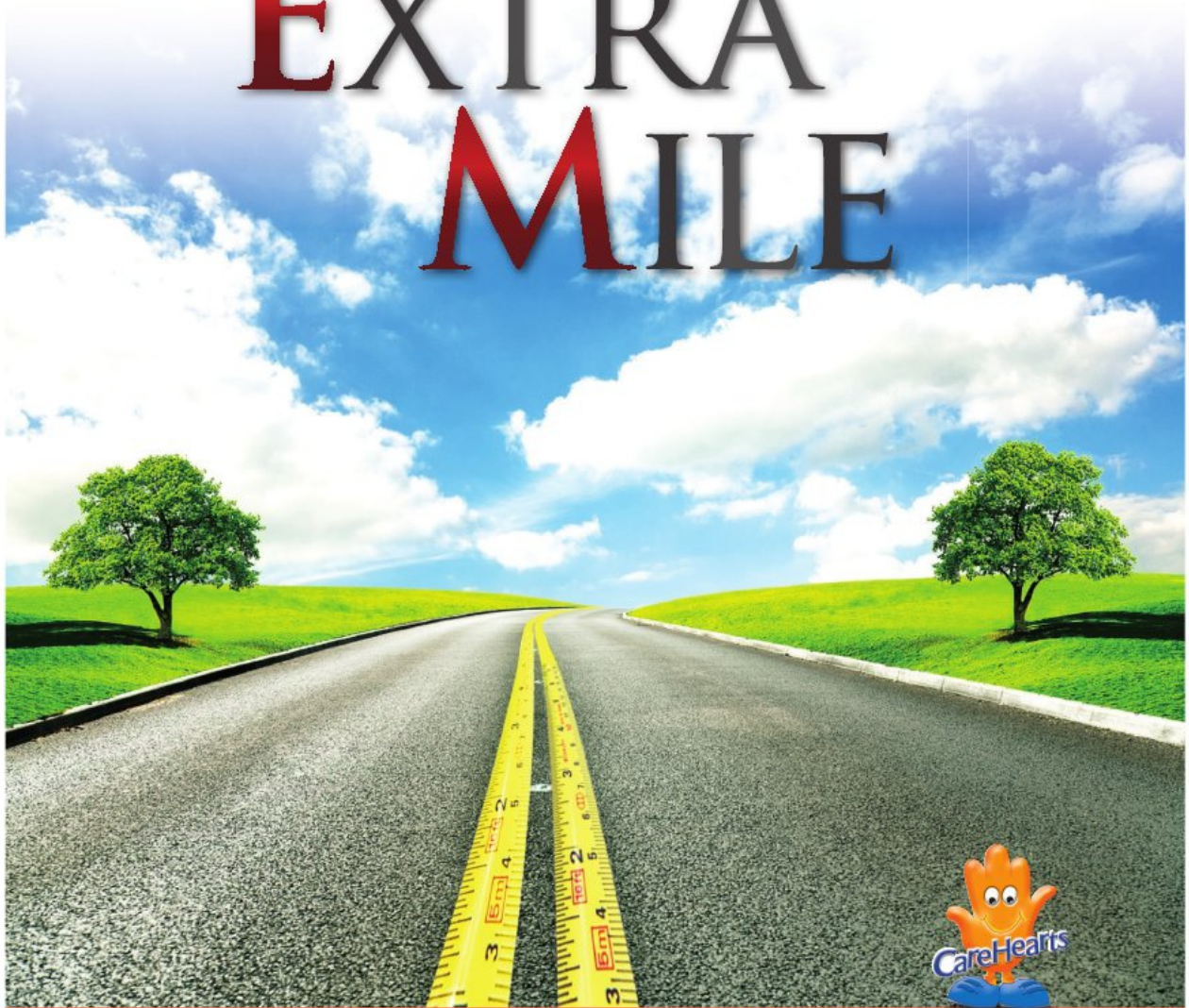


Annual Report 2010

# GOING THE EXTRA MILE



Care Community Services Society

# President's Message



Since its inception in 1996, Care Community Services Society (CCSS) remains dedicated to meeting the needs of individuals and families in the community. In 2010, we continued to be a blessing to the community, all this so that lives may be touched and transformed.

While in 2009 we reviewed our vision, 2010 saw the developing of that vision through the enhancement of our programmes and services. The four core vision pillars we identified were: 1) Service Posture, 2) Strategic Positioning, 3) Active Partnerships, 4) Empowered People.

## **1) Service Posture**

In order to enhance the functional capacity of our staff, a new supervisory framework was set up to ensure our programme staff receives supervision and guidance in their work. A Performance Management Framework was also introduced to ensure that our staff are adequately equipped to better fulfill their calling, serve with dedication and make a difference in the community.

## **2) Strategic Positioning**

In 2010, we were blessed to have secured a new tender with the Singapore Prison Service. Through the resettlement programme, inmates are prepared to reintegrate back into society. CCSS continually strives to be a blessing to both inmates and ex-offenders by helping them re-integrate into their families and society upon release.

In February 2010, CCSS' second d'Klub was launched in MacPherson. The mentoring programme guides primary school-going children in their studies and develops their self-worth and character. CCSS currently serves 38 children in its Stamford and MacPherson d'Klubs.

### **3) Active Partnerships**

2010 was a year in which CCSS experienced God's abundant provision both in terms of financial giving, and in increasing our network of partnerships with individuals, organisations and other agencies. Noteworthy was a marked increase in Trinity carecells indicating their interest and intention to be volunteers with us. We were greatly blessed by the contributions of our partners, and look forward to continue serving alongside them.

Last year, CCSS also experienced a boost in its donations received. We thank God that this contributed to a healthy surplus in 2010's accounts and we are grateful to the many corporations and individuals who have given generously to CCSS.

### **4) Empowered People**

Through the launch of the Reading Assistant Programme, children from our CareHuts who previously lacked confidence in their reading skills have now shown a significant improvement. Our CareHut programme serves mainly children from low-income and single parent families. The programme seeks to create a safe and nurturing environment, where a child's personality and character can be optimally developed.

We also continued to serve the needs of low-income and lonely seniors, and are humbled that in 2010 we were able to reach out to a wider network of them through our CARElderly Seniors Activity Centre.

Care Community Services Society

The grace of God, coupled with your precious partnerships has enabled us to empower and transform countless lives in 2010. In 2011, let us continue to be a blessing to the community, to see a breakthrough in lives, families and the community!

A handwritten signature in black ink, appearing to read "Dominic Yeo", with a long horizontal stroke extending to the right.

Rev. Dominic Yeo

President

# Treasurer's Report

## **Treasurer's Report for the year ended 31st December 2010**

The financial year 2010 was a positive one for Care Community Services Society ("CCSS"). Total revenue of \$2,097,176 was received mainly through donations, the various fund-raising activities and programme incomes. This represents a slight increase of 6.5% over that of 2009.

The generous donations came from both corporate and individuals. CCSS was also a beneficiary of various fund-raising activities such as Singapore Book of Records, sale of Knight Frank CEO Hawker Guide, ACI Charity Golf and our own charity golf tournament jointly organised with Dairy Farm International Holdings Ltd.

Total expenditure increased by 24% in comparison to the previous year. The increase was largely due to costs relating to increase in additional manpower to cater to increased programme activities for our beneficiaries.

For the year ended 31 December 2010, I am pleased to report on behalf of the Management Committee an overall surplus of \$455,624.

With continued strong and generous support from its sponsors and donors, CCSS hopes to plan more programmes for its beneficiaries, to intensify its current programmes and also to broaden its scope of services to reach even more of the underprivileged in our society.

Boon Suan Chew

Honorary Treasurer

# Department Reports

## **Children Services**

With the increase in enrolment numbers at our three CareHuts and the inauguration of our 2nd d’Klub programme in February 2010, our family has grown bigger. Our 2nd d’Klub programme, the MacPherson d’Klub is conducted every Saturday afternoon at our CARElderly Seniors Activity Centre in MacPherson. Our Children Department served an average of 130 children in 2010.

Here are some highlights for 2010:

### **Starting up of MacPherson d’Klub**

Our MacPherson d’Klub started on 27 February 2010. The programme is similar to the existing Stamford d’Klub and its objective is to help children from disadvantaged families living in the MacPherson area. This is also a volunteer mentoring programme where one regular volunteer takes one or two children under their wing and helps them on a weekly basis by giving them tuition to help in their schoolwork as well as conducting character-building activities that impart values.

### **Reading Programme at Eunos CareHut**

With the partnership and support of Deutsche Bank, Focus on the Family and Eunos Primary School, we conducted an IT reading programme at Eunos CareHut in the second semester of 2010 called ‘Reading Assistant’. The children enjoyed this twice weekly enrichment programme at the school’s computer lab which was customized to their individual needs. The children’s results were updated in a graph and we were very pleased that over 80% of the children showed an improvement in their reading skills.

## **Outings and Events**

Various corporate and individual sponsors as well as student groups organized many activities and outings for our children. From these activities, our children have been enriched in knowledge by their exposure to nature as well as developed through their interaction with volunteers from various walks of life.

## **Inter-Generational Activities**

Each CareHut had their own inter-generational activities with our elderly folk from our CARElderly Seniors Activity Centre (SAC). While our Stamford and Pei Tong CareHut children visited the SAC, our elderly folk were invited to visit the Eunost CareHut.

## **British Council Reading Lessons**

Teachers from the British Council have been conducting weekly English reading lessons for our Stamford CareHut children since 2009. Our children have had opportunities to talk to different native English speakers and have improved their language skills through the lessons and interactions with them.

## **I-Kidz Camp and Parents' Night**

This was the very first I-Kidz camp organized outside our CareHut premises at Sembawang Camp Challenge and was sponsored by Deutsche Bank. The trainers organized a lot of exciting but educational activities for our children. This was a first for most of our children of an overnight stay at a campsite and was an unforgettable experience for many. They also enjoyed an open campfire under the night sky.

On the second day of the camp, we headed back to Stamford CareHut where we invited parents to attend 'Parents' Night'. It was a time of dinner together and interaction with staff as well as some games and our annual award presentation.

## **CARElderly**

2010 was another year of celebration and new partnerships.

### **First Anniversary of CARElderly Seniors Activity Centre**

CARElderly Senior Activity Centre (SAC) began operations on 1 October 2009 and was officially opened by Dr Fatimah Lateef on 20 Mar 2010. On 1 October 2010, our CARElderly SAC celebrated its First Anniversary at the Summit of Trinity@Paya Lebar. Many elderly joined in the celebrations which included performances by the elderly and other programmes that encouraged active aging.

### **New Partnerships**

With the SAC serving more elderly, many new partners have also come alongside CCSS to sponsor events, outings and meals. These comprise both corporate partners as well as individual members from Trinity Christian Centre who want to bless the elderly.

### **Outreach to Elderly**

There was an outreach programme especially to the elderly living in Blocks 12-14 Merpati Road and Block 37 Circuit Road. Many of these had heard of the SAC but had yet to participate in our activities there. A total of 68 new elderly signed up as members as a result of this outreach.

## **Conclusion**

With the growth of the aging population in Singapore and the increasing number of elderly eager to join the activities in SAC, the SAC is getting more crowded. We are now exploring the possibility of expanding our Seniors Activity Centre. At the same time, we are also trying to creatively look at how we can reach out to and serve more elderly staying in the Merpati Estate as well as other blocks in the MacPherson and Circuit Estates.

We look forward to bringing you more exciting reports on developments in the coming year.

## **2010 at a glance**

- 1) No. of elderly served by SAC as at 31 Dec 2010: 192
- 2) Average daily attendance in Dec 2010: 32
- 3) No. of outings in 2010: 8
- 4) No. of workshops conducted in 2010: 19

## **Care Family Services (CFS)**

### **Oomph!**

CCSS embarked on the Enhanced STEP-UP programme in 2010, working closely with both Kuo Chuan Presbyterian Secondary School and St Hilda's Secondary School. We provided casework and counselling services for the students referred to us by the School Counsellors and forged a collaborative partnership with them in identifying students at risk of falling into delinquency. As such, we sought to reverse this trend through counselling, activities and group work.

Besides the Enhanced STEP-UP programme, we also partnered with Health Promotion Board (HPB) and Outward Bound School (OBS) in running a Smoking Cessation programme and a 3-day Motivational Camp respectively. Both schools acknowledged the important role that CCSS played in partnering with them to support the at-risk youths.

### **Centre, Media Counselling**

In 2010, we wrapped up our partnership with TEENS magazine in providing professional counselling services through their Q&A column. The Centre Counselling continues to provide professional counselling for clients who require such services.

### **Financial Assistance**

CCSS continues to work closely with YMCA, a fellow Voluntary Welfare Organization by supporting families in crisis through the YMCA Financial Assistance and Capability for Employment Scheme. Through this, we have supported families who were in need of emergency interim financial assistance as a result of a crisis in the family. 2010 marks our 3rd year of partnership with YMCA in providing this assistance to needy families.

## **Prison Care Services (PCS)**

At the beginning of 2010, we received news that CCSS had been awarded the tender for the Resettlement Programme at Cluster B. CCSS has been involved in this programme since it's inception in 2007. In this new tender we will be working with inhalant abusers and other inmates on short sentences.

CCSS also received funding from the Yellow Ribbon Fund Committee to run "Project Spring", which caters to families of ex-offenders with multiple dysfunctional issues such as financial difficulties, weakened family relationships. CCSS provides intensive case management for these families, helping them to meet goals such as strengthening family relationships, stabilising financial situation and coping independently.

In an effort to help young ex-offenders, we have also started a mentoring programme for existing clients. We have commenced matching clients with volunteer mentors and will evaluate the effectiveness of this programme in 2011.

We are glad for the opportunity to continue helping ex-offenders reintegrate into society after their release. It is our desire to develop more effective strategies in working with these clients. While challenges abound, the team delights in this opportunity to restore lives and to hone our professional skills in the process.

## **Community Partnership Team (CPT)**

### **Volunteer Management**

In 2010, we saw tremendous growth in the leadership potential and commitment of our regular volunteers who served tirelessly with compassion. These 100 or so volunteers come from all walks of life comprising students, working professionals, homemakers as well as the elderly. Despite their busy schedules and other commitments, they have made it a point to serve weekly alongside our staff as tutors, mentors, befrienders, facilitators and organizers of activities for our various beneficiaries.

To ensure that our volunteers are fully engaged and empowered, we implemented a Volunteer Management structure where more experienced volunteers were appointed as Volunteer Leaders to guide and lead other volunteers.

In addition to our regular programmes, we also organized a Rations Distribution event in the community. In all, we saw a total of 240 ad-hoc volunteers come together to serve with one heart and mind. We also witnessed many volunteers from various corporations coming forward throughout the year to organise and sponsor outings for our beneficiaries. Their partnership and involvement has been a blessing and has brought smiles to our beneficiaries.

We truly appreciate all our volunteers for their investment of time and effort in sowing into the lives of our beneficiaries.

## **Donor Management**

2010 was a year of being blessed to be a blessing in CCSS. We were blessed through various channels and could in turn be a blessing not just to our beneficiaries, but also to our community at large. Our regular donors have been faithful in their continuing commitment to us. They have never failed to surprise us with their consistent and generous giving throughout the year. We also saw an increase in the number of donors who made donations through GIRO.

Many major corporations also chose to make CCSS their adopted charity with the improvement of the economic climate in 2010. Their generosity, partnership and support have indeed made it possible for us to make a greater impact in reaching out to the community and to our beneficiaries. We would like to acknowledge our corporate partners for their strong support through their Corporate Social Responsibility (CSR) initiatives.

Here are some key events with our corporate partners in 2010:

### **Dairy Farm Singapore**

#### **Dairy Farm Singapore**

The Dairy Farm Singapore (DFS) made CCSS their adopted Charity for 2010. In partnership with the Orange Ribbon Celebrations 2010, DFS launched its community project themed “HEARTBEAT – Many People, One Community” at Dhoby Ghaut Green on 18 July. Through this, DFS donated 20,000kg of rice to CCSS.

**Ration distribution to Balam & Merpati Estates:**

From this generous donation of rice, CCSS in partnership with Trinity Christian Centre distributed close to 3,000 packs of rice to residents in both Balam & Merpati Estates. More than 240 volunteers; men, women and families with children were involved in this event and more than 3000 families in these estates were blessed.

**Donation Box**

More than 500 donation boxes were installed at all its Cold Storage, 7-Eleven, Guardian, Market Place, Shop & Save and Giant outlets island-wide.

**Care Community Services Society/Dairy Farm Singapore Charity Golf**

The CCSS/DFS Charity Golf was a great success. The joint event was held on 8 July at Laguna National Golf & Country Club with Minister of State, Ministry of Community Development, Youth & Sports, Mrs Yu-Foo Yee Shoon, as our Guest-of-Honour. Member of Parliament for Pasir Ris-Punggol GRC, Mr Michael Palmer, also graced CCSS/DFS Charity Golf as our special guest. The event ended with a sumptuous dinner and raised \$208,520 for CCSS.

**ACI Singapore Charity Golf 2010**

We were adopted by ACI Singapore as one of their beneficiaries. They organised a Charity Golf event on 9 July at the Singapore Island Country Club and at their Gala Dinner at La Villa with Finance Minister Tharman Shanmugaratnam as their Guest-of-Honour. CCSS received \$50,000 at the end of the event.

## **Trinity Christian Centre (TCC)**

### **CCSS Awareness Day**

This year, CCSS celebrated its CCSS Day together with TCC during their Missions Weekend on 24 & 25 March. CCSS used this platform to bring an awareness of how TCC congregation members could partner with CCSS in its outreach efforts to the community through its various programmes and services. As TCC's local missions arm, we encouraged church members to partner with us as volunteers, sponsors, champions or donors and to do their part to serve the community.

### **Singapore Book of Records**

In conjunction of its 40th Anniversary celebration, TCC organised an event to raise funds for CCSS. This Singapore Book of Records event was held on 8 August at Trinity@PayaLebar and broke the record of having the most number of people reading a book simultaneously. This event raised \$75,708 for CCSS and its beneficiaries.

## **Deutsche Bank**

### **Deutsche Bank (DB) Art Bus**

Children from our three CareHuts went on the Deutsche Bank Art Bus on three separate Saturdays to the renowned Singapore Art Museum (SAM). The children were accompanied by volunteers from DB who spent the day with them at the museum. These DB Art Bus outings were part of a series of outings as DB celebrated their 10th year in community work.

### **Beyond Us 10**

Deutsche Bank celebrated its 10th year in community work in 2010 with a special outing. 50 volunteers brought our children to The Koi Farm at Lim Chu Kang on 4 September. The children had a day of fun and games at different games stations learning how to be environmentally friendly and how to reuse materials that are not biodegradable. They were also treated to a magic show and a short tour of the Koi and Stingray farm.

### **Christmas Bazaar**

We were invited again to participate in the DB Christmas Bazaar at One Raffles Quay on 19 November. Two children from Stamford CareHut went to the Bazaar armed with 'Shrink-It' art materials to showcase their skill at this fun art. They fascinated many of the DB staff at the Christmas Bazaar.

## **The Business Times & Knight Frank**

### **CEOs' Hawker Guide**

As part of their CSR programme, The Business Times and Knight Frank sponsored the publication of the "Business Times & Knight Frank CEOs' Hawker Guide" to help raise funds for CCSS and the Business Times Budding Artists Fund. This guide has a limited circulation and will not be available on the retail market. Through this event, a total of \$88,315.35 was raised for CCSS.

## **General Mills Pte Ltd**

### **AMCHAM Day**

Early on the morning of 13 November, Our children together with 30 volunteers from General Mills Pte Ltd met at the Peranakan Museum at Armenian Street. Armed with a worksheet in one hand and a pen in the other, the children, accompanied by volunteers, scattered throughout the three storey museum on their hunt for Bibik Neo, the matriarch of a Peranakan household. The outing ended with a bento box Nasi Lemak meal, complete with a Haagen Dazs ice cream treat that both children and adults enjoyed!

### **Donation Box**

More than 10 donation boxes were installed at all Haagen Dazs outlets island-wide. This year, we added 2 boxes at Jurong Point and Wisma Atria.

## **AMAT**

### **Christmas Wish**

Applied Christmas Charity is a donation drive by staff from AMAT. This year, they adopted CCSS and did a fundraising activity within their organization. The response was so good that the fundraising event was extended and even more people were blessed. They celebrated Christmas with our beneficiaries by giving the children POPULAR vouchers and NTUC vouchers for their families. Our elderly also received NTUC vouchers through this effort.

## Partners

Here are some of the other corporate partners that partnered us in 2010:

- Boutique Rose of Sharon
- British Council Teachers
- Delphi Asia Pacific
- Esplanade
- Exposurebox
- Goldman Sachs
- Great Eastern
- Havi Freight Management
- HDB Club
- HealthSTATS International
- Marriot Vacation Club
- Medic Marketing Pte Ltd
- MINDEF – CSIT Department
- Music Solutions
- My Art Studio
- Rainmaker Nutrition
- Rockwell Automation
- Samwoh Corporation
- Scanvik Marine Services Pte Ltd
- Silver Star Confectionary
- Singapore Repertory Theatre
- Staff Connections
- Strategic Partners
- The Body Shop
- Wellchem Pharmaceuticals (Pte) Ltd
- 旺財小厨