions, preparing me for job interviews and assisting with the search for suitable infant care services, the DaySpring NLC family believed in me.”

Melody, in her twenties, now lives in a rented flat with her baby girl. She has a clear plan for her future, and wants to be the best mother for her child.

*The mothers’ and children’s names have been changed to protect their identities.

FINANCIAL HIGHLIGHTS

SUMMARY OF FINANCIAL STATEMENTS

INCOME	2015 (\$)	2014 (\$)
Government grants and subvention	1,856,465	384,991
Donations and fund-raising	1,776, 754	1,640,647
Other income	1,155, 899	1,157,986
Total	4,789, 118	3,183,624
EXPENDITURE		
Programme Costs	2,338,490	1,864,378
Activities for Generating Income	1,166,580	1,108,948
Governance Costs	13,830	26,888
Total	3,518,900	3,000,214
Surplus for the year	1,270,218	183,410

SUMMARY OF FINANCIAL POSITION

ASSETS	2015 (\$)	2014 (\$)
Property, plants and equipment	350,376	543,971
Term deposits and cash	3,097,934	1,633,457
Trade and other receivables	631,341	544,910
Total Assets	4,079,651	2,722,338
FUNDS AND LIABILITIES		
General funds	3,532,112	2,261,894
Other liabilities	547,539	460,444
Total funds and liabilities	4,079,651	2,722,338

The financial statements of HCSA Community Services (formerly HighPoint Community Services Association) were drawn up by Lo Hock Ling & Co, Public Accountants and Chartered Accountants Singapore, in accordance with the provisions of the Charities Act, Societies Act and Singapore Financial Reporting Standards so as to give a true and fair view of its financial position as at 31 December 2015.

A full set of the financial reports can be obtained from www.hcsa.org.sg/aboutus.html

THANK YOU

FOR PARTNERING US TO GIVE A FUTURE AND A HOPE TO THOSE IN NEED.

Your partnerships, through your Corporate Social Responsibility (CSR) initiatives, are invaluable to the many broken lives made new. You have played a pivotal role in joining us to give a future and a hope.

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To our Government Partners, thank you for trusting and believing in our work. Together, we have provided a future and a hope to all our beneficiaries.

OUR GOVERNMENT PARTNERS

Ministry of Social and Family Development (MSF)
National Council of Social Service (NCSS)
Singapore Corporation of Rehabilitative Enterprises (SCORE)
Yellow Ribbon Fund

SUPPORT OUR WORK

EVERY DONATION GOES A LONG WAY

You have a heart for those who need a future and a hope. You believe in second chances and never giving up on those who need our faith. Give to HCSA Community Services and empower society's most vulnerable.

HCSA Community Services is a self-funding charitable organisation with Institute of Public Character status and a member of the National Council of Social Service. We rely totally on donations from philanthropic corporations and individuals to help us sustain our programmes.



BY CHEQUE

1. Payable to: HCSA Community Services
2. Mail to: No. 1 Lorong 23 Geylang Singapore 388352
3. Please include your name, address, contact number and NRIC/FIN or UEN no. for submission to IRAS for automatic tax deduction.



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SG Gives, or Singapore Gives, is an initiative of the National Volunteer and Philanthropy Centre. It is an online donation portal for donors who seek to give to Singapore-registered charities. To donate through SG Gives, please go to www.sggives.org/highpoint.

A NOTE ON TAX DEDUCTIONS

All donations are eligible for a 250% tax deduction. A tax-deductible receipt is automatically given for donations \$50 and above, and only upon request for donations below \$50.

For more information about donations or partnerships, please contact Adelene Wee, Director of Partnerships at 6745 3532 or adelene@hcsa.org.sg.

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