



HOMELESS HEARTS  
OF SINGAPORE

# **Annual Report FY2020**

Building a City of Refuge in the COVID-19 Pandemic

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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 (Ltd.) (“Homeless Hearts of Singapore / HHOS”) was founded in July 2014 by Abraham Yeo and Mervin Lee. It was officially registered as a charity under the Charities Act (Chapter 37) on 1 Nov 2019.

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. However, with the advent of MSF’s Partners Engaging and Empowering Rough Sleepers (PEERS) Network in July 2019, HHOS was able to link up with several more fellow partners on the ground and work closer with them. This collaboration has been going on ever since then, especially during this critical period of the COVID-19 pandemic.

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

1. **An Incubator** - Training volunteers and mobilising / equipping / supporting other homeless outreach groups and,
2. **A Hub** - Fostering inter-organisational collaborations to holistically serve homeless persons

**Unique Registration Number (UEN):** 201839495C

**Auditor:** Teo Yifang Yvonne [ISCA CPA Singapore (ID: 829311)]

**Bankers:** DBS Bank

**Lawyers (where applicable):** N/A

**Other advisers (where applicable):** N/A

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## Welcome Message from our Chairman

2020 was a challenging year.

How do we even start? The new COVID-19 pandemic has revealed many existing structural inequalities and gaps in our support system. When the Government declared the emergency Circuit Breaker period, I remember how our team had a passionate discussion whether to suspend or to continue outreach to those on the streets. We eventually decided to carry on street outreaches, albeit in smaller groups and with additional safety precautions such as wearing masks.

There was an unexpected crisis when Malaysia had to close its borders to Singapore in March. Countless Malaysians and even Singaporeans were suddenly caught off-guard, especially those who commuted regularly across the Causeway from their homes in Malaysia. They had to scramble to find emergency accommodation, and unfortunately, a lot of them were not able to find suitable spaces to stay before the closing of the borders.

To add to the challenges, it was not only Malaysia, but several other nations that had closed their doors and/or suspended flights too. As such, there was not only a crisis of homelessness for locals but also foreigners - who would not be able to tap on MSF help. True, they could go to their embassies / consulates, but for those who came from less developed nations, sometimes their own embassies / consulates (if any) were unable / unwilling to help them, and referred them to HHOS for assistance.

But here, we are deeply grateful to the community in Singapore, and especially to The Salvation Army (TSA) and Project Providence (PP) for their help and support. PP is a rapid-response community initiative organised to help homeless / stranded foreigners in need, and they played a major role in helping many homeless foreigners - some of them being women / students at risk of being taken advantage of by unscrupulous people.

Thanks to the MSF PEERS (Partners Engaging and Empowering Rough Sleepers) Network that had been set up the year before, we were able to get special approval to go to the streets even during the Circuit Breaker period. We have also moved from a centralised large group gathering to several smaller groups looking for homeless friends, led by experienced volunteers as I/Cs. This has led to a wonderful new burst of smaller befriending groups multiplying all over Singapore. And we have pioneered remote befriending groups using WhatsApp chat groups to

befriend new homeless friends who need help but are not able to easily go to Family Service Centres in person.

We also sounded a call out in April 2020 to the public to open up their spaces to help host homeless locals as well. Many responded, and we're encouraged to hear several stories of the homeless finding help and even friendships during this time. And we also launched an online real-time web application for social workers and people in crisis to be able to quickly message our team for help. So many of our volunteers put in so much time and effort, both on the streets and behind the scenes to help.

And that is the best thing really. We do not want to be heroes. It is not about how much HHOS did. But rather, it is about everyone in the city and community coming together especially in a time of crisis, and joining together to help those who are in need.

Last year, we wrote this in our foreword: "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." This year, Singapore really came to be a City of Refuge for countless people, and YOU helped play your part too.

From the bottom of our hearts, the Homeless Hearts team thanks you. God bless.

Welcome home,  
Abraham Yeo



## Leadership Structure

Co-Founders: Abraham Yeo & Mervin Judah Lee

### Board Appointment

Name	Current charity board appointment	Date of appointment
Abraham Yeo	Chairman	21 Nov 2018
Spencer Mok	Director/ Treasurer / Head of Backend SOP team	21 Nov 2018
Peter Yuen	Director	21 Nov 2018
Claire Ban	Director	21 Nov 2018

### Core Team Members

Name	Roles	Date of appointment
Abraham Yeo	Overseer and Head of #CityofRefuge Project	21 Nov 2018
Spencer Mok	Treasurer and Head of Backend SOP team	Treasurer: 21 Nov 2018 Head of Backend SOP: 29 Oct 2020
Derek Lim	Head of outreach & case management	1 Jan 2019
Peng Cheng Yu	Head of Healthcare	1 Jan 2019
Bernice Ng	Backend SOP coreteam member	29 Oct 2020
Chang En Qi	Backend SOP coreteam member	29 Oct 2020

# Finance Overview

## HOMELESS HEARTS (LTD.)

(Company Registration No.: 201839495C)

### DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	2020 S\$	2019 S\$
<b>Income</b>		
Donation	97,889	21,198
<b>Other income</b>		
Bank interest income	11	2
Bank rebate	52	–
Other income	3,100	–
	<u>3,163</u>	<u>2</u>
<b>Charitable activities</b>		
Card and vouchers	(666)	–
Accommodation expenses	(10,447)	(237)
Personal item	(1,444)	(8,160)
Food and drinks	(5,945)	–
Medical expenses	(547)	(10)
Transport expenses	(861)	–
Electronics expenses	(599)	–
Celebrations	(1,286)	–
Long term housing	(11,190)	–
Commission fee	(1,524)	(526)
	<u>(34,509)</u>	<u>(8,933)</u>
<b>Other items of expense</b>		
Accounting service fee	(4,990)	(4,435)
External audit fee	(7,848)	–
Bank charges	(229)	(169)
Subscriptions fee	(342)	–
Office expenses	–	(32)
Wages and salaries	(500)	–
Office staff expenses	(4)	–
Entertainment fee	(55)	–
Government fee - IRAS	(138)	–
	<u>(14,106)</u>	<u>(4,636)</u>
<b>Surplus before tax</b>	<u>52,437</u>	<u>7,631</u>

Source: [https://drive.google.com/file/d/1pSJWE2XCmWbvYEP7d7i1EJZsOhaHgYvt/view?usp=drive\\_link](https://drive.google.com/file/d/1pSJWE2XCmWbvYEP7d7i1EJZsOhaHgYvt/view?usp=drive_link)

(Appendix A)

#### Notes:

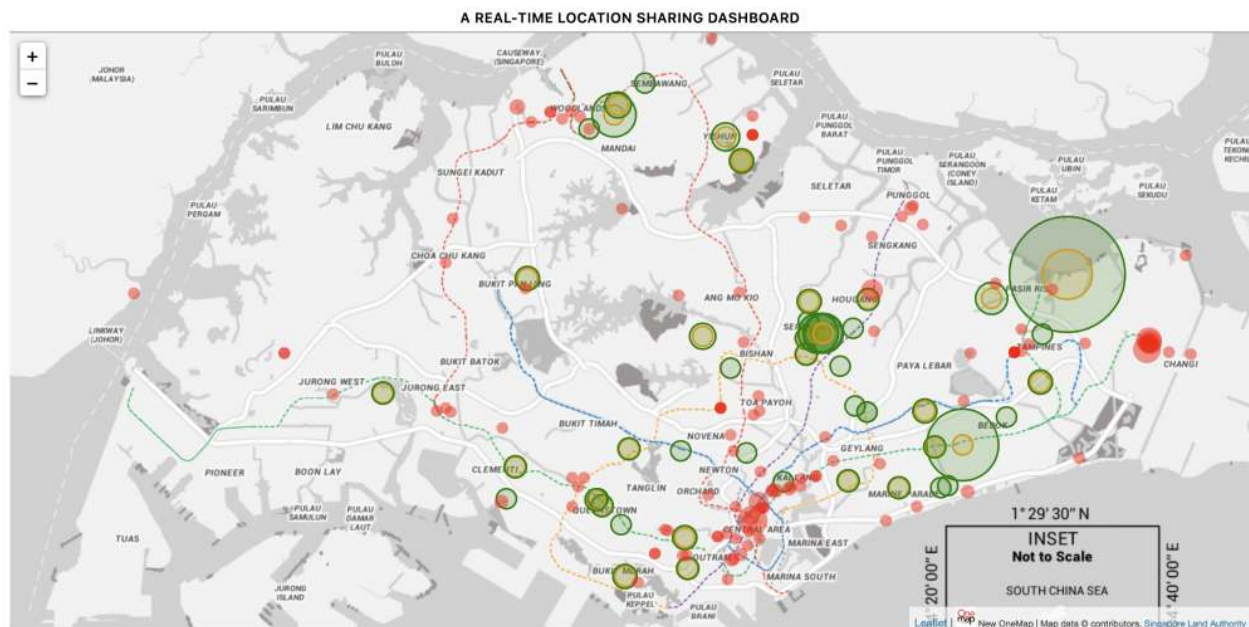
1. None of the Board members receive any remuneration (including in-kind) for their Board appointments.
2. We do not employ any paid staff. All expenses go to directly assisting the homeless and reimbursing ad-hoc volunteer claims.



# Highlights of the Year

## #CityOfRefuge 1.0 Project

#CityOfRefuge



The #CityOfRefuge project was officially launched in Feb 2020. This was a key milestone as the web app was launched alongside with the backend team that came out with streamlined protocol.

## Community Outreach

Due to COVID-19 pandemic and its safe-management restrictions, we had to change the way we did our outreaches. With the cessation of physical outreaches during the DORSCON Orange period, we noticed there was a significant number of homeless friends who were homeless due to various reasons. As such, we had divided our outreach efforts into two teams, the frontline team and the backend team.

### 1. Frontline team

Before the pandemic, we used to do outreaches fortnightly focusing on Southeast/Central Singapore such as Chinatown, City Hall and Bukit Merah. Volunteers usually gathered centrally in one location for briefing before we dispersed into small groups for outreaches in various locations.



Now, we had formed various small groups adhering to the numbers of people allowed by the safe management regulation to do outreaches to various locations such as Tampines, Harbourfront, Aljunied on a weekly basis. The fluid dynamic and small group of volunteers allowed us to spread our outreach efforts to wide areas. Because of this, the frontline teams are now self-sustaining.



## 2. Backend team

### #CityOfRefuge: Real-time Case Tracking System

Click/tap on one of the labels below

Fri 2 Oct 2020 to Thu 31 Dec 2020

Show all reports

Sort by referral/report date ▾

Descending / Latest ▾

os (98)

assigned (4)

contacted (2)

stable (1)

uncontactable (-)

jailed (-)

died (-)

others (-)

blacklist (-)

**Note:** If a volunteer **and/or** social worker has been assigned, assume that the necessary group chats have been created as well.



**#CityOfRefuge: Real-time Case Tracking System**

Click/tap on one of the labels below: **as (98)** **assigned (4)** **contacted (2)** **stable (1)** **uncontactable (-)** **jailed (-)** **died (-)** **others (-)** **blacklist (-)**

Fri 2 Oct 2020 to Thu 31 Dec 2020 Show all reports Sort by referral/report date Descending / Latest

**stable**

Or: help-homeless-MP213ud7-SGP 8P Email: ? Length of homelessness: 1 day Date submitted: 21/12/2020 Reasons for homelessness: Client is pregnant with her ex-boyfriend (M/ ?). The boyfriend left their rented house on and told her that he does not have money to hold the responsibility and continue to rent the place. ?

**Expand** **Volunteer team to assign** **Risks assessment** **Needs** **Remarks/Actions taken**

**Current status** **Close case** **How to contact homeless friend?** **Who are in contact with social worker?**

**uncontactable** **jailed**

In order to reach out to homeless friends from all three levels of homelessness, we have also set up a web app called **#CityOfRefuge** (<https://help.homeless.sg>) to allow the public, homeless people, and social workers to reach out for help. Through this web app, we were able to receive help requests and direct them to our backend team.

This backend team was set up with careful considerations. Workflows and Standard Operating Protocols (SOPs) were discussed and confirmed, trainings were conducted to volunteers to ensure smooth operation of the backend team. Through the backend team, befrienders were assigned to each homeless people requiring assistance, and practical supports (e.g. hostel sponsorship, personal aids) were rendered to homeless friends.

The bigger picture of this project was we were able to track the numbers of help requests with detailed datas being captured. This had allowed us to continue our advocacy efforts at a wider community level.

## Silent Hero Award 2020



(Photo taken from [www.sgsilenthheroes.com](http://www.sgsilenthheroes.com))

Derek Lim, our head of outreach and case management, won the Silent Hero Award 2020 for his outstanding work in serving the homeless community.

[Derek Lim - 2020 SG Silent Hero - Singapore Silent Heroes | Ordinary Humans. Extraordinary Humanity. \(sgsilenthheroes.com\)](#)

## Healthcare Humanity Awards 2020

Peng Cheng Yu, our head of healthcare, was one of the 95 participants who won the Healthcare Humanity Awards on 8 December 2020.

[95 healthcare professionals, caregivers and volunteers receive Healthcare Humanity Awards | The Straits Times](#)



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## Key Partnerships

### 1. MSF PEERS Network

HHOS continued to work closely with the PEERS Network in forming more collaborations and providing more holistic support for homeless individuals. (For this, HHOS was awarded the MSF Community Cares Award on 27 January 2021.)

### 2. Open Home Network 1.0

This initiative was started in June 2020 by Kenneth Heng, founder of social enterprise Solve n+1, together with HHOS, to encourage Singaporeans to open up their own homes for the homeless. When HHOS made an open call for families, 160 families signed up as potential volunteer hosts. The OHN team provided substantial support to host families so that homeless individuals could be benefited.

References:

- <https://pride.kindness.sg/would-you-invite-a-homeless-person-to-stay-in-your-home/>
- <https://vulcanpost.com/708925/open-home-network-free-home-stay-for-needy-singapore/>

### 3. Project Providence (PP)

HHOS and PP started an official partnership on 15 April 2020 to provide support for foreigners who were homeless. This partnership had allowed foreign homeless individuals to receive prompt support as PP was experienced in navigating resources for foreigners.

(<https://www.projectprovidence.sg/about-us> )

### 4. Yio Chu Kang Chapel (YCK Chapel)

HHOS and YCK Chapel were invited by Zion Serangoon Bible-Presbyterian Church on 28 June 2020 to share about homeless work including opening Safe Sound Sleeping Places for the homeless. The aim was to encourage more churches to open up their places or to start befriending groups to help welcome or host homeless friends.

## Events

### 1. Chinese New Year Gathering at a homeless friend's rental flat

HHOS volunteers went down to a homeless friend's rental flat with pizzas, drinks, yu sheng set and mandarin oranges to celebrate Chinese New Year with the homeless friend on 21 January 2020.



### 2. Chinese New Year Dinner with homeless friends at Tampines

HHOS organised and gathered several of our homeless friends to have dinner at a Chinese restaurant to celebrate Chinese New Year together on 26 January 2020.

#### **Chinese New Year Dinner 2020**

*We wanted to have a meal with our homeless friends to celebrate Chinese New Year as Chinese New Year is a time of reunion and family. Hence, we invited them to have a meal with us on the third day of Chinese New Year. During our outreach the week before, we informed them about the dinner and they were excited for it.*

*When we met up with them, we gave them CNY goodies and mandarin oranges as part of the CNY tradition. We asked them what they would like to eat. As they were fine with anything, we managed to find a restaurant nearby to eat even though most of the shops were still closed.*

*It was really heartwarming to see our homeless friends chatting with one another and catching up on stuffs even though they sleep at the same area. We also talked about CNY stuffs. After our dinner, we did yusheng (loubei) with them for good luck and prosperity for the new year. Overall, it was a really meaningful time spent with them during Chinese New Year! :)*



### 3. Collaboration with Presbyterian Community Services' Night Cafe

HHOS volunteers and PCS staff bought pizzas, drinks, Yu Sheng set and hosted a Chinese New Year celebration at PCS' night cafe for our homeless friends on 29 January 2020.

(<https://saltandlight.sg/service/like-a-family-chinese-new-year-yu-sheng-with-the-homeless/>)



### 4. Welfare Home Visitation

HHOS Volunteers visited a homeless friend who was staying at a welfare home since it was the Chinese New Year season.





## 5. PEERS Network Chinese New Year Dinner

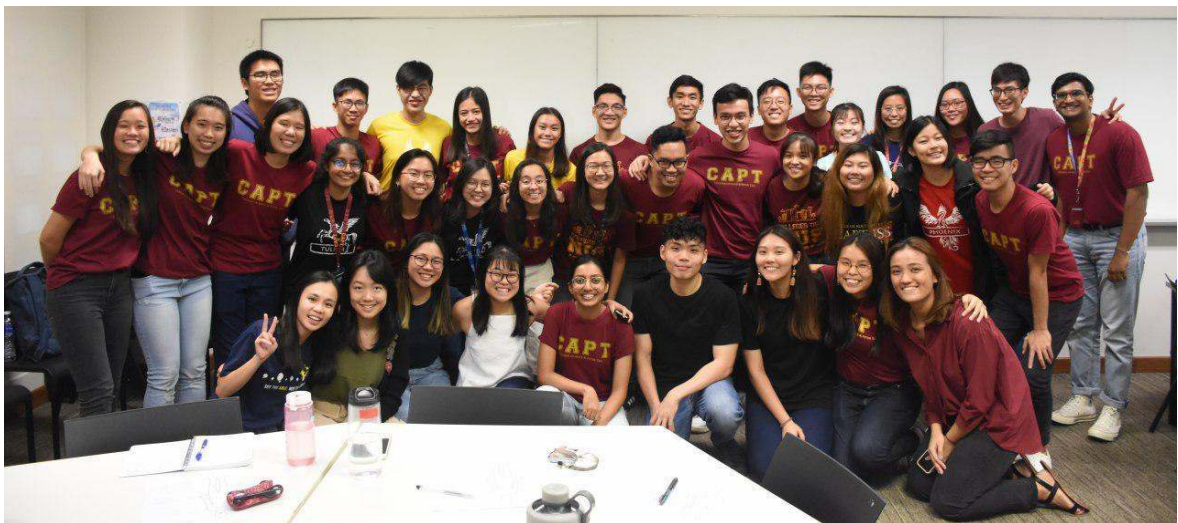
HHOS collaborated with MSF PEERS Office and New Hope Community Services (NHCS) to organise a Chinese New Year dinner for our homeless friends and clients of NHCS' transitional shelters on 2 February 2020.

## 6. House Moving

HHOS volunteers helped a homeless friend to clean and wash his new rental flat at Tampines as well as went shopping for essentials for his house in February 2020.



## 7. Collaboration with NUS College of Alice & Peter Tan (CAPT)



HHOS volunteers trained and equipped NUS CAPT students to conduct outreach to befriend homeless friends at Chinatown as part of their Community Engagement (CE) Fest 2020 in March 2020.



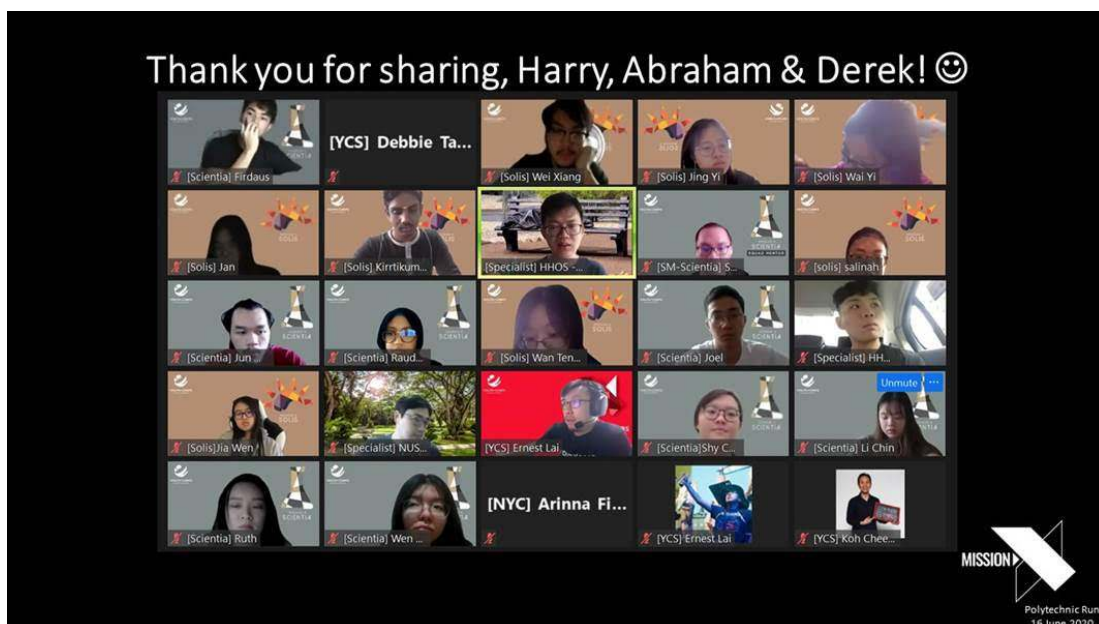
## 8. The Straits Times Roundtable on Homelessness



(Photo taken from [A journey in helping the homeless in Singapore | The Straits Times](#))

Abraham Yeo from HHOS was one of the participants in the Roundtable on Homelessness, organised by The Straits Times together with Singapore Kindness Movement in March 2020.

## 9. Collaboration with Youth Corps Singapore



HHOS conducted a virtual sharing session for polytechnic students as part of the Mission X project organised by Youth Corps Singapore on 16 June 2020.

## 10. House cleaning for a homeless friend's rental flat

HHOS volunteers cleaned the house of a homeless friend who needed help to clean as he was staying alone and his house was cluttered.



## 11. Breakfast outreaches

HHOS volunteers bought breakfast to share with our homeless friends at Chinatown on early Saturday mornings.

### Breakfast Outreach

*We wanted to spend more time with our homeless friends, hence we started our breakfast outreach where we had breakfast with our homeless friends in the morning. It's different from our night outreaches as they would usually be more awake in the morning and we are also able to chat with them longer.*

*We bought kuehs to share with our homeless friends and we prepared hot water (in thermal flasks) to make hot drinks (milo, tea) for them. We chat with them over breakfast and we get to learn more about their stories. We also might get to meet more friends who would not be there at night. Hence, creating more friendships. Listening to their stories and spending time with them in the morning also gives us hope and encouragement for the rest of the day.*

*We will continue to explore more breakfast options with our homeless friends to give them more variety of food in their lives! :)*





## 12. RADION Youth Action Symposium: What Equality Can Look Like



One of the co-founders of HHOS was invited by RADION International to be part of an online panel ([Facebook Live video recording](#)) to share their thoughts on challenges, social divides and youth-led initiatives in Singapore and beyond. The event took place on 18 Dec 2020, with about 50 participants signing up. A majority of them were millennials (24-39 years old), with a significant representation from Gen Zs (below 24 years old) as well.

## 13. Collaboration with Celebrate Christmas In Singapore (CCIS)



HHOS partnered with CCIS to invite about 20 homeless friends to a Christmas event on 19 Dec 2020 at The Bible House, which also serves as an S3P for several rough sleepers.

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## Media Features

We are deeply grateful for the various mentions in the media of what our team, together with many other groups who do even more amazing work on the ground, have been doing. Below are a few excerpts:

- TODAY Online: [Heroes Unmasked: 'These are our friends' — volunteers keep helping homeless even after group suspends outreach - TODAY \(todayonline.com\)](https://www.todayonline.com/singapore/heroes-unmasked-these-are-our-friends-volunteers-keep-helping-homeless-even-after-group-suspends-outreach)
- KrASIA: ['Airbnb for the needy': This Singapore initiative opens up homes at zero rent | KrASIA \(kr-asia.com\)](https://kr-asia.com/airbnb-for-the-needy-this-singapore-initiative-opens-up-homes-at-zero-rent/)
- The Straits Times: [Panel to shed light on plight of the homeless in Singapore | The Straits Times](https://www.straitstimes.com/singapore/homeless-in-singapore-panel-to-shed-light-on-plight)
- Salt&Light: ["Do not be afraid to do what is good": Homeless Hearts appeals for people to open up empty spaces for the homeless — Salt&Light \(saltandlight.sg\)](https://saltandlight.sg/do-not-be-afraid-to-do-what-is-good-homeless-hearts-appeals-for-people-to-open-up-empty-spaces-for-the-homeless/)
- The Online Citizen Asia: [COVID-19: Shelters for the homeless hit capacity as "circuit breaker" measures took effect in S'pore - The Online Citizen Asia](https://theonlinecitizen.com/covid-19-shelters-for-the-homeless-hit-capacity-as-circuit-breaker-measures-took-effect-in-singapore/)
- Zion Bishan Bible-Presbyterian Church: [The Handiwork of God | Zion Bishan Bible-Presbyterian Church](https://www.zionbsh.com/the-handiwork-of-god/)

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## Healthcare Efforts

### 1. Mount Alvernia Outreach Clinics

Referrals to Mount Alvernia Outreach Medical and Dental Clinics were being made continually to support homeless friends with medical/ dental needs. A few testimonies include:

a. Mr A

A young Singaporean homeless man was thankful that the dental clinic assisted him to do metal filling so that he does not have trouble eating.

b. Mr G

A stranded Ecuadorian man in Singapore has limited access to healthcare. He was referred to Mount Alvernia clinic so that he can receive his medication supplies for his chronic gastric condition.

### 2. SGH Community Nursing

HHOS continued to refer homeless individuals with complex medical/nursing needs to SGH Community Nursing team.

### 3. More Partnerships

a. Good Shepherd Clinic @ Jalan Kukoh

A GP clinic that offers subsidised care for homeless individuals

b. Dental Gallery

A dental clinic that offers subsidised dental care for homeless individuals

### 4. COVID-19

A volunteer, Dr Jonathan Seow who is a medical doctor, worked closely with HHOS to ensure our outreach efforts were in line with the government's safety measures. He had also provided substantial advice on how we can support and educate our homeless friends to cope with COVID-19.

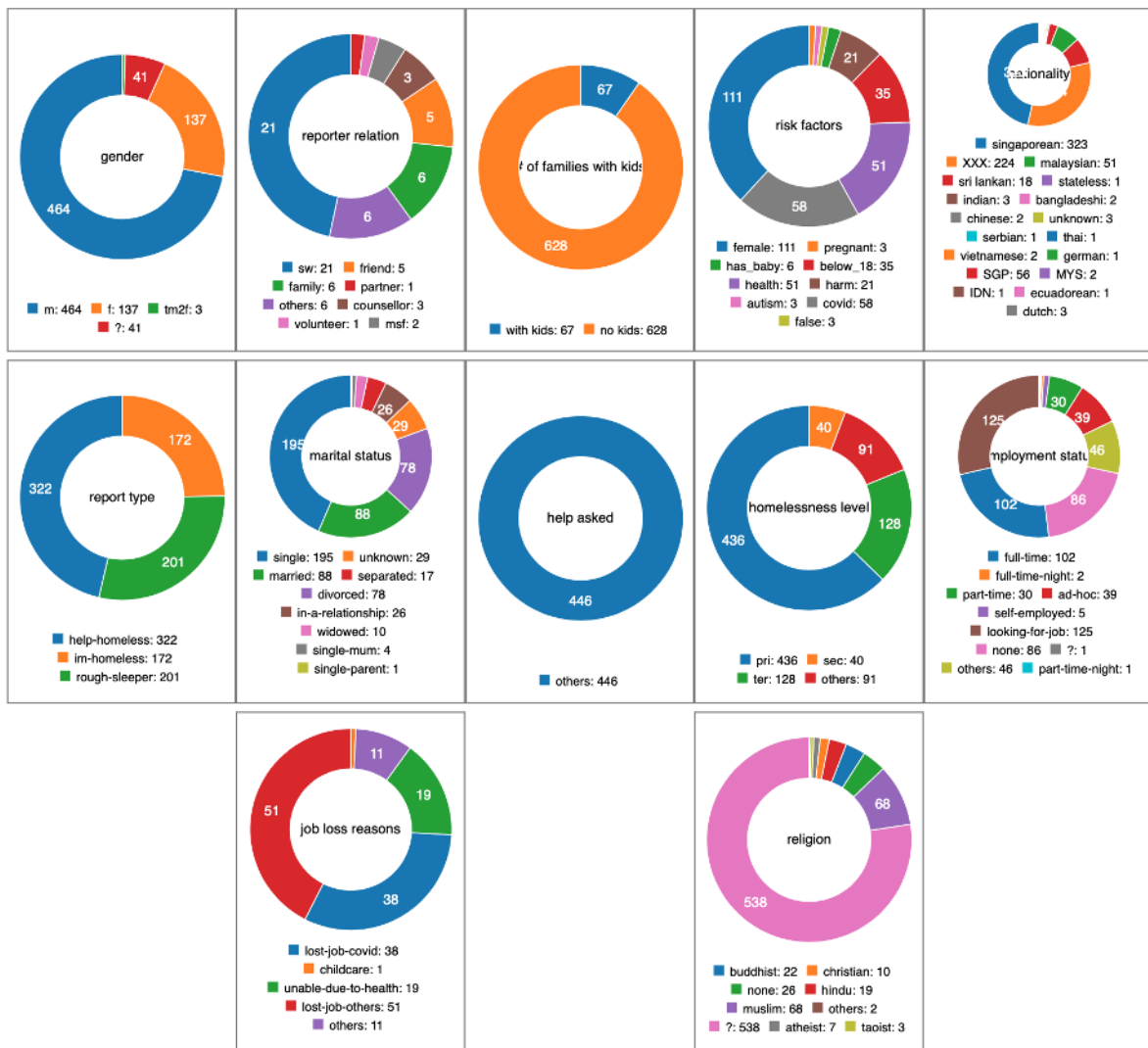
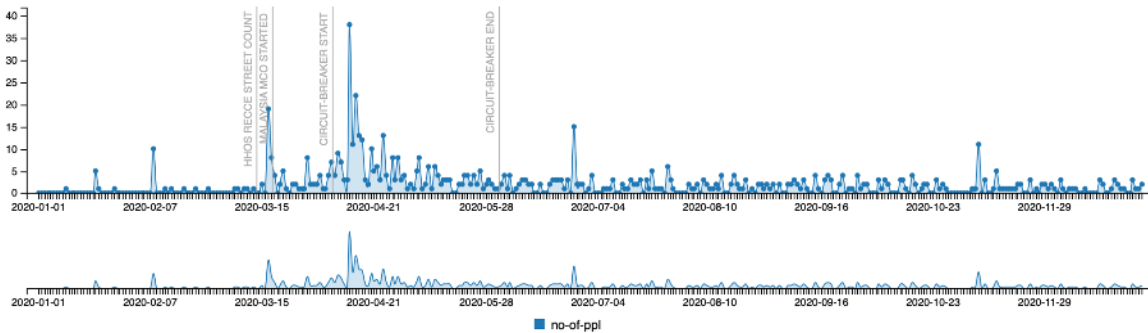
Our team had also consistently distributed masks, hand sanitizers and provided education to homeless friends to ensure they cope well in the pandemic.

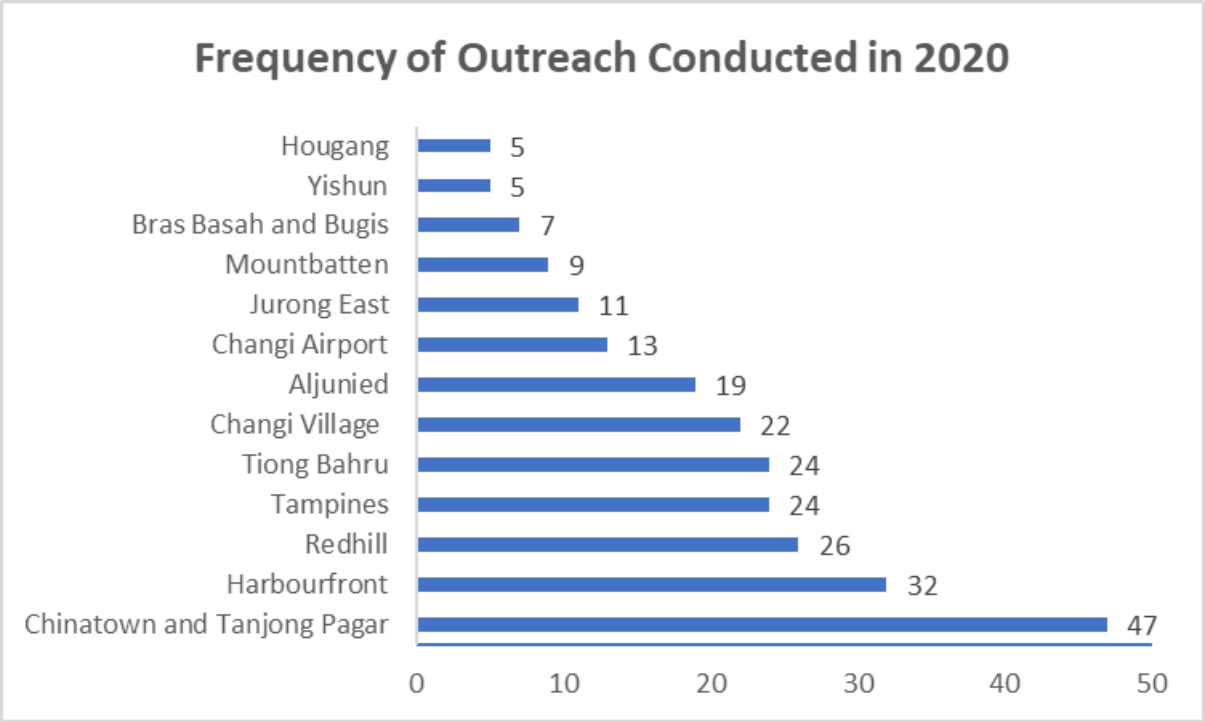
# Statistics

Wed 1 Jan 2020 to Thu 31 Dec 2020

[Show all reports](#)

## 695 people facing homelessness so far







## Stories

Here are some of the stories we shared on our Facebook page ([fb.com/homelessSG](https://fb.com/homelessSG)).

### Story of Uncle G

*He had been rough sleeping outside for a few months. We befriended him during our outreaches and he smiled whenever we arrived. We noticed that his legs were wrapped up in bandages. He said that he had to wrap his legs in bandages to keep the skin on his legs clean.*

*As we befriended him, we noticed that there was a puddle of yellow liquid on the floor around him and he said that it was discharge from the skin on his legs. He also shared that he was in pain due to his condition that he even thought of jumping down from a building.*

*Given the urgent medical attention that he required especially since he was rough sleeping outside with his condition worsening, we referred him to a welfare home as his polyclinic doctor shared that he required regular nursing care. He is provided with free medical care, meals and accommodation at the welfare home.*

*During our visit at the welfare home, he was in a good mood and he was happily showing us how he could walk faster now. His legs are in better condition now! :)*



### Story of Uncle B

*We met him during one of our outreach and since then, we became great friends. He was humble and he provided advice to us. We looked forward to meeting him during our outreaches. There was a period of time where he could not be found but he returned after a month. We were so worried about him. He shared that he was warded in a hospital for stomach issues.*

*Since then, we went out for meals with him and we got to understand his story better as we befriended him. His favourite food was KFC and we went to eat KFC with him a few times.*

*With the help of the Ministry of Social & Family Development, he was referred to a church to stay and he made many friends there. He attended festive celebrations organised by the church. He was hardworking and he was offered a job at the church.*

*Now, he is on a path to greater things in life! :)*



**HOMELESS HEARTS  
OF SINGAPORE**



## Story of Uncle A & Uncle A

*They became close friends while they were rough sleeping on the streets over the past few years. Their friendship helped them to cope with the daily struggles they faced.*

*We befriended them during our outreaches, went out for meals with them and invited them to our events. Friendships were formed between us.*

*With the help of the nearest Social Service Office, they moved into a rental flat in July 2020.*

*With the help of our sponsors, we sourced for furniture for their rental flat. Their friendship continues to grow stronger as they stay together in their rental flat and we will continue to befriend them.*

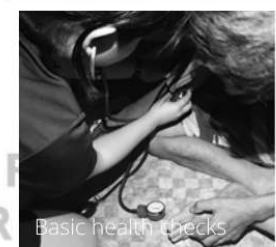
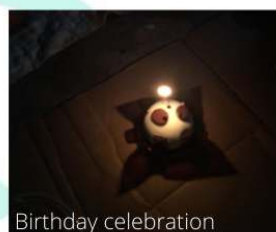


## Story of Uncle B

*He started rough sleeping when his employer dissolved as he did not have a job nor an accommodation. This was because he was a work permit holder and his work permit was linked to his employer. Eventually, he found some ad-hoc jobs to support himself and his family in his home country and he worked very hard. He was humble and independent and he didn't want anything or any help from us as he wanted to support himself. He slowly opened up to us as we befriended him during our outreaches and we celebrated his birthday with him. As he could only speak Mandarin, it was a challenge for some of our volunteers to converse with him.*

*Nevertheless, he was always patient with us.*

*Sadly, he had to return to his home country due to his age. We had a farewell dinner with him and we sent him off at the airport. Not every story is a success story but at the end of the day, it's the friendships that matters! :)*



## Chinese New Year Dinner 2020

*We wanted to have a meal with our homeless friends to celebrate Chinese New Year as Chinese New Year is a time of reunion and family. Hence, we invited them to have a meal with us on the third day of Chinese New Year. During our outreach the week before, we informed them about the dinner and they were excited for it.*

*When we met up with them, we gave them CNY goodies and mandarin oranges as part of the CNY tradition. We asked them what they would like to eat. As they were fine with anything, we managed to find a restaurant nearby to eat even though most of the shops were still closed.*

*It was really heartwarming to see our homeless friends chatting with one another and catching up on stuffs even though they sleep at the same area. We also talked about CNY stuffs. After our dinner, we did yusheng (louhei) with them for good luck and prosperity for the new year. Overall, it was a really meaningful time spent with them during Chinese New Year! :)*



Yusheng (louhei)





## Story of Mr S and Ms M

Mr S had been rough sleeping outside for many years with his girlfriend, Ms M. Ms M has a rental flat but she does not stay there and she would usually be with Mr S. Mr S has a mental health condition that causes him to have hallucinations and distorted perceptions of things and people that he meets. Despite his condition, he would always try to remain cheerful and positive.



They would always be very happy to see us whenever we visit them during our outreaches, our meals with them and when we invite them to events. They would also invite their other homeless friends to the events and share resources such as food with them. They look out for their homeless friends as well as our volunteers.



With the help of Mr S' social worker, he moved into his rental flat and we helped him with the furnitures. Ms M is staying with Mr S in his rental flat now and they have a place that they can call home now! :)



## Mr A's Birthday Celebration

He is a youth who has been rough sleeping outside due to some issues at home and we have been befriending him. He wanted to celebrate his birthday with us. Hence, he asked us to have a meal with him to celebrate. We arranged to meet him and his girlfriend for lunch on his birthday. One of our volunteer went to get a birthday cake. We decided to eat pizza as that was one of his favourite food.



During our lunch, we chatted with him and his girlfriend. He shared that he didn't really celebrate his birthday much in his life and he was really happy to celebrate his birthday with us. There was a lot of food but we managed to finish almost everything. It was really meaningful to spend time with him on his birthday! :)



HOMELESS HEARTS  
OF SINGAPORE

## Story of Mr I's family

*His family of three could not stay with their relatives due to some family issues. His newborn was not feeling well and was warded in the hospital. His wife cared for his newborn while he was rough sleeping around the hospital. He was retrenched from his job due to the pandemic. They were referred by their Family Service Centre social worker.*

*We found a host family who could accommodate them for a month while they waited for their rental flat application to be processed. We checked in on them regularly to ensure that they were coping well and we had meals with them. We learnt a lot about them as they were new parents and they were learning how to cope. We became great friends and we were glad to have met them!*

*Their social worker arranged for them to go to HDB to collect their rental flat keys and we helped them to move out from the host family's apartment and into their rental flat. We bought a mattress and we went shopping with them and they are doing well so far! :)*



Their rental flat



## Mid-Autumn Festival Distribution

*As Mid-Autumn Festival was approaching, we started to find places to get mooncakes for our homeless friends. Two of our volunteers, Diane and Jingwen made mooncakes for our homeless friends. Our other volunteers went to buy halal mooncakes and pomelos for our homeless friends. They peeled the pomelos and stored them in ziploc bags to share with our homeless friends.*

*As shops stopped selling mooncakes after Mid-Autumn Festival, the shop that sold halal mooncakes had stopped selling halal mooncakes.*

*One of our volunteers had to find another alternative at the last minute and she managed to get halal mooncakes from another shop for our Muslim homeless friends!*

*Our homeless friends enjoyed the mooncakes and pomelos and the time spent with our volunteers! :)*



Cutting mooncakes



Pomelos

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# The Year Ahead

## Future Plans

- Expand number of zone outreaches
- Work more closely with PEERS Network to help mobilise and encourage more institutions / religious groups / individuals to open up their spaces to be S3Ps / volunteer hosts
- Upgrade #CityOfRefuge 1.0 to 2.0 with additional data fields to aid analysis

## Commitments

- Ongoing development of #CityOfRefuge web app needing funding