

HOMELESS HEARTS OF SINGAPORE

ANNUAL REPORT 19/20



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About Us



OUR VISION

We envision Homeless Hearts to serve as a platform to inspire fellow volunteers to start their own grounds-up initiatives to serve and befriend any homeless in their own local neighbourhoods, so that one day every homeless person in every neighbourhood in every age group and every background will find full community support to help them reintegrate back into full community again.

OUR MISSION

- To make Singapore **a City of Refuge** and support (via community, infrastructure, and policies) for the displaced and isolated in our nation.
- To help the homeless **re-integrate into community** via community-building, temporary aid, advocacy, and local partnerships.

Overview of Charity

Homeless Hearts of Singapore (HHOS) was founded in July 2014 by Abraham Yeo and Mervin Lee.

Since its founding in 2014, ground-up initiative Homeless Hearts of Singapore (HHOS) has increased its impact. From a lean four-man team serving homeless persons in two locations in central Singapore HHOS has expanded to about 25 regular volunteers, serving about 30 homeless persons across four locations in the city centre.

When HHOS began, it was one of the first organisations to channel its efforts exclusively toward helping homeless people. Community-based efforts then were limited, due to the “invisibility” of homeless persons – many of whom are able-bodied and employed.

Outreaches take place fortnightly on Saturday evenings to the wee hours of Sunday mornings. In addition, the organisation has introduced “recce” outreaches, where volunteers are deployed to seek out homeless persons in response to tip-offs from the public.

With increased awareness, infrastructure, and public interest, HHOS now plays the role of:

- 1. An Incubator** - Training volunteers and mobilising other homeless outreaches and
- 2. A Hub** - Fostering inter-organizational collaborations to holistically serve homeless persons.

Welcome Message from our Chairman & CEO

Dear friends of Homeless Hearts of Singapore (HHOS),

What a journey it has been! From a two-man team in 2014, who didn't have much of a strategy except just to hit the streets, to becoming a four-person team in 2017, we've come this far in 2019 to become a seven-person team.

We became an officially registered charity on 1 Nov 2018, and since then, we've been greatly encouraged to see how HHOS has progressed since then, growing in scale and scope to include several milestones. One of the most significant ones was when we became officially part of the Partners Engaging and Empowering Rough Sleepers (PEERS) Network, which was initiated by MSF.

Also, November 2019 was a key moment for HHOS: one of the co-founders, Abraham, got married to a fellow volunteer whom he met in Homeless Hearts. As we like to joke, "Homeless Hearts has found a home!"

Indeed, from the very beginning, HHOS has always been about relationships: namely, befriending our homeless friends, training others to do likewise and partnering with the Government and the community.

- **Befriending:** We befriend our homeless friends, meeting their needs one-on-one, and help encourage them as they take ownership of their own integration into the community.
- **Training:** We inspire and train others in the community, partnering churches and ground-up movements to augment our capacity and resources to serve homeless friends holistically.
- **Partnering:** We partner the Government and community, working alongside the Ministry of Social and Family (MSF) to advocate for our homeless friends.

Ultimately, our dream in HHOS is to help transform Singapore into a city of refuge for the outcasts and marginalized, through mobilizing the various sectors of community to open their hands and hearts to welcome our homeless friends.

May you be encouraged as you read this report!

Leadership Structure



Founder: Abraham

CEO: Claire

Pastoral care* & befriending	Outreach & Case Management:	Finance	Events, PR & Social Media:	Projects & Processes	Healthcare:
Abraham (IC) Derek Cheng Yu <i>Befriending, providing emotional support and friendship to homeless persons</i> Supporting & advising volunteers	Derek (IC) Peter Abraham <i>Working closely with our partners to help homeless uncles to the path of reintegration</i> Overseeing outreach operations	Spencer (IC) Claire Peter <i>Evaluation of financial assistance for referral cases of homeless persons</i> Accounting, Financial strategy & reimbursements	Joanna (IC) Abraham Claire <i>Organizing events for HHOS; maintaining social media presence & PR</i>	Peter (IC) <i>Cross Track</i> <i>Evaluating & developing new systems</i> <i>Analyze & improve outreach processes</i>	Cheng Yu (IC) <i>Partnering with healthcare organizations & bringing quality healthcare to the homeless</i>

* "Pastoral care" is used in a purely secular sense & has no religious connotations

Name	Current charity board appointment	Date of appointment
Abraham Yeo	Chairman	21 Nov 2018
Claire Ban	CEO	21 Nov 2018
Spencer Mok	Director / Treasurer	21 Nov 2018
Peter Yuen	Director / Process improvements	21 Nov 2018
Derek Lim	Head of outreach & case management	1 Jan 2019
Peng Cheng Yu	Head of Healthcare	1 Jan 2019
Joanna Hioe	Head of PR/Events/Social Media	1 Jan 2019

Finance Overview

In 2019, total income was \$21,734. All income was purely from donations, whether through Give.Asia platform or from private individuals or communities (such as church groups) who reached out to Homeless Hearts. No fund-raising campaign was done. Total expenses in 2019 were \$9,748. A nett surplus of \$11,968 was brought forward to 2020.

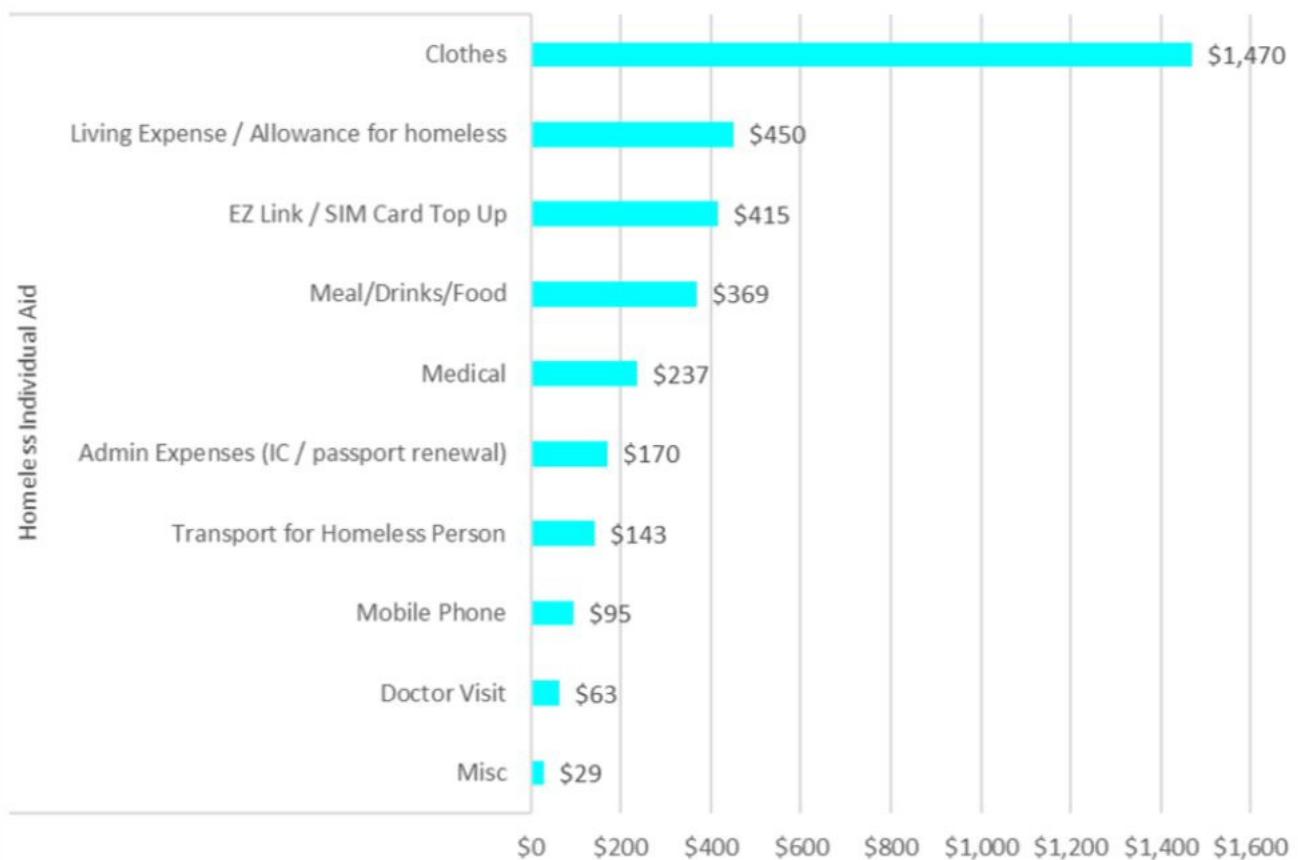
A Detailed Breakdown of Total Expenses



As seen, most expenses in 2019 went towards supporting our homeless friends with their differing individual needs, ranging from buying of clothes to visiting the doctor. The following page outlines in greater detail what constitutes 'homeless individual aid'.

At a Glance,

Break-down of Homeless Individual Aid Expenses in 2019



In addition to homeless individual aid expenses, the following clarifies how the rest of the expenses are used to help our homeless beneficiaries:

- **"Hostel Stay" expenses** - For emergency, temporary shelters for homeless individuals while waiting for social worker help, including at-risk rough sleepers such as young females.
- **"House Moving" expenses** - For purchases of basic household electrical appliances and furniture for ex-homeless individuals who moved into long-term rental housing of their own.
- **"Events" expenses** - To organize the homelessness symposium, HHOS healthcare day, and chinese new year celebration. This included venue rental charges, administrative costs for printing hand-outs, vouchers and game prizes, and food & drinks.
- **"Outreach expenses"** - Regular food and drink purchases distributed during the homeless hearts biweekly outreaches (including recce outreaches to reach out to undiscovered homeless people in new areas) to meet up and build relationships with the homeless. This is usually fresh bread/buns from bakeries and packet drinks or water.
- **"Administrative expenses"** include corporate bank account monthly fee charges and \$300 charity registration fee



Highlights of the Year

- i. Community Reach
- ii. Key Milestones
- iii. Events
- iv. Media Engagement
- v. Healthcare Efforts



Our Community Reach:

8

**UNCLES
SUPPORTED**

in moving into
their rental flats
in 2019

7

**OUTREACH
SITES**

An expansion
from the initial 4
outreach sites

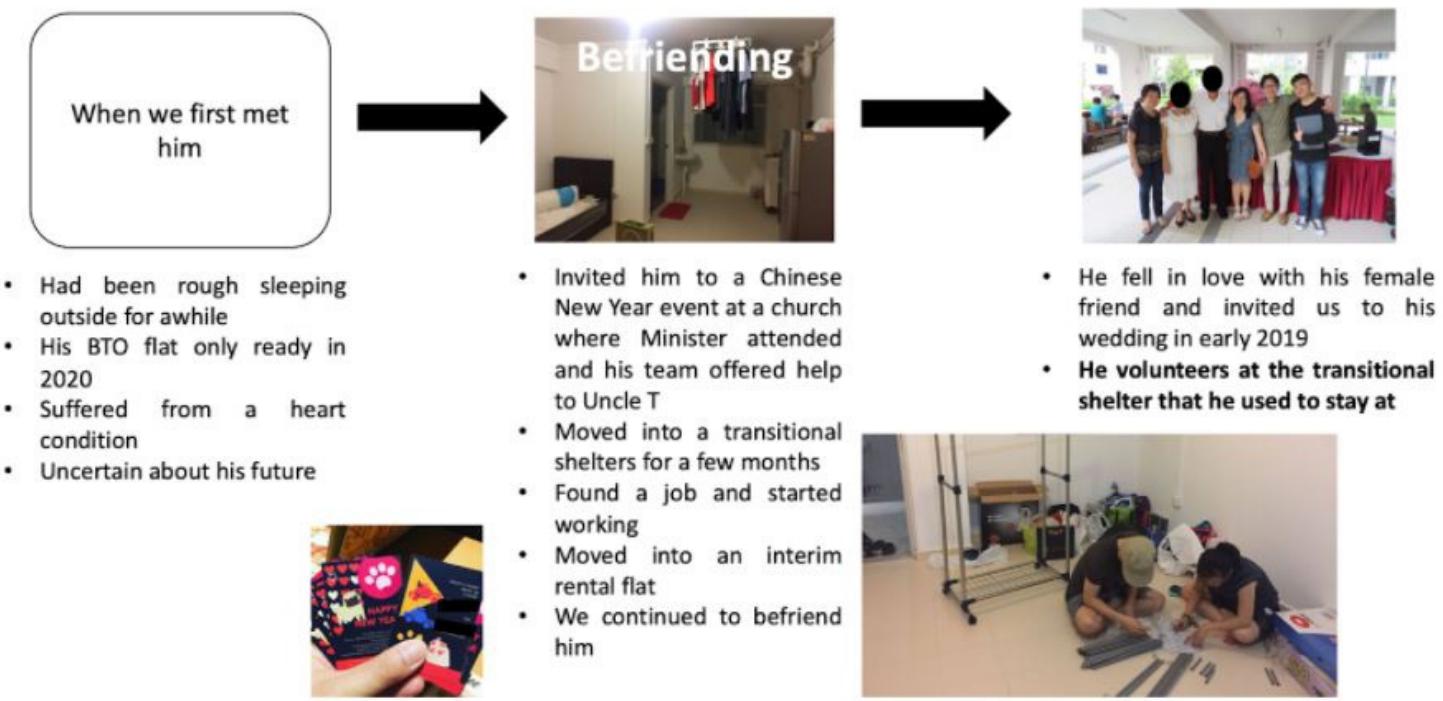
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EVENTS HELD

To bring cheer to the
homeless, including a
healthcare day event

Journeying with our Homeless Friends

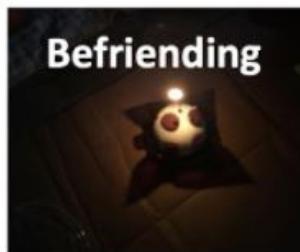
Uncle T (2018 – Current)



Uncle J (2016 – Current)



Uncle B (2018)



- Had been rough sleeping outside for awhile
- He was a migrant worker from China who came to Singapore to work to support his family (He was on a work permit)
- His employer had dissolved and they did not provide him with another job or accommodation
- He suffered from a skin condition and injured himself at work

- Visited him during our regular outreach
- Celebrated his birthday
- Accompanied him to see doctor

- He went back to China as he was 52 years old and migrant workers in Singapore can only stay here until 52 years old.
- We had a farewell dinner with him and sent him off at the airport



"A person become homeless not because they run out of cash, but because they run out of relations."

Key Milestones

In July 2019, HHOS became part of the **Partners Engaging & Empowering Rough Sleepers Network (PEERS) Network** to offer more integrated and timely help to support the homeless in Singapore.

What is PEERS Network?

PEERS Network is a collective network of government agencies (MSF, HDB), social service agencies (FSCs), religious organisations (e.g. Catholic Welfare Services, Paya Lebar Methodist Church), and community-based groups that are dedicated towards serving the homeless.

The network actively creates Safe Sound Sleeping Places (S3P) to provide more shelters for the homeless, for instance, at the Buddha Tooth Relic Temple and Yio Chu Kang Chapel.

How does the homeless benefit?

Previously, HHOS used to tap on individual resources to help homeless persons. Today, the team taps into a wider network of partners for support & assistance, hence allowing us to offer wider & deeper support for our homeless friends.

In 2020, our aim is to continue developing close partnership with the PEERS network, including MSF/SSOs and FSCs. This will come in the form of more robust processes, shared ways of working, and joint events to strengthen collaboration.

OUR EVENTS

"To us, it's important to ESTABLISH, BUILD and AFFIRM RELATIONSHIPS"



Why are events important to HHOS?

Events are an avenue for HHOS to gain trust of Homeless Friends through demonstrating **hospitality, generosity & sincerity**. They also offer an opportunity for New/One-time Volunteers/ Volunteers skilled in events and Partners to participate.

We have various types of events, large and small, with two main aims:

- 1) To **educate** the public, or
- 2) To **show hospitality** to our homeless friends through celebrations.

PUBLIC EDUCATION



PRESENTATION TO SOCIAL ENTERPRISE STUDENTS AT Ngee Ann Polytechnic (July 2019)

An introduction to homelessness in Singapore and the work of HHOS.

SHARING AT NUS HOMELESSNESS STREET SURVEY (JULY 2019)

Sharing our experiences of interacting with homeless friends.



CELEBRATIONS



CHINESE NEW YEAR "LOU HEI WITH US!" (FEB 2019)

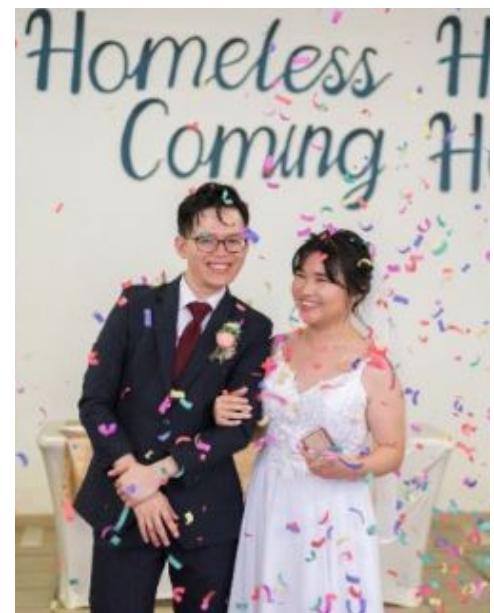
Sumptuous Chinese New Year Lou Hei Reunion Dinner, to offer our homeless friends a sense of family. Consultations were offered to homeless friends by Ministry of Social and Family Development Minister Desmond Lee and his team.



CELEBRATIONS



ABRAHAM'S & CHENG YU'S WEDDING (OCT 2019)



#homelessheartscominghome



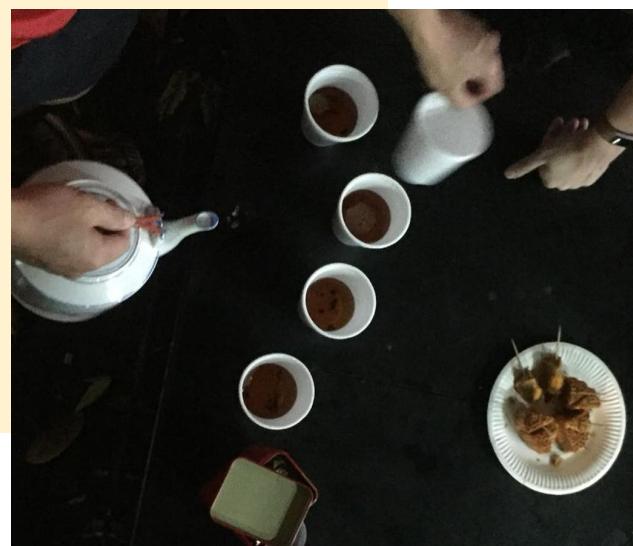
25 homeless friends were invited to Abraham and Cheng Yu's wedding, themed #homelessheartscominghome. These homeless friends were honoured with formal clothes (sponsored and chosen by the couple's friend) and were ferried to the venue by The Salvation Army. Homeless friends were honoured with front row seats at the couple's wedding. All guests were treated to a carnival with games, barbecue, ice cream and coffee. This was a rare opportunity for some homeless friends. The couple planned a banquet, complete with performances, in celebration of this joyful occasion.

CELEBRATIONS



HARI RAYA CELEBRATIONS (JUNE 2019)

We had a celebratory meal with our Malay homeless friends.



MOONCAKE FESTIVAL (OCT 2019)

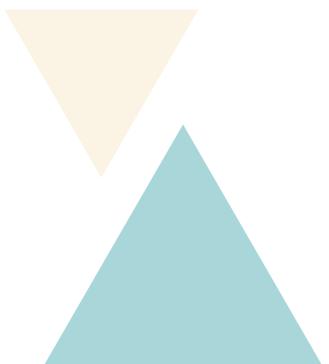
Mooncake distribution (mooncakes donated by Tung Lok and volunteers)

RESPONDING TO CURRENT NEEDS



DISTRIBUTION OF N95 MASKS (SEPT 2019)

in addition to celebrations held, current needs of our homeless friends were also swiftly met with our volunteers distributing N95 masks during the haze period.



MEDIA ENGAGEMENT

A SPOTLIGHT ON HOMELESSNESS IN SINGAPORE

Below are some of HHOS' media features in 2019:

1,000 homeless in Singapore: Study

1,000 homeless people sleeping on the streets in Singapore: Study



More offer refuge for the homeless



HHOS was able to contribute to coverage of the NUS Homelessness Street Survey by The Straits Times, emphasising the importance of befriending.

Media Engagement

#HomelessHearts ComingHome

Abraham and Cheng Yu's wedding, attended by 25 homeless people, was covered by a number of Christian sites and local media.

YMI Today
Salt and Light
Thir.st
Lianhe Wanbao
Shin Min Daily News
Asia One
Mustsharenews.com
Mothership
Her World



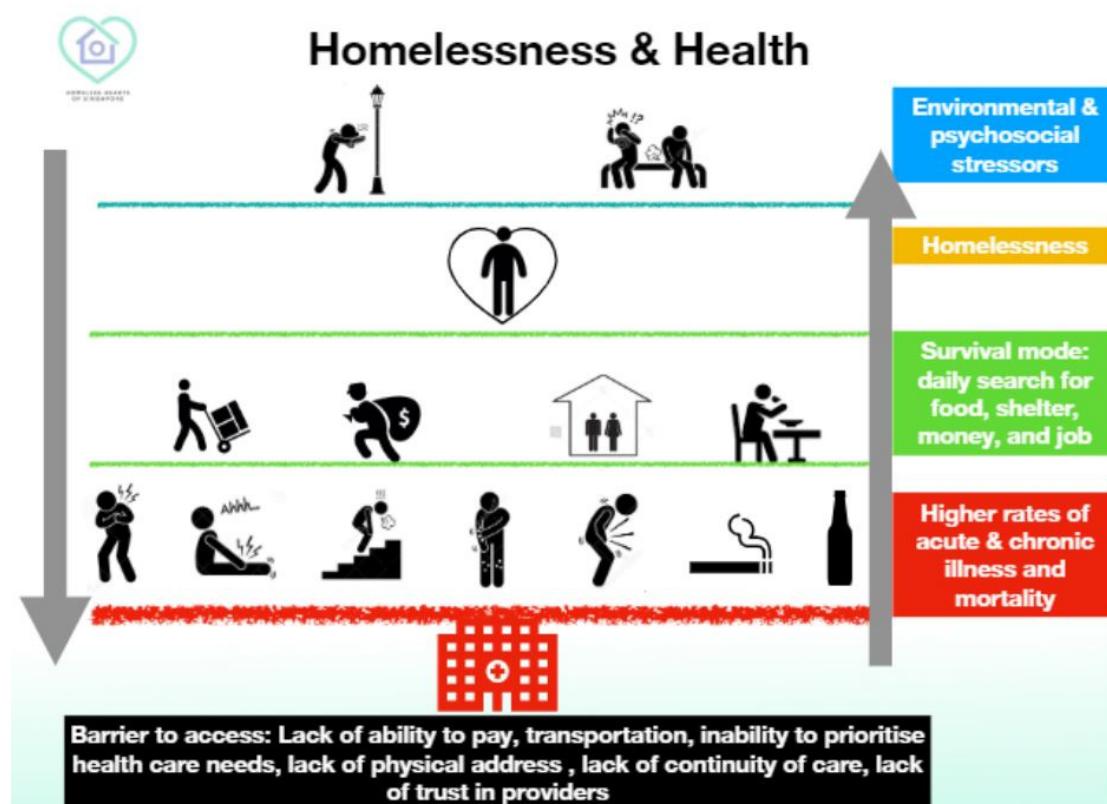
NOTE: HHOS does not proactively pitch media stories. However, we have seen an influx of media requests in recent months – an indication that homelessness is becoming a matter of public interest.

We are grateful to MSF and local media for their hard work in raising awareness of homelessness, and how the public can do its part to help.

Healthcare Efforts



In June 2018, we noticed that many of our homeless friends suffered from various medical conditions, particularly dental, skin, foot, and chronic illnesses. This was exacerbated by the various challenges posed by homelessness, as seen below. Since then, various HHOS healthcare initiatives have been launched to increase their access to quality healthcare.



OUR PROGRESS

JULY 2018

Mount Alvernia Hospital (MAH) began partnership with HHOS to **provide free medical and dental services** to our homeless friends.

We began to provide **basic screening on the street**, and made necessary referral to MAH outreach clinic. We also **worked with Healthserve** to reach out to the healthcare needs of a homeless migrant worker.



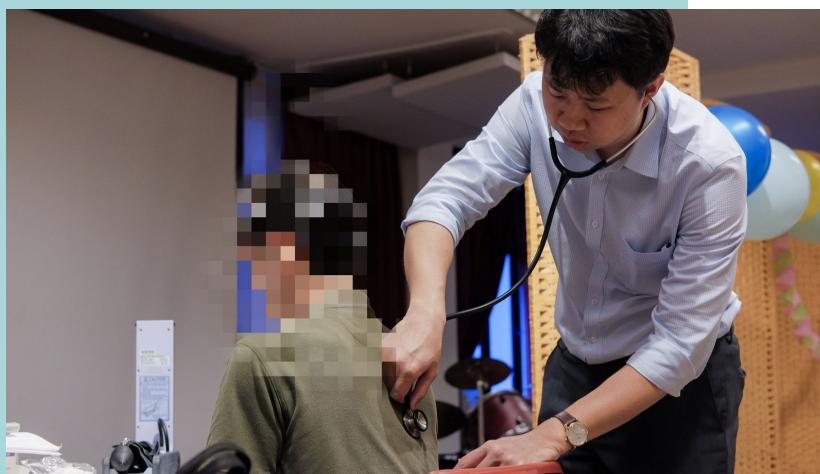
JUNE 2018

We noticed that a number of our homeless friends suffered from various medical conditions, particularly dental, skin, foot, and chronic illnesses.

JUNE 2019

We began to **refer homeless/ ex-homeless friends with chronic illnesses to community nurses** from SingHealth/ NUHS to better manage chronic illnesses.

Healthcare Day 2019



HHOS collaborated with Mount Alvernia Hospital to offer the following healthcare services for the homeless:

- Free flu vaccination
- Basic eye check
- Doctor's consultation
- Foot and footwear check
- BMI check
- Health assessment by volunteer doctor
- Basic chronic illness screening
- Free quality haircuts (in collaboration with Telja Studio)
- Listening to ex-homeless friend who just got discharged from hospital
- Dancing, singing, games, birthday celebration



Success Stories

Dental Needs

- >5 homeless / ex-homeless friends were referred to MAH dental clinic
- 4 homeless/ ex-homeless friends are on waiting list for free denture screening

Skin Condition

With our volunteers who are medical doctors on-board, they are able to advise us on the urgency of seeking medical attention when we encounter homeless friends with skin condition.

We also have done simple dressings on minor wounds to ensure the wound gets healed. Volunteers have also accompanied homeless friend with serious skin condition to be followed-up by skin specialist in hospitals.

Chronic Illness

Through basic screening, few homeless friends were noticed to have suspected chronic illnesses such as DM and high blood pressure. They were subsequently referred to see doctor and were prescribed with long-term medication.

For friends with diagnosed medical conditions but were found to be non-compliant to medications, they are referred to community nurses for further management. One of them has also been sent to A&E after his sugar level was critically high. Subsequently, he was taken care of by community nurse and medical social worker, and has found permanent placement in a Senior Group Home.

Emergency Medical Needs

One of our friends who was a foreigner required medical attention but did not have the financial means to pay for it. A volunteer assisted to send him to A&E and he got the treatment required. Volunteer has also arranged with MAH clinic to ensure he was able to receive the medications he required.

Subsequently, through the help of another organization, he was sent back to his home country to seek further treatment.

the year ahead

Future Plans

For 2020 and beyond, our vision is to help Singapore become a city of refuge for those who have become homeless, through engaging and empowering fellow community partners to develop a culture of warm and generous hospitality on every level of society.

Our game plan is to tap on our friends in the PEER Network to see how we can synergise and collaborate on cross-partnerships to come up with even more holistic programmes, and also encourage non-governmental organizations and religious groups to open up their spaces for the homeless to have Safe Sound Sleeping Places (S3Ps).

We also aim to help encourage the formation of a support network for potential host families who will welcome homeless youths / families in need of safe longer-term family-friendly homestays, in conjunction with other community partners. One such group we are planning to partner with is Solve n+1's Bezer Initiative.

Furthermore, we are also looking into developing a web app to help create standardized forms for the following key groups: homeless people, people facing homelessness, and people who are helping homeless people.

Finally, we are looking forward to expanding our educational efforts to the next generation by engaging more students from younger age groups, so as to help the next generation catch a heartbeat of compassion for this city, so that they will rise up to build Singapore to be a city of refuge not only for local citizens, but also those from other nations in the days to come.





HOMELESS HEARTS
OF SINGAPORE

***"Homelessness is not a problem to be solved,
but people to be loved."***

 www.homeless.sg

 Homeless Hearts of Singapore

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