



HOMELESS HEARTS  
OF SINGAPORE

# Annual Report FY2022

*Building a City of Refuge: Open Homes, Open Hearts*

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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.

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## Overview of Charity

**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

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

HHOS is a secular homeless befriending group based on Christian values (as the co-founders are Christians). It is open to all - regardless of race, language or religion. We take a relational approach in collaborating with fellow community partners to help our homeless friends navigate the relevant community support systems, and reintegrate into the community.

From a 2-man team serving in 2 central locations in 2014, today, HHOS has grown to about 200+ volunteers serving about 70 homeless friends on the streets per week across 17 locations all around in Singapore. Since 2019, HHOS has been a partner of MSF's Partners Engaging and Empowering Rough Sleepers (PEERS) network.

Our key strategies are:

- i. **advocating** to the public and private sectors in Singapore regarding the importance of homeless / stateless through talks and walks, and,
- ii. **befriending** the homeless relationally and journeying with them as they navigate the support systems, and,
- iii. **collaborating** with fellow community partners to help bring holistic care directly to where the homeless are
- iv. **demonstrating** models and examples of relational befriending for those interested in starting their own initiatives

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## Welcome Message from our Chairman

Dear friends of Homeless Hearts,

It's our joy to share with you how we've been progressing in our vision to make Singapore a City of Refuge for our homeless friends.

In 2021, we shared about the need to embrace a whole-of-society approach towards homelessness by growing from a network to support rough-sleepers to forming a network to support host families providing not just housing but homes for people in crisis.

Then this year, we observed the 80% of the help appeals we were receiving were from social workers who themselves had been overwhelmed.

We realised that now as of 2022, there is a big focus on the rough sleepers who are sleeping outside already. This is definitely a very good thing, but there is still more. For there are actually many more homeless friends (which also includes homeless families with kids) who are homeless but are not rough sleeping outside, hence they are the invisible invisibles.

This is why there is a need time and time again for more religious groups to open up their spaces to be S3Ps (especially since last Christmas). Unfortunately, in the past year, the number of religious groups offering S3Ps have actually dropped due to the resuming of premises for worship. But thank God, for those who are still offering as S3Ps, some have even started renovating their premises to be even better in hosting our homeless friends.

Interestingly, we realised that there are still many social workers themselves who have yet to hear about the PEERS Network and even S3Ps, and sometimes (especially the younger and less-experienced ones) are themselves trying to find partners and resources to help. This is where HHOS has been glad to not only provide emergency hostel/hotel support, but also help point them and connect them to fellow partners in the PEERS Network who are able to help even better.

Not only that - we together with Open Home Networks and Home For Good are looking for more host families to help host medium to long-term homeless younger people who may not have had exposure to healthy stable families before.

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To this end, we partnered with Solve n+1 to launch Open Home Network (OHN) 1.0, and in 2022, OHN 2.0 was launched.

In December this year, we have received at least 19 different help requests, with 11 men and 8 women. Given that a number of them were mothers, we have a combined 19 kids affected. Almost half of them were facing possible homelessness due to rising rental costs / other issues. It drives home how homelessness is not just elderly lone people sleeping on the streets, but working people like you and me. In fact, families with children are especially in need of stable long-term places to stay.

Here is the story behind just one of these numbers.

A few weeks ago, we received a help request through our #CityOfRefuge app. A Singaporean husband dying of stage 4 cancer. By right, he was able to be discharged, but due to medical costs exhausting his finances, he wasn't able to afford to rent from the open market. Therefore, his Filipino wife, C, had to mortgage their property in the Philippines to buy tickets to come here to Singapore (Christmas season last-minute tickets are expensive) before he passed away. Given that this was a transnational family case, local social workers couldn't help much. As C, his wife, said, by the time all the approvals were given, her husband would probably be dead by then.

A volunteer quickly delivered some delicious Penang char kway teow and even iced chendol to his ward, since the doctor had given permission for the husband to eat anything already. The husband texted us happily, saying: "Got side dishes some more. Like a meal from heaven. 😊"

A week or so later, our friends from Open Home Network found a family who could open up their house to host the wife and daughters in Singapore. The whole family were finally able to catch up together - and just in time for Christmas. Not only that, a number of other friends embraced the whole family with such warmth and welcome to support them during this time.

Perhaps this may be the last Christmas on earth for Mr L and C and their family together. But like a warm fire in the winter's night, the love of those around them shines even more sweetly.

There are other heartwarming befriending stories that we have had as 2023 approaches.

One of these is a homeless couple whose wife just gave birth in hospital on Christmas Day itself. As we chat with them, we discover that the mum is starting to struggle with postnatal depression in the shelter - all the harder when the husband has to work longer hours to provide for his family. Thankfully, one of them, a mum of two kids herself, is able to share her similar experiences as a fellow mother herself, and we can see the mum opening up and being comforted.

Dear friends, each and every story of love here is why we do what we do.

Because, a shelter is a place for you to stay in, but a home is where you find what family looks like.

So we are so thankful for all our amazing volunteers who have been serving tirelessly and joyfully in the frontlines, on the streets, not only week after week, but even day after day. Meeting them up for lunches, dinners, and where they are... nothing can replace genuine face to face connections, and of course, eating together. To all these ordinary heroes, we honour you.

Dear friends, this is why we do what we do. This is why you do what you do today, so that others may have hope for tomorrow - for the new year ahead. Will you join in too?

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

### 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



# Highlights of the Year

## Finance Overview

Source: [https://drive.google.com/file/d/1MhO5\\_G2ltsbKSLXUx\\_j-dThKF65NuxeQ/view?usp=drive\\_link](https://drive.google.com/file/d/1MhO5_G2ltsbKSLXUx_j-dThKF65NuxeQ/view?usp=drive_link) (Appendix A)

### HOMELESS HEARTS (LTD.)

(Company Registration No.: 201839495C)

#### DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

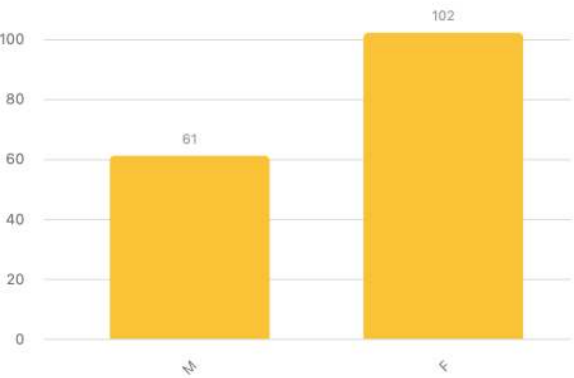
	2022 S\$	2021 S\$
<b>Income</b>		
Donation	81,845	88,692
<b>Other income</b>		
Bank interest income	13	13
	<u>13</u>	<u>13</u>
<b>Charitable activities</b>		
Card and vouchers	(454)	(555)
Accommodation expenses	(18,801)	(27,756)
Personal item	(1,260)	(692)
Food and drinks	(10,922)	(10,517)
Medical expenses	(337)	(69)
Transport expenses	(210)	(36)
Electronics expenses	(229)	(59)
Celebrations	(845)	(649)
Long term housing	(4,636)	(4,118)
	<u>(37,694)</u>	<u>(44,451)</u>
<b>Other items of expense</b>		
Accounting service fee	(4,990)	(4,990)
External audit fee	(4,360)	(4,360)
Bank charges	(348)	(343)
Subscriptions fee	(293)	(882)
Transport claims	(10)	(135)
Directors - Wages and salaries	(5,000)	—
Employees - Wages and salaries	(1,517)	—
Employees – Employer CPF & SDL	(711)	—
	<u>(17,229)</u>	<u>(10,710)</u>
<b>Surplus before tax</b>	<u>26,935</u>	<u>33,544</u>

# Volunteer Sign-ups for 2022

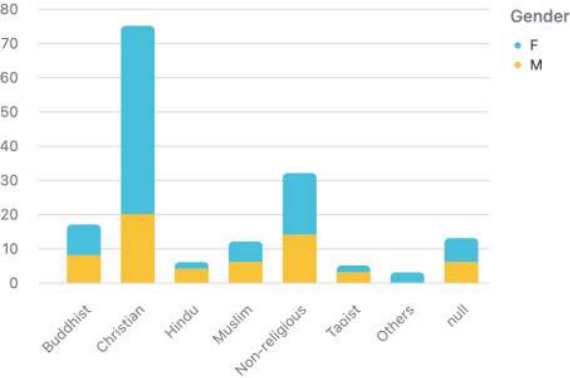
No. of volunteer signups

163

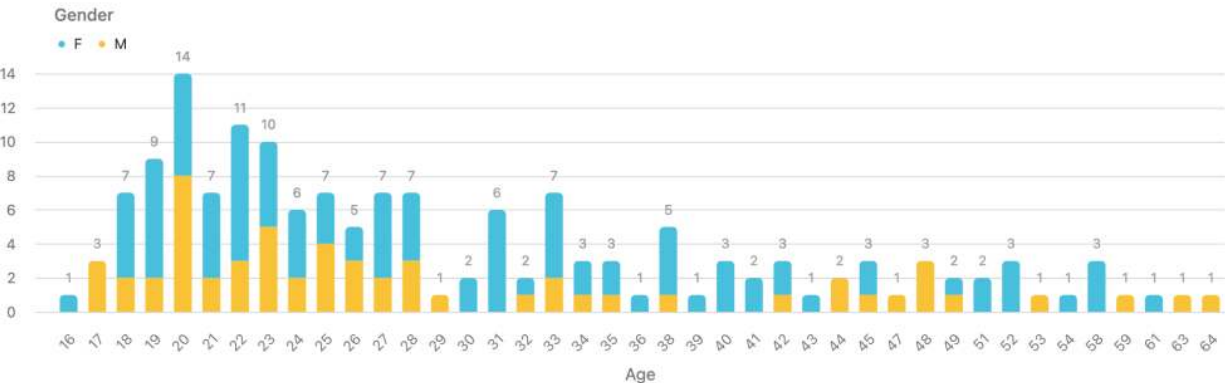
Sign-ups by gender



Sign-ups by religion

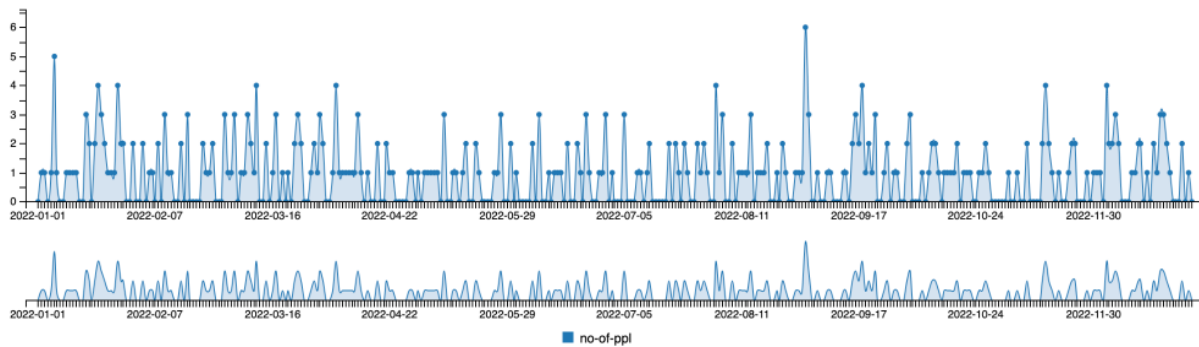


Gender distribution by age



## Homelessness Statistics for 2022

### Raw Data By Breakdown



## Detailed Analysis of Help Requests

Total no. of requests for help

290

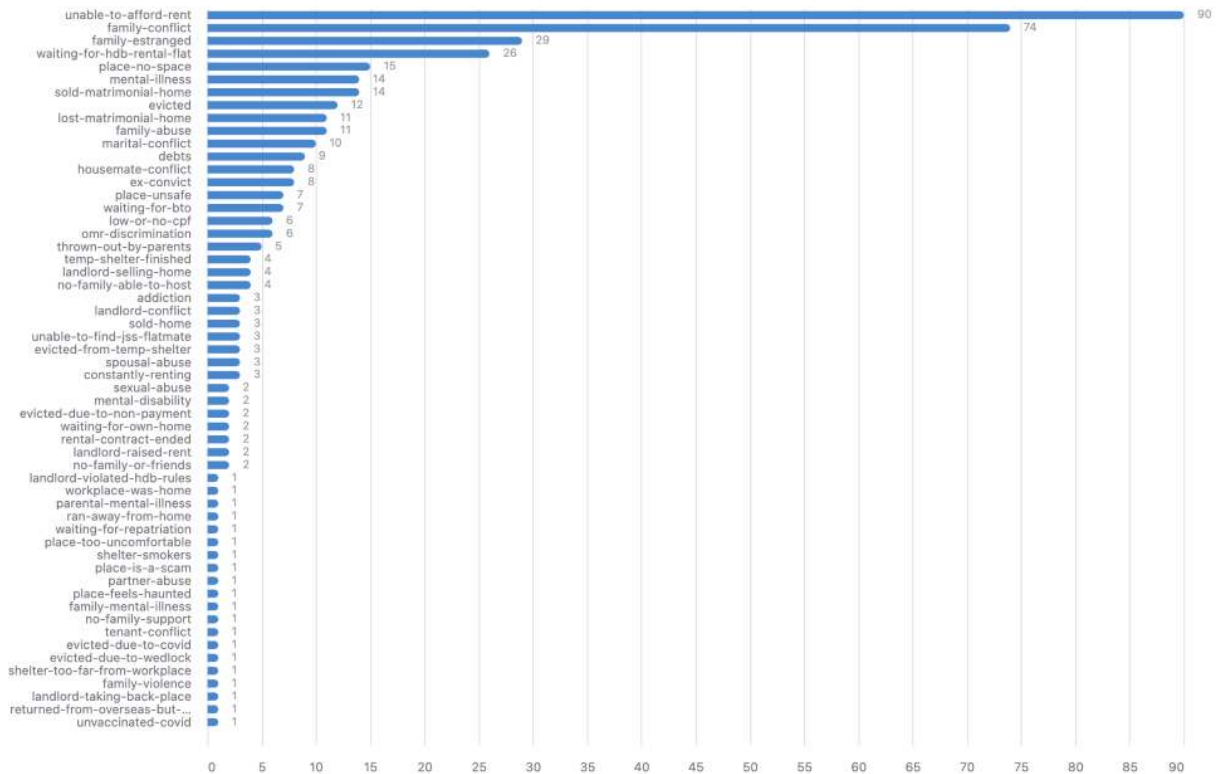
# of families

60

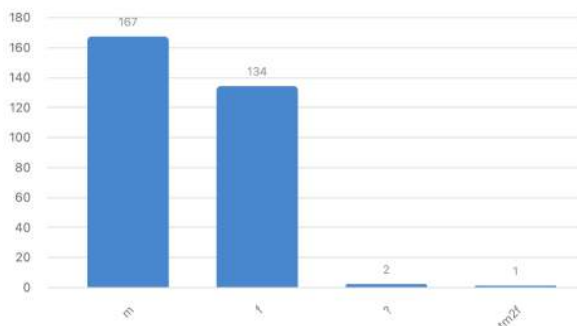
# of transnational families

9

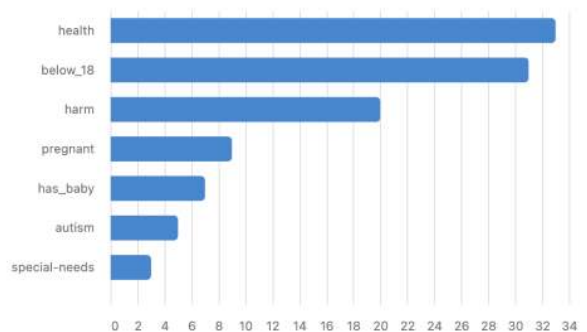
### Factors in homelessness

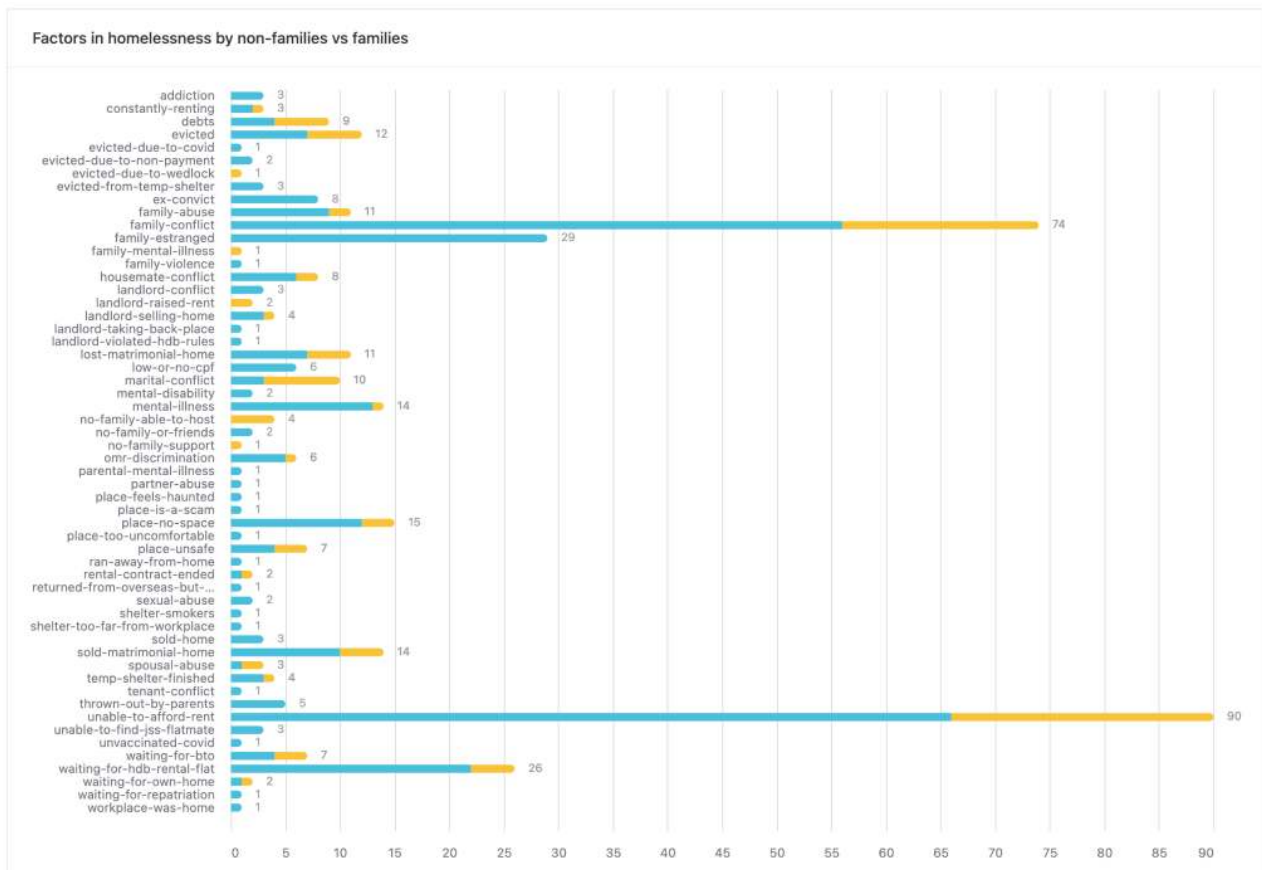
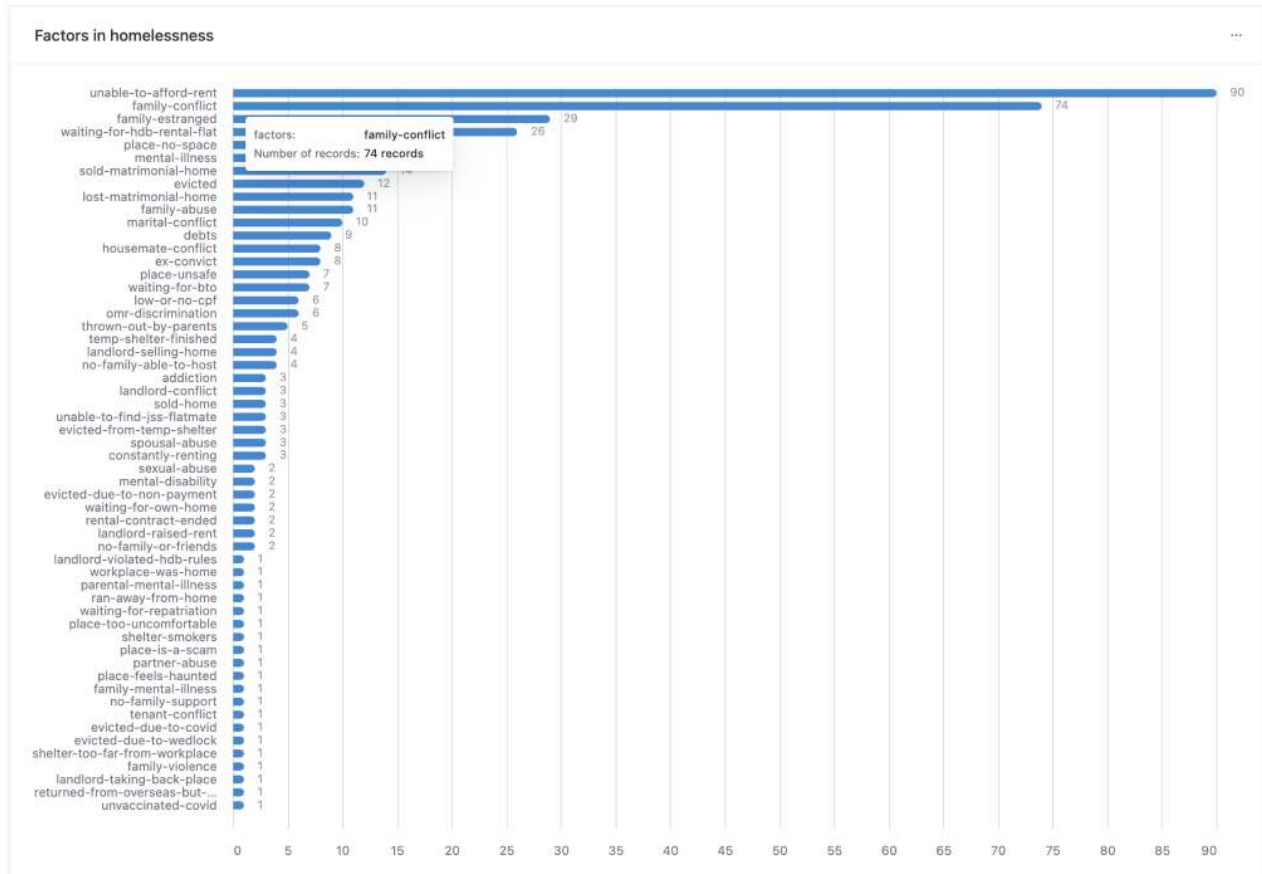


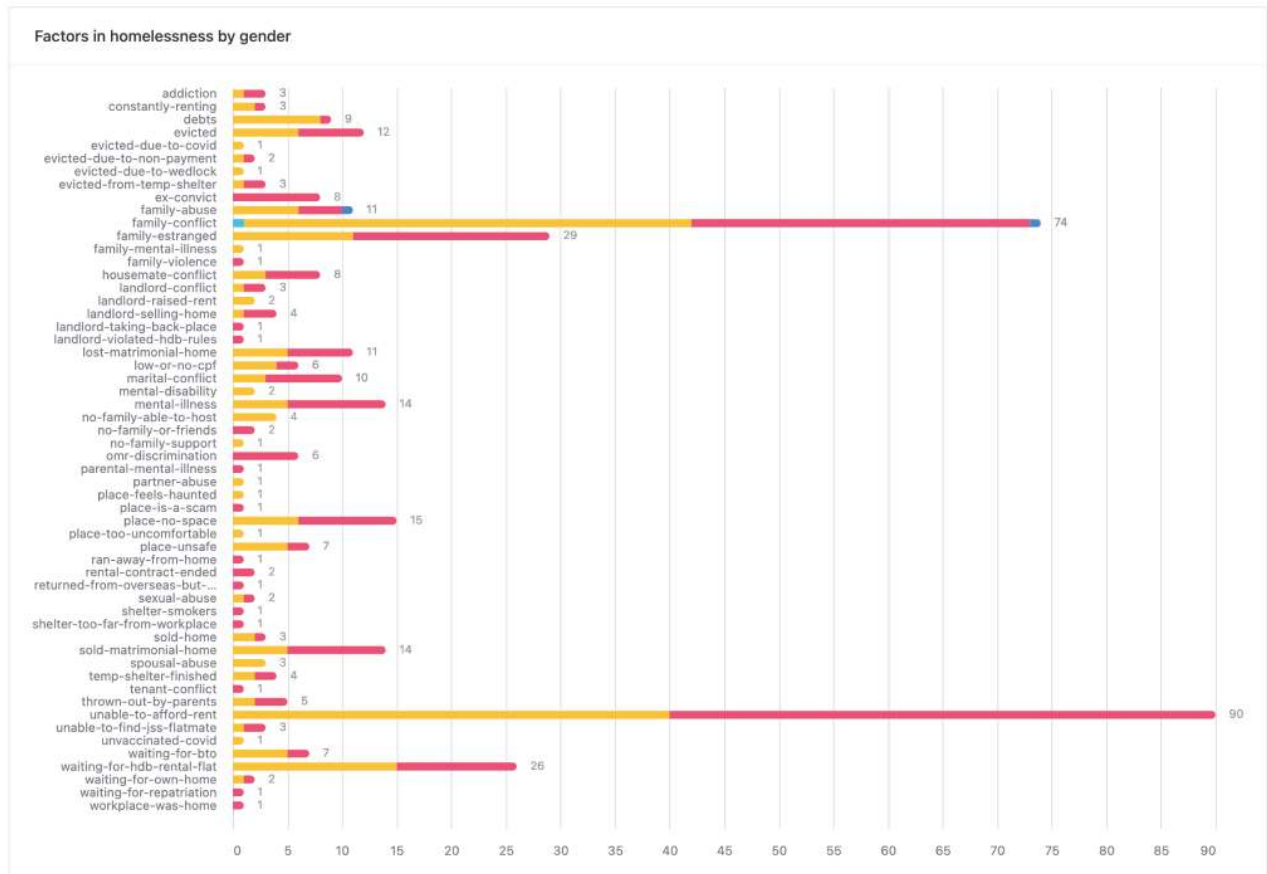
### By gender

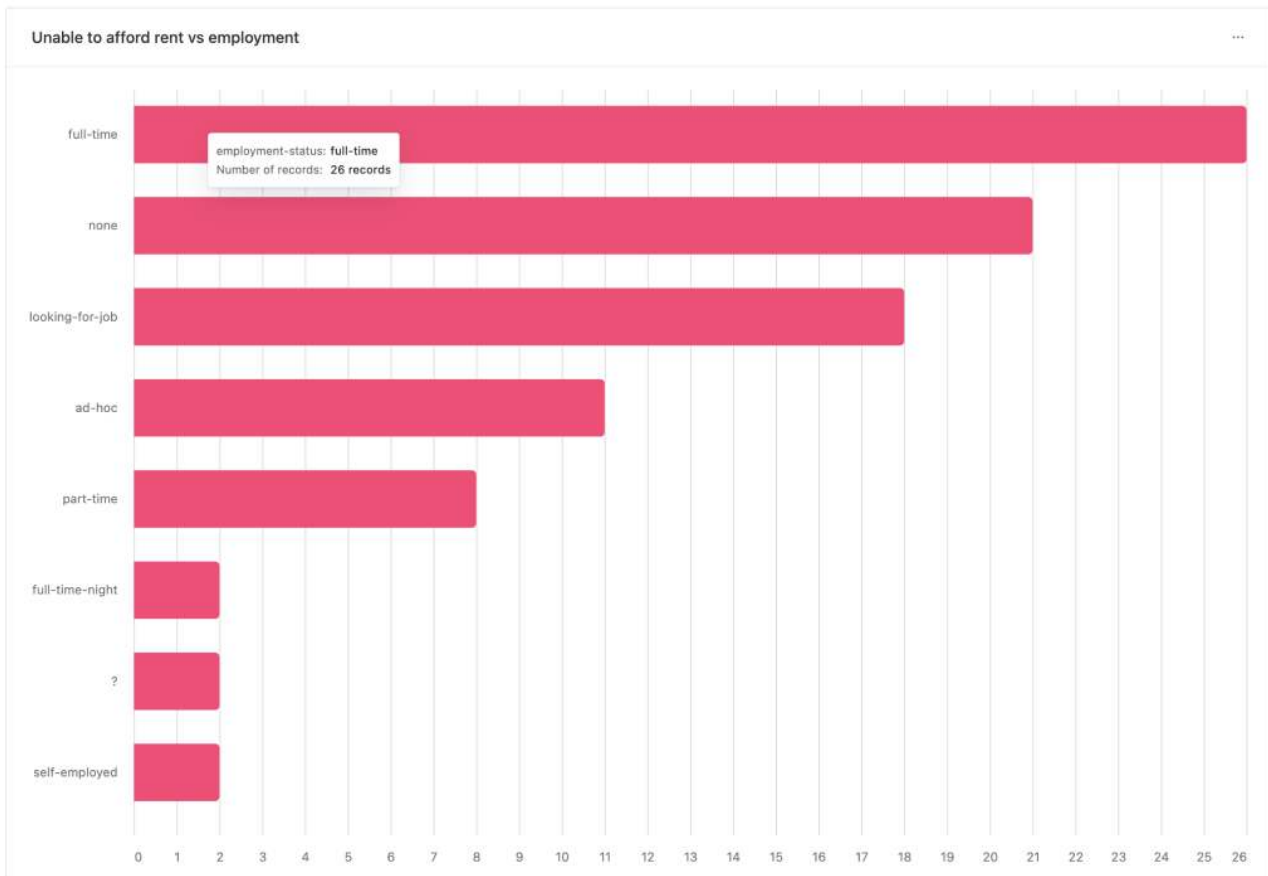
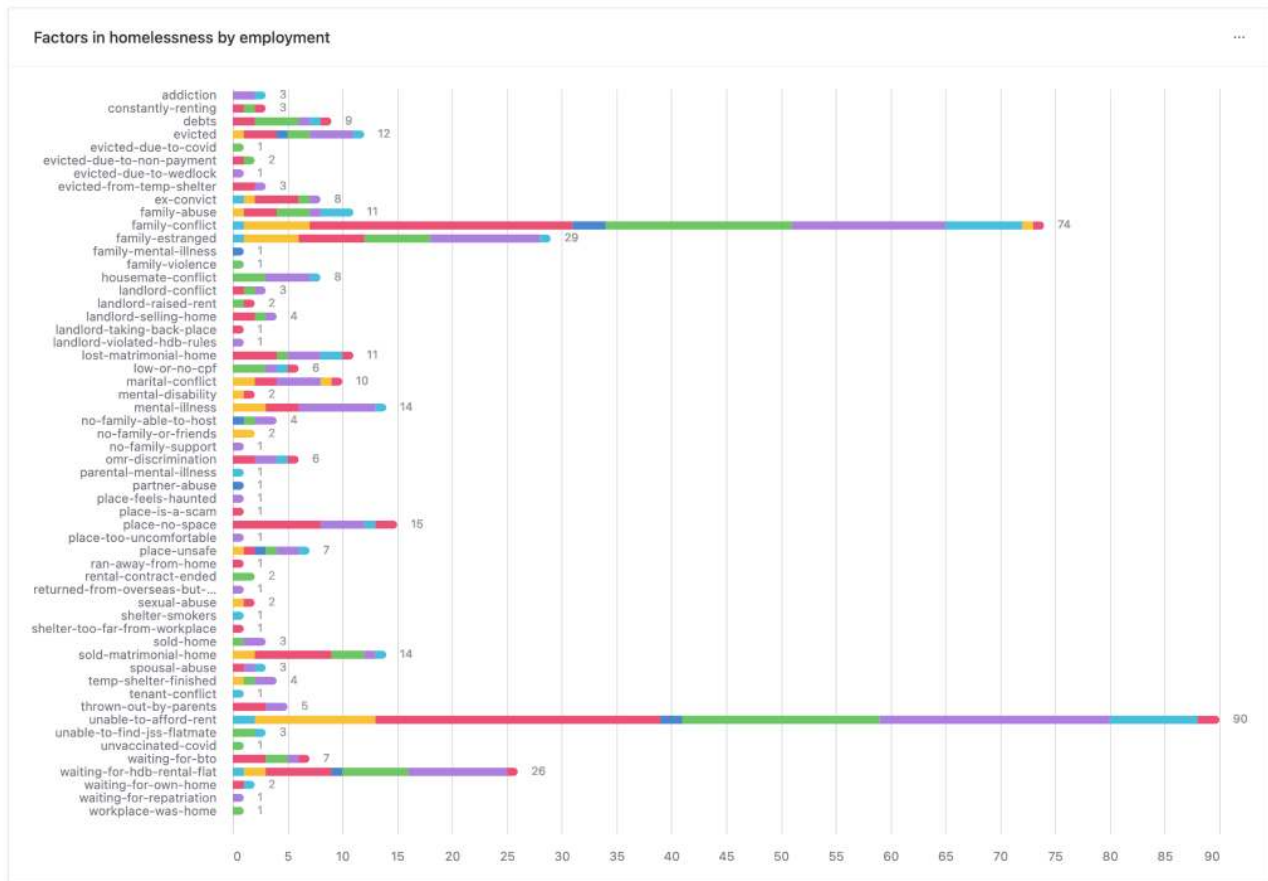


### Types of priority cases



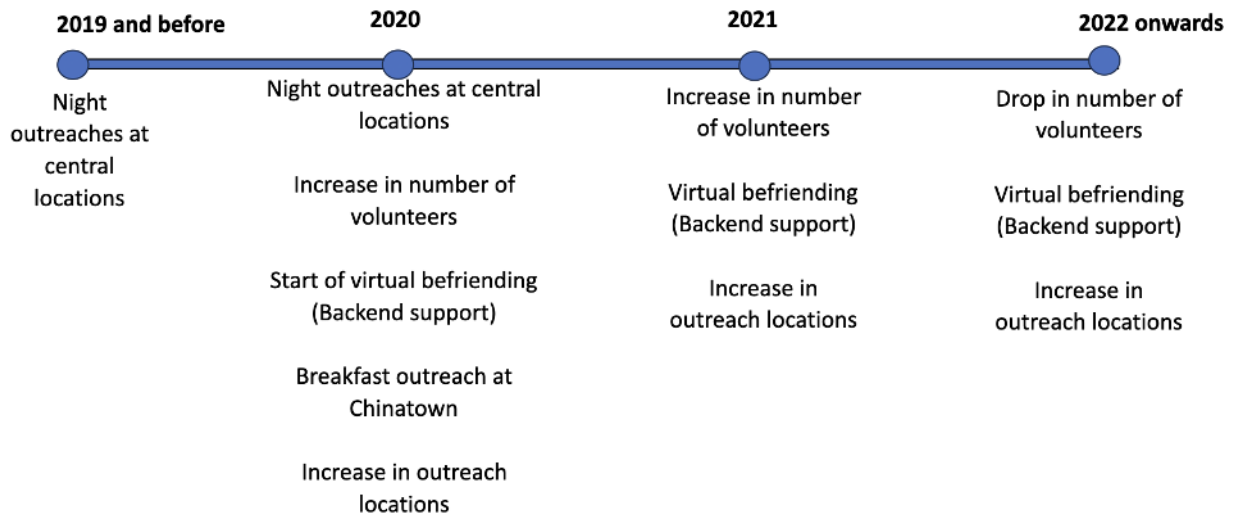






## Our Community Outreach

### Overview of Activities



1. Twice / thrice a week regular street outreaches to 17 zones in Singapore:

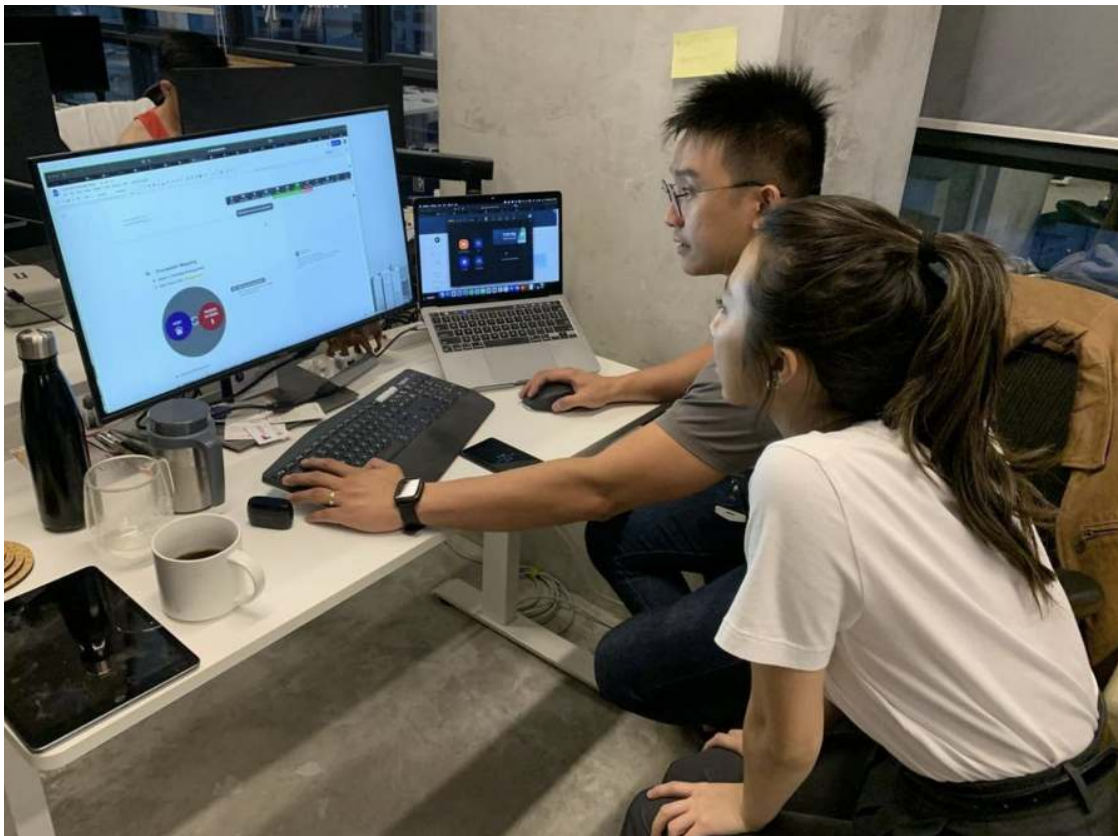
- i. Chinatown
- ii. Harbourfront
- iii. Tampines
- iv. Yishun
- v. Woodlands
- vi. Hougang
- vii. Redhill/Tiong Bahru
- viii. Clementi
- ix. Jurong East
- x. Mountbatten
- xi. Paya Lebar/Eunos
- xii. Bedok
- xiii. Aljunied
- xiv. Changi Airport
- xv. Changi Village/Pasir Ris
- xvi. Bras Basah/Bugis/Lavender/Marina
- xvii. Bukit Panjang



2. Hostel sponsorships in collaboration with social workers
3. Virtual befriendings via chat groups to provide relational support and guidance
4. Birthday celebrations and friendship meals
5. Help ex-homeless friends move into their new flats
6. Give talks to educate students / organisations on homeless outreaches
7. Advocate to the public and government regarding homeless issues

## Open Home Network (OHN) 2.0

Building upon OHN 1.0 (started in June 2020 by social enterprise Solve n+1), HHOS collaborated with the Solve n+1 team to launch OHN 2.0 in mid-2022. From trying to find host families among middle / upper-class households, we explored tapping on lower-income households living in smaller rental flats to see if they would like to host persons in crisis (PICs) too.



## Foreigners / Transnational Families: Project Providence (PP)

Our partnership with PP has been fruitful, with about more than 25 cases of foreigners / transnational families being referred to PP for assistance in 2022.

## Healthcare

1. (26 Feb, 12 Mar, 26 Mar) Our volunteers participated in the Volunteer Training Programme by Singapore General Hospital (RHS Community Nursing) and PEERS Office/MSF.
2. (10 Dec) Mental Health Sharing by IMH for HHOS and Catholic Welfare Services

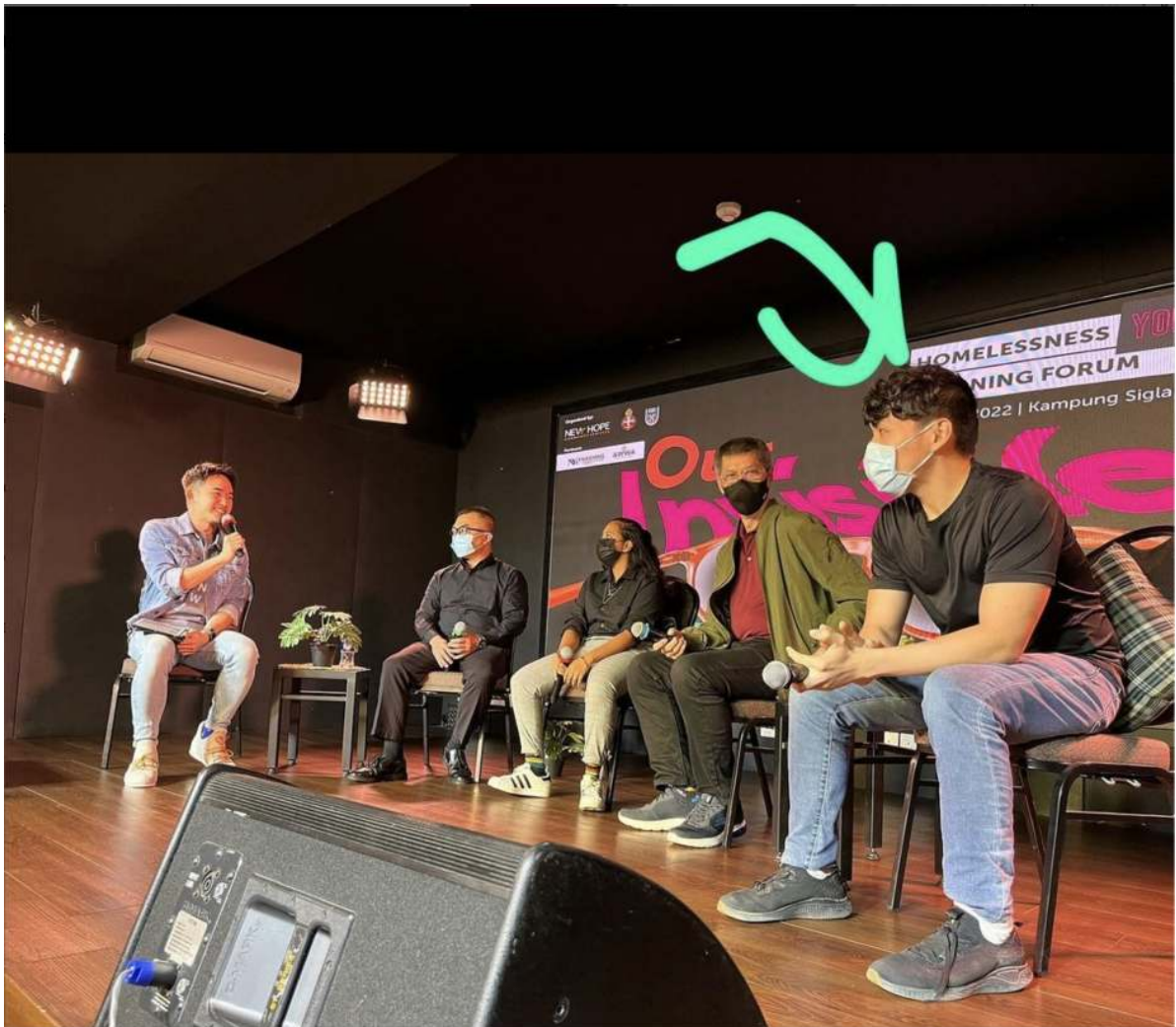
## Education & Awareness

1. (17 Feb) Sharing session with TOUCH Elderly Group staff on homelessness in Singapore
2. (15 Mar, 20 Sep, 4 Oct) Youth Corps Singapore Mission X (Poly) Runs
3. (29 May) National University of Singapore: [Co-founder Mervin and Head Volunteer Derek Lim interviewed for National University of Singapore's Communities and Engagement Module](#)



4. (23 May) Shared at PEERS Network Retreat 2022's Human Interest Library
5. (28 Jun) [Night Trail by New Hope Community Services & HHOS with National Youth Council's Youth Corps Leaders Programme \(Cohort 27-PSC\)](#)

6. (27 Aug) Derek serving as a panelist at New Hope Community Services' Homelessness Forum for youths.



Girls' Brigade Singapore did a write-up on it titled ["Singapore's First Ever Forum on Homelessness – Ex-Rough Sleepers Share Their Voices With Youth"](#).

7. (8 Sep) Temasek Polytechnic: [Sharing session on homelessness + engagement with rough sleepers at Temasek Polytechnic Community Service Club Induction Camp](#)
8. (14 Oct) Collaborated with College of Alice and Peter Tan (CAPT), National University of Singapore to run Rough Sleepers Trail at CAPT's Community Engagement Festival (CE Fest)
9. (25 Oct) oneforjesus.sg x HHOS Instagram live interview with Abraham and Mervin: ["How do you know we love you?"](#)

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## Media Mentions / Interviews

1. (24 Jan) [Friends of MSF Award at MSF Volunteer & Partner Awards 2022](#): HHOS was awarded the Friends of MSF Award at MSF Volunteer & Partner Awards 2022 on 24 Jan 2022.
2. (7 May) [PAP raises S\\$50,000 for 5 charities as part of Mother's Day celebration – Mothership.SG – News from Singapore, Asia and around the world](#): HHOS was one of the beneficiaries.
3. (10 Jun) Open Home Network 2.0 launched with the idea of tapping on some rental flats tenants to themselves be hosts for persons in crisis:

“Consultations with partners on the ground have revealed that certain occupants of rental flats have the potential to be mobilised as assets to provide temporary refuge to those in crisis & facing housing instability (i.e., PICs). This is due to a certain level of proximity, familiarity, and resonance with the issues faced by PICs, which can aid in developing the hosting relationship. We are currently co-creating the scope of the OHN 2.0 with HDB, MSF, NHCS, and HHOS.”

(Source: [Open Home Network | Facebook](#))
4. (4 Dec) [CNA Insider: These Singaporeans opened their doors to a homeless person. Here's what happened](#): A couple of our volunteers, Zizie Zuzantie Mohamed Said and Lim Zhong Hao, were featured in CNA Insider's documentary for their hosting a homeless woman who was seven months pregnant to stay in their five-room flat in 2021.





In the same CNA documentary video ([Can We Help The Homeless By Getting Singaporeans To Open Their Homes? - YouTube](#)), Abraham Yeo, one of our co-founders, was also interviewed, quoting: "A shelter is a place for you to stay in, but a home is where you find what family looks like."

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5. (6 Dec) [XX Files – S1E110: Give the gift of support and not wrapped up gifts – CNA \(channelnewsasia.com\)](#): Featuring Zizie Zuzantie Mohamed Said, one of our volunteer befrienders who also opened up her home to host a homeless family in 2021.
  6. (19 Jul) [Official launch of Ministry of Culture, Community and Youth's SG Together Short Films \(with HHOS as a contributor to one film on rough sleeping\)](#)
  7. (19 Dec) [Homeless in Singapore: Interview With Abraham From Homeless Hearts – Little Day Out](#)

## Research & Advocacy

1. (11 Nov) [Collaborated with MSF PEERS Network for a 2022 single-night street count and survey of rough sleepers](#)
2. (22 Nov) Part of closed-door discussion group in [MND-HDB's Engagement on the New Singles Rental Housing Typology](#) that consulted community partners and stakeholders including HHOS

## The Year Ahead

### Our Plans & Commitments

- Raise greater awareness to mobilise more families, not just individuals, to volunteer as befrienders
- Upgrade #CityOfRefuge app to be able to collect more detailed statistics regarding homeless families
- Advocate and partner with more community / religious groups to form a stronger support network for homeless families, especially young ones
- Explore more community support options for homeless autistic people
- Continue to partner with youth groups and educational institutions to keep educating the student population in Singapore