



HOMELESS HEARTS
OF SINGAPORE

Annual Report FY2023

Building a City of Refuge: *Families of Nations*

About Us	2
Our Vision	2
Our Mission	2
Overview of Charity	3
Welcome Message from the Core Team	4
Leadership Structure	5
Co-Founders	5
Board Appointment	5
Core Team Members	5
Highlights of the Year	7
Finance Overview	7
Volunteer Sign-ups for 2023	8
Homelessness Statistics for 2023	9
Our Community Outreach & Impact	14
Overview of Activities	14
2948 Volunteer Visits for 615 Street Outreaches in 24 Zones	14
Festive Celebrations and Special Events	17
Education & Awareness	21
Media Mentions / Interviews	21
The Year Ahead	23
Our Plans & Commitments	23

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

Unique Registration Number (UEN): 201839495C

Bankers: DBS Bank

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 16 zones 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

Welcome Message from the Core Team

Dear friends of Homeless Hearts,

"Welcome home."

These words reflect the kind of community we are building together—one where every person can find belonging, dignity, and support.

In 2023, we continued walking the ground across Singapore through consistent outreach and relational befriending. Through 457 street outreaches across 16 locations, we journeyed with individuals and families facing complex circumstances, and were reminded that homelessness is not just about shelter, but about relationships and community .

This year's theme, "Families of Nations," has described how we saw our work. More than ever, we encountered families and transnational stories that call for deeper understanding, stronger partnerships, and more holistic support.

Beyond the numbers, it is the moments that stay with us—celebrating birthdays, witnessing friends move into their new homes, and building trust over time. These moments remind us why relational befriending remains at the heart of what we do.

We are encouraged by the growth of this community, with over 200 volunteers stepping forward to serve across Singapore . This is a shared effort, shaped by many hands and hearts.

As we look ahead, our focus is to go deeper—strengthening communities of care, journeying more intentionally with families, and working alongside partners to build a more inclusive society.

To all who have walked with us—thank you.

Together, we are building a home.

Welcome home.

Core Team

Homeless Hearts of Singapore

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

Highlights of the Year

Finance Overview

DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023

	2023 S\$	2022 S\$
Income		
Donation	15,289	81,845
Other income		
Bank interest income	—	13
	—	13
Charitable activities		
Card and vouchers	(1,138)	(454)
Accommodation expenses	(1,473)	(18,801)
Personal item	(2,051)	(1,260)
Food and drinks	(9,410)	(10,922)
Medical expenses	(579)	(337)
Transport expenses	(196)	(210)
Electronics expenses	(794)	(229)
Celebrations	(4,066)	(845)
Long term housing	(3,744)	(4,636)
	(23,451)	(37,694)
Other items of expense		
Accounting service fee	(4,990)	(4,990)
External audit fee	(5,100)	(4,360)
Bank charges	(243)	(348)
Subscriptions fee	(952)	(293)
Transport claims	—	(10)
Directors - Wages and salaries	—	(5,000)
Employees - Wages and salaries	—	(1,517)
Employees – Employer CPF & SDL	—	(711)
	(11,285)	(17,229)
(Deficit)/Surplus before tax	(19,447)	26,935

Volunteer Sign-ups for 2023

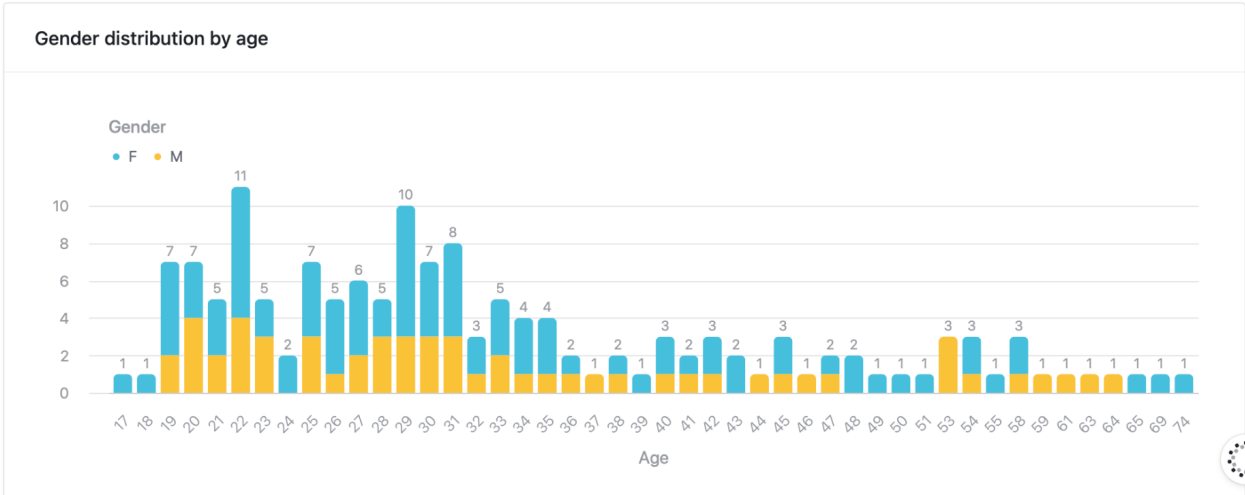
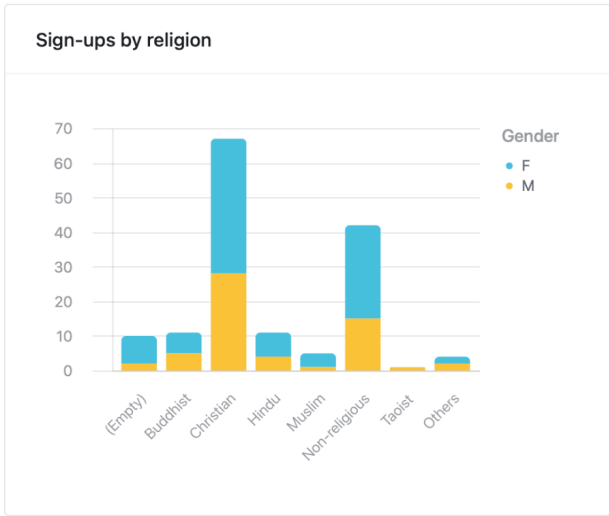
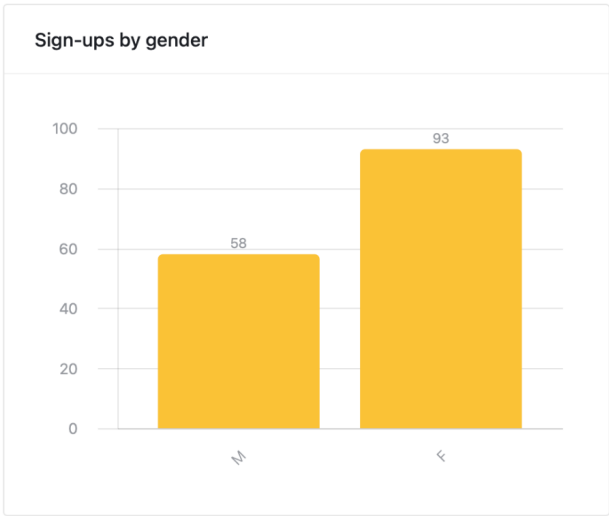
VolunteersReset

Date Createdis on or beforeexact date2023-12-31+08

Date Createdis on or afterexact date2023-01-01+08

No. of volunteer signups

151



Homelessness Statistics for 2023

Raw Data By Breakdown

#CityOfRefuge Dashboard

Created by Homeless Hearts of Singapore (homeless.sg)

created_when is from 2023-01-01 to 2023-12-31

Total # ppl facing homelessness

332

of SC/SPR

243

of stateless (XXA)

0

of rough sleepers aged < 35

126

of rough sleepers aged < 25

53

of cases involving autism

0

of families facing homelessness

37

of young families (age < 35)

17

of young (< 35) single-parents

7

of children in affected families

Those aged < 14

53

of youth in affected families

Those aged < 21

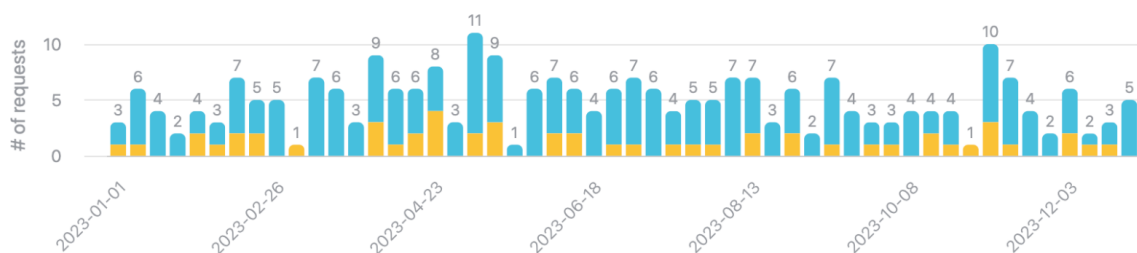
18

Overall # of single-parents

18

1. # of help requests per week

As you can see, there's practically at least 2 or 3 requests for help a week - not a month, but a week. Yellow bars represent those below 25.

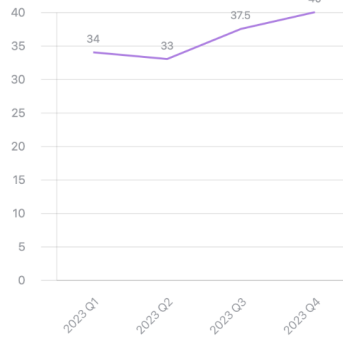


2a. # of help requests over time

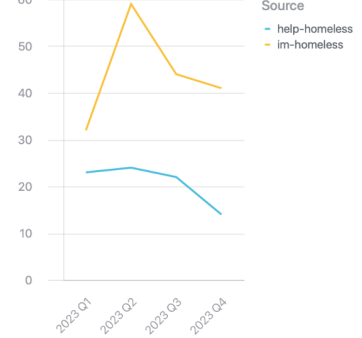
Blue is for all ages, yellow for ages < 35, red for ages < 25



2b. Median age over time



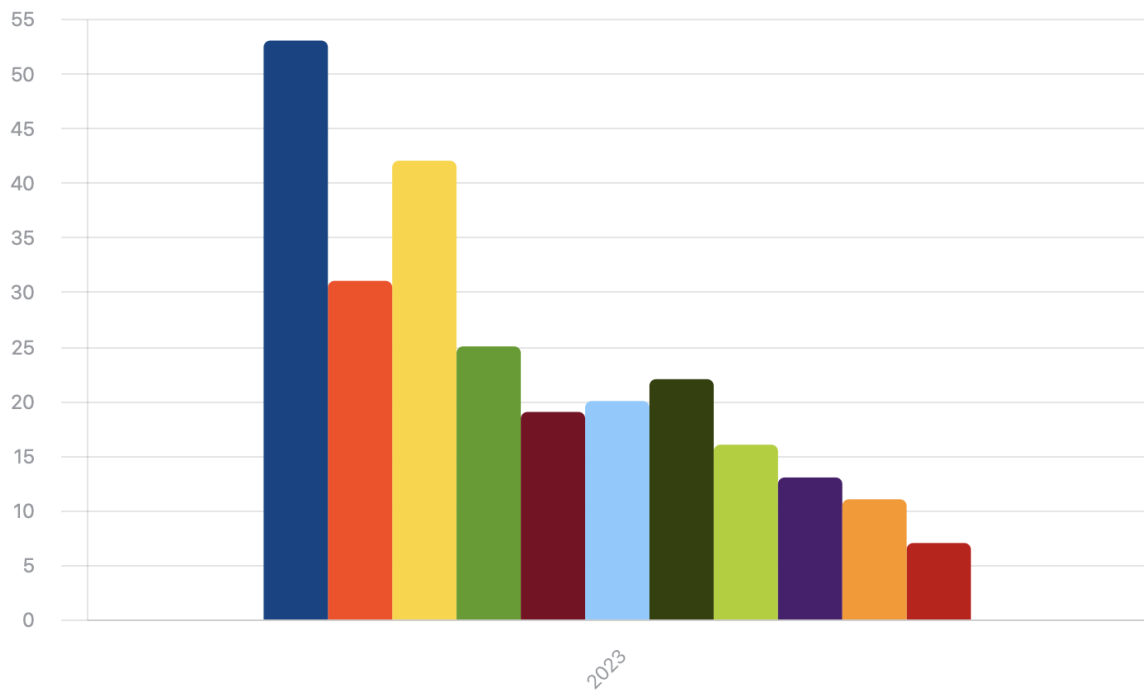
2c. Sources over time



3a. Age groups distribution by year

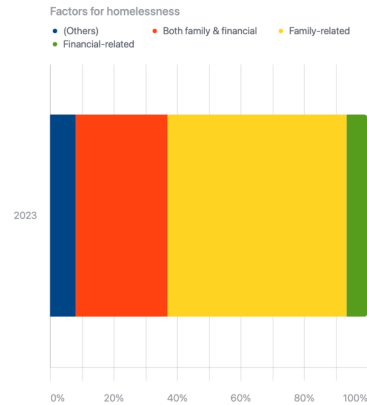
Age_group

- 15 - 24 ● 25 - 29 ● 30 - 34
- 35 - 39 ● 40 - 44 ● 45 - 49
- 50 - 54 ● 55 - 59 ● 60 - 64
- 65 - 69 ● 70 & Over



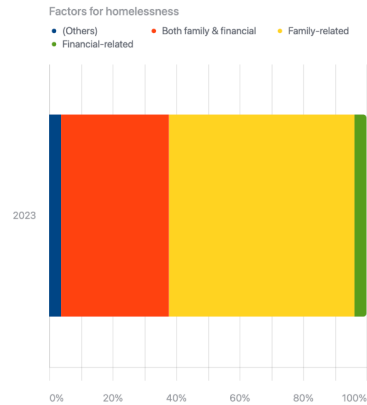
4a. Factors for homelessness by year (all age groups)

Family-related factors include family conflicts / estrangement / no willing family support / abuse, etc. Financial factors: Unable to rent / low or no CPF / debts.



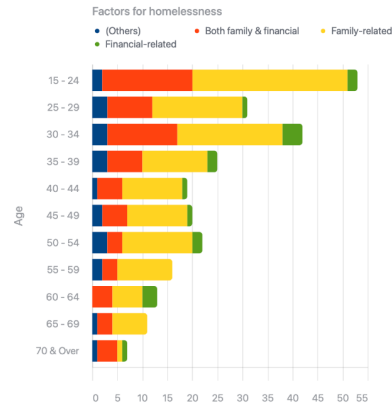
4b. Factors for homelessness by year (ages 15 - 24)

Family-related factors include family conflicts / estrangement / no willing family support / abuse, etc. Financial factors: Unable to rent / low or no CPF / debts.



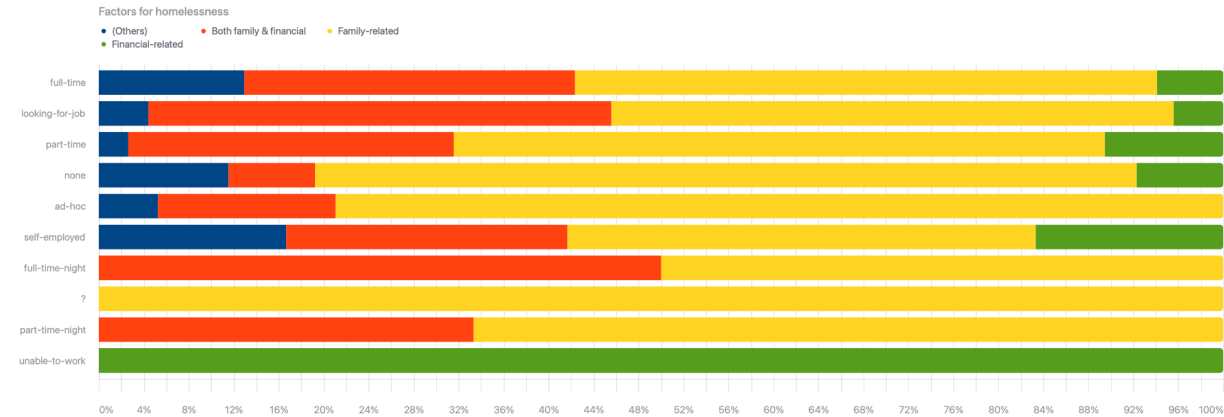
4c. Factors for homelessness across age groups

Family-related factors include family conflicts / estrangement / no willing family support / abuse, etc. Financial factors: Unable to rent / low or no CPF / debts.

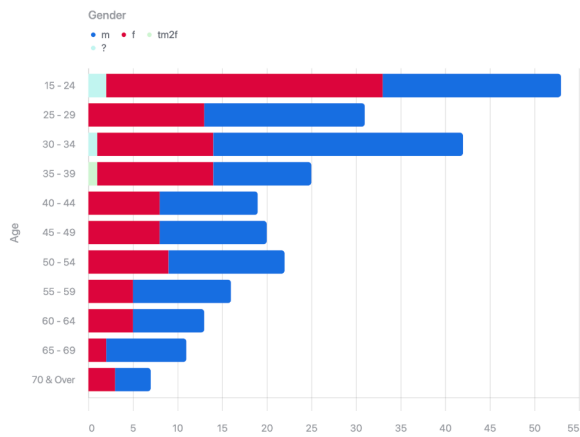


5. Factors vs employment status

Family-related factors include family conflicts / estrangement / no willing family support / abuse, etc. Financial factors: Unable to rent / low or no CPF / debts.

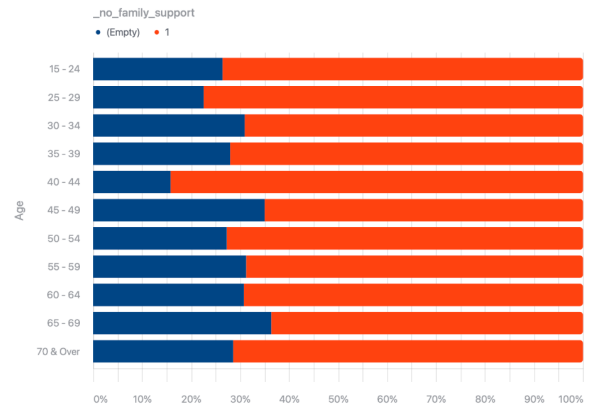


6a. Gender breakdown across age groups

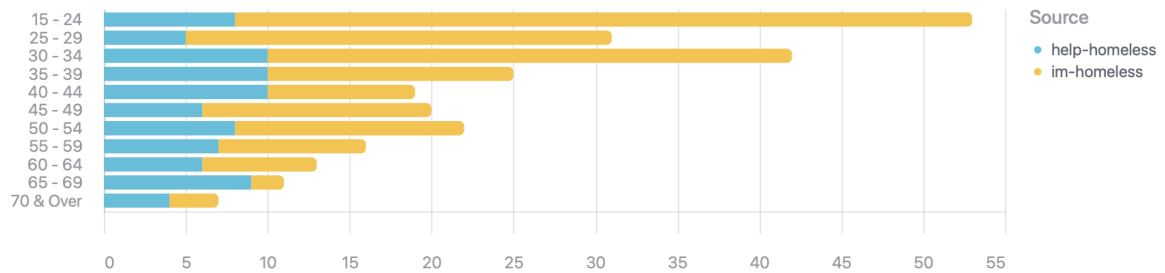


6b. No family support by age groups

Orange bars indicate those who have no family support. "No family support" is defined here as those who self-reported as being alone and/or did not mention any supportive family members.

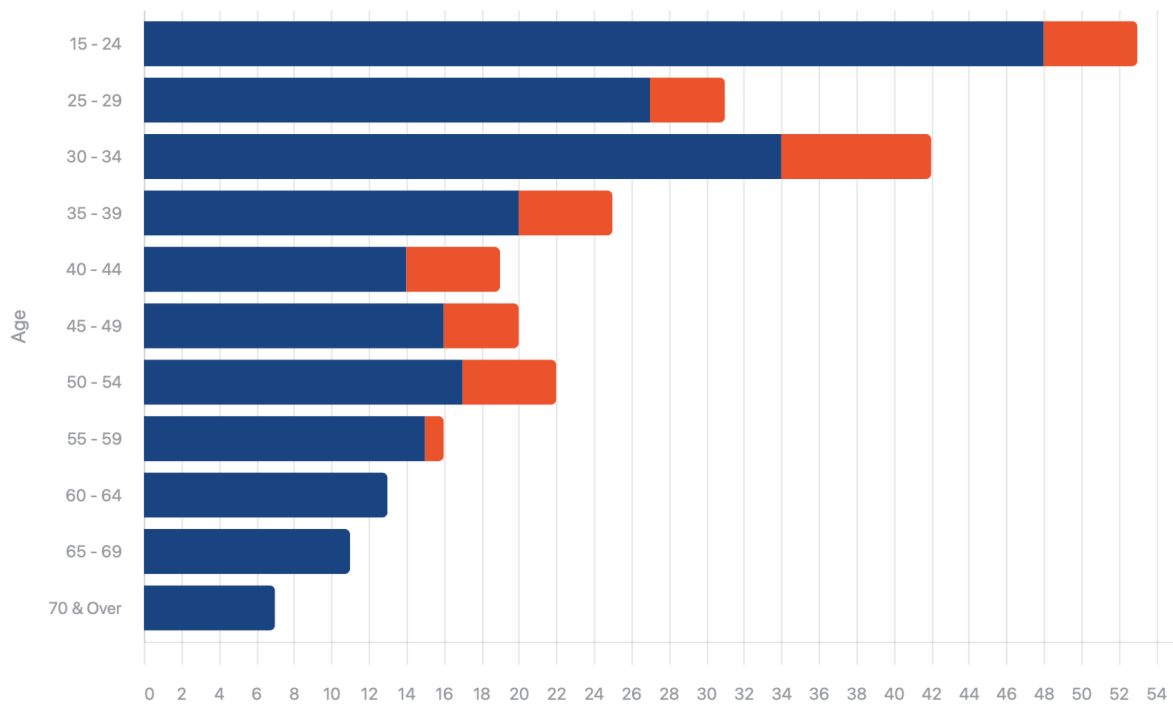


6c. Sources by age-group

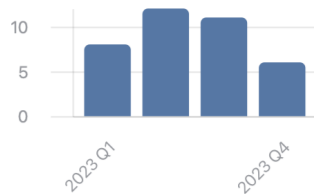


7a. Proportion of families facing homelessness across age groups

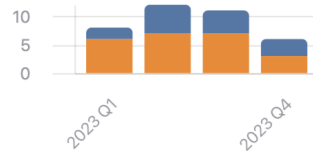
Orange bars represent those with families. Definition of "family" here are those caring for children / youth, or having a baby / pregnant.

**7b. No. of families**

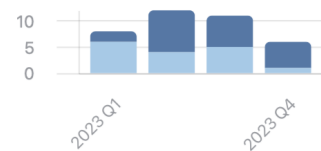
Definition of "family" here are those caring for children / youth, or having a baby / pregnant.

**7c. Families who have no family support**

Orange bars represent those who have no family support. "No family support" here means those who are alone / have no supportive family members.

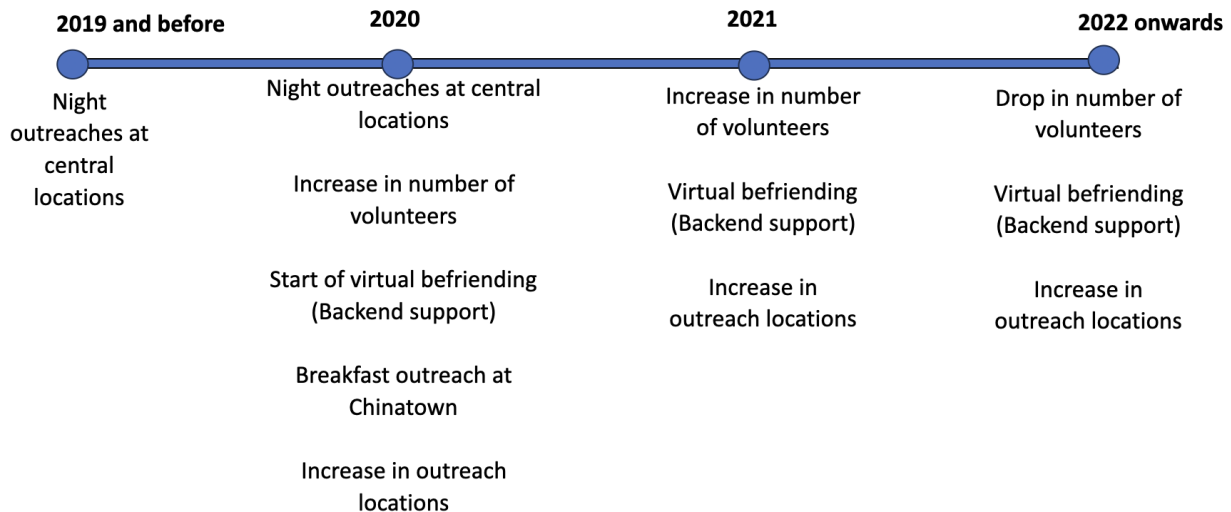
**7d. Single-parent families**

Light blue bars represent single-parent families. "Single-parent" here means an unmarried (single / divorced / widowed) parent who is caring for at least one child / youth.



Our Community Outreach & Impact

Overview of Activities



1. Twice / thrice a week regular street outreaches to a total of 24 zones in Singapore
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

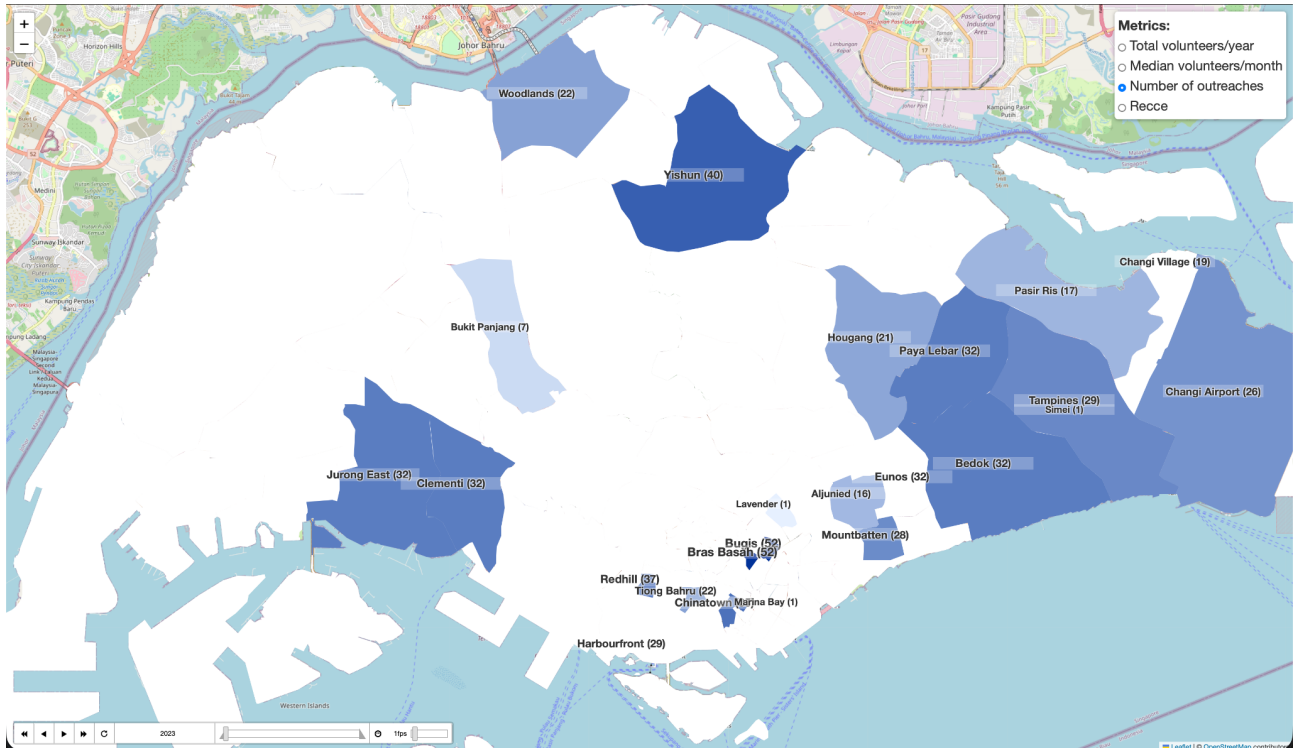
2948 Volunteer Visits for 615 Street Outreaches in 24 Zones

We conduct regular street outreaches twice / thrice a week from 9pm-12am at various locations to visit and befriend our homeless friends, where we build trust, rapport and friendships with our homeless friends, celebrate their birthdays and provide socioemotional support to them. Through our street outreaches, we are able to identify any needs and issues, and we will link them up with social services and other support.

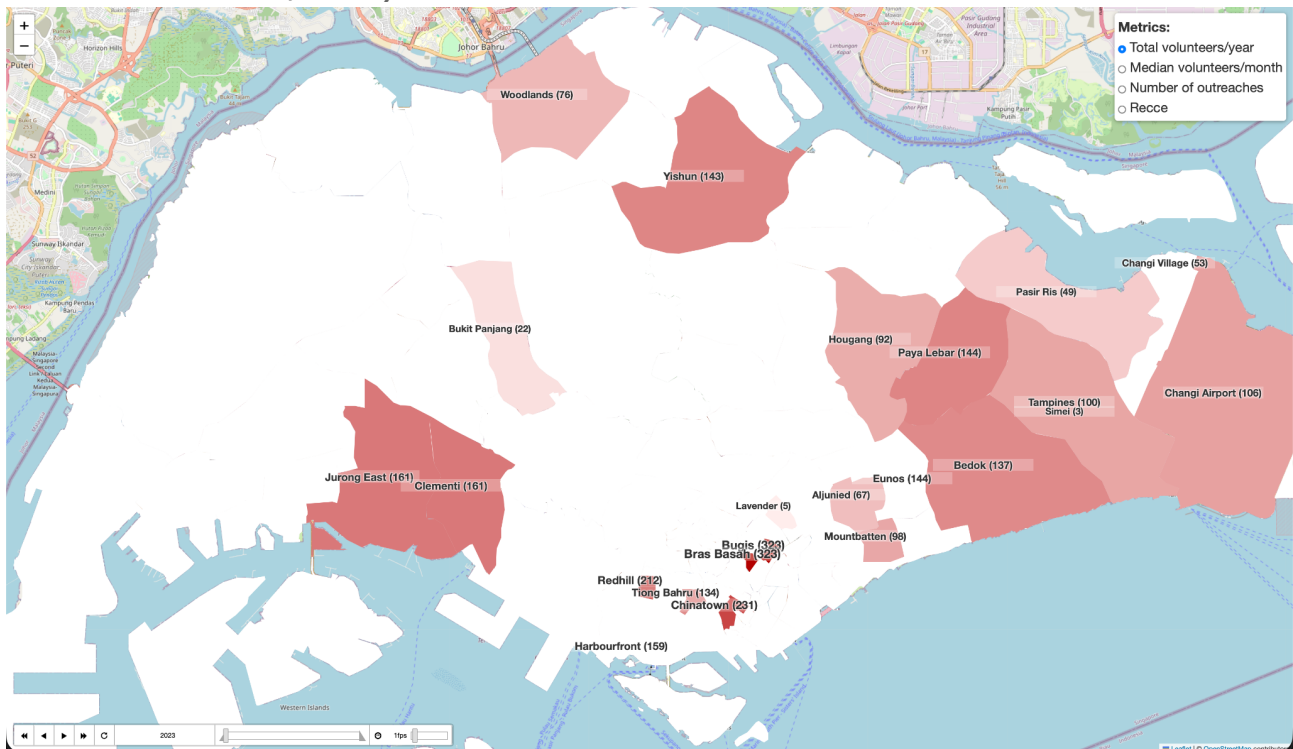
Geographical distribution of outreaches

As of 2023, our outreaches have been in the following 24 zones below:

Number of outreaches by zone



Total volunteer-visits for the year



Median number of volunteers per month



Recce visits for future outreaches



Festive Celebrations and Special Events

Birthday Meals



We organise meals with our homeless friends to celebrate their birthdays and create a platform for our volunteers to build rapport and friendships with our homeless friends and create a sense of community. Many of our homeless friends do not get to celebrate their birthdays, and such opportunities to celebrate their birthdays by having a meal with them are very meaningful for them. We have organised 38 birthday meals with our homeless friends in 2023.

Housewarming Gatherings

We also organise housewarming gatherings with our homeless friends at their new homes to celebrate their achievement and milestone of getting a home and create a platform for our volunteers to build rapport and friendships with our homeless friends and create a sense of community. When our homeless friends host us at their new homes, they feel empowered. We have organised 9 housewarming gatherings with our homeless friends in 2023.



Volunteers' Appreciation Event 2023



HHOS held a volunteers' appreciation event on 2 December 2023 to appreciate and thank our volunteers for all their hard work, efforts and contributions to HHOS in 2023. We ordered light refreshments and we shared about our journey in the past 10 years.

Collaborations with other groups and agencies

Collaboration with National University of Singapore's College & Alice Peter Tan (CAPT):

Student volunteers from NUS CAPT joined our outreaches at various locations to visit and befriend our homeless friends from January to March 2023 as part of their ACE Homes Project.

The student volunteers organised a Chinese New Year celebration for our homeless friends at NUS CAPT on 28 January 2023, where there was good food, fun activities and gifts for our homeless friends. They also joined our outreach in Chinatown on 27 October 2023 as part of their Community Engagement Festival (CE Fest) 2023.



Collaboration with Singapore University of Technology and Design (SUTD)'s Rotaract Club:

Student volunteers from SUTD Rotaract Club joined our outreaches at various locations to visit and befriend our homeless friends from February to November 2023.

Collaboration with Emmanuel Assembly of God (EAG) Church:

Volunteers from EAG Church joined our outreaches at various locations to visit and befriend our homeless friends from May to December 2023.

Collaboration with Temasek Polytechnic's Community Services Club (TP CSC):

Student volunteers from TP CSC joined our outreaches at various locations to visit and befriend our homeless friends from January to March 2023.

Collaboration with Montfort Care Family Service Centre (Marine Parade):

We conducted a joint outreach with social workers from the FSC to befriend and provide support to our homeless friends at Mountbatten on 21 September 2023.

The social workers then organised a Makan Time dinner with our homeless friends at Mountbatten on 12 October 2023 where we had dinner with our homeless friends and the social workers conducted a group work activity for them.

Collaboration with PPIS Family Service Centre (East):

Social workers from the FSC joined our outreaches at Paya Lebar and Eunos to visit and befriend our homeless friends from June to November 2023 as well as to learn from us on how to reach out to our homeless friends.



Collaboration with Girls' Brigade Singapore:

A group of student volunteers from Girls' Brigade Singapore joined our outreach at Chinatown on 9 December 2023 to visit and befriend our homeless friends. They also prepared goodie bags for our homeless friends.

This helps the student volunteers to have more awareness of homelessness and to create more friendships and memories for our homeless friends.



Collaboration with The Commandment Co.

From Thank you for Helping to Bring Blossoms to Many!

((<https://thecommandment.com/blogs/news/thank-you-for-helping-to-blossom-lives>)

"We are thrilled to announce the successful conclusion of our charity initiative in collaboration with Homeless Hearts of Singapore. As part of the SG Cares Giving Week, The Commandment Co. partnered with Homeless Hearts of Singapore to help raise awareness and funds for this worthy cause.



Throughout the week, we launched a series of campaigns to encourage our customers and followers to donate generously to support the homeless community in Singapore. We also pledged to donate a portion of our profits to Homeless Hearts of Singapore to further contribute to the cause.

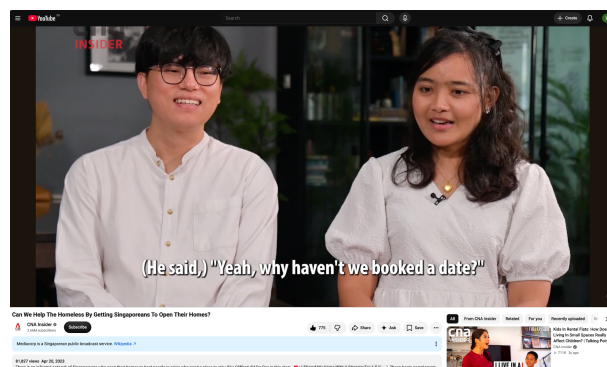
We are happy to report that our collective efforts have resulted in a significant impact. Together, we managed to raise over \$600 in donations and contributions, which will go towards providing shelter, food, and essential supplies to those in need."

Education & Awareness

1. We conducted a sharing about homelessness and homeless befriending to a group of polytechnic students as part of the Youth Corps' Mission X initiative on 14 March 2023, 19 September 2023 and 3 October 2023.
2. We conducted a sharing about homelessness, homeless healthcare, homeless befriending to a group of medical students at National University of Singapore (NUS) as part of their Community Engagement Camp on 12 June 2023.
3. We conducted a sharing about homelessness and homeless befriending to a group of students at Northlight School on 7 August 2023.
4. We conducted a sharing about homelessness and homeless befriending to a group of NUS CAPT students at NUS CAPT as part of their Community Engagement Festival on 20 October 2023.

Media Mentions / Interviews

1. (19 Jan) [‘We just assumed he was sleeping’: Man found dead at Serangoon HDB block’s void deck was often seen sleeping rough there](#) (Singapore News – AsiaOne): Interviews HHOS co-founder Abraham Yeo, who discusses the health risks faced by rough sleepers and HHOS’s medical outreach with Mount Alvernia Hospital.
2. (24 Feb) [A Heart for the Homeless: Derek Lim sheds light on homelessness in Singapore](#) (SMU LCSi): A substantial interview with HHOS Volunteer Head Derek Lim, covering HHOS’s origins, befriending approach, memorable cases, advocacy work and future plans.
3. (20 Apr) [Can We Help The Homeless By Getting Singaporeans To Open Their Homes?](#) (CNA Insider): A couple of our volunteers, Zizie and Zhong Hao, and also Abraham Yeo (our co-founder) were interviewed in a CNA Insider documentary regarding their hosting experiences.
4. (23 Apr) [REPORT ON THE STREET COUNT OF ROUGH SLEEPERS 2022](#) (Ministry of Social and Family Development).



- *“The research team consulted the Homeless Hearts of Singapore, a befriender group in the PEERS Network, on how volunteers could respectfully engage rough sleepers who were awake. The team also consulted our academic advisors and The Lighthouse, another befriender group in the PEERS Network, to ensure that survey questions were appropriate for rough sleepers to answer.”*
5. (5 May) [0505【958生活气场】非盈利组织Homeless Hearts Of Singapore-Derek林诗铭](#): Mandarin radio/interview feature with Derek Lim.
 6. (8 May) [Befriending rough sleepers: Treat them as people, not as problems](#) (The Pride - Singapore Kindness Movement)
 7. (1 Aug) [Hospitality as justice: Addressing homelessness in Singapore](#) (The Methodist Church in Singapore): Feature on homelessness and community responses that specifically discusses HHOS's role in befriending, advocacy and reintegration.

“The realisation of justice for the homeless requires not only short- term solutions such as temporary housing, food and clothing, but also long-term solutions and initiatives that allow for the changing of convictions and the imagining of pathways forward. For example, Homeless Hearts of Singapore (HHOS) aspires to help the homeless reintegrate into the community via temporary aid, advocacy, and local partnerships. Part of this involves inspiring volunteers to befriend the homeless in their own neighbourhoods, enabling a longer-term vision of full community support for reintegration. Many of the homeless that HHOS serves align with the primary demographic identified by the street count—older Singaporean men.”

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