



HOMELESS HEARTS
OF SINGAPORE

Annual Report FY2024

Building a City of Refuge: Ten Years of Friendship, Community and Hope

About Us..... 2

 General Information..... 2

 Our Vision..... 2

 Our Mission..... 2

Overview of Charity..... 3

Welcome Message: 10th Anniversary..... 4

Leadership Structure..... 7

 Co-Founders..... 7

 Board Appointment..... 7

 Core Team Members..... 7

Highlights of the Year..... 8

 2024 at a Glance..... 8

 Ten Years of Coming Back..... 8

Finance Overview..... 9

Volunteer Sign-ups..... 10

 Homelessness Statistics..... 12

Our Community Outreach..... 18

 Overview of Activities..... 18

 Street Outreaches..... 19

 Festive Celebrations and Special Events..... 23

 Education & Awareness..... 29

 Research & Advocacy..... 30

The Year Ahead..... 33

 Looking Ahead..... 33

 Our Plans & Commitments..... 33

About Us

General Information

HOMELESS HEARTS (LTD.) (Company Registration No.: 201839495C)

Directors

Mok Spencer
Lim Shi Ming, Derek (Appointed on 1 July 2024)
Yeo Yeu Ann

Secretary

Tze Sek Sum Patrice Charles (Appointed on 6 May 2024)

Registered Address

20 Cecil Street, #07-03 Plus, Singapore 049705

Banker

DBS Bank Limited

Independent Auditor

KMC & Partners LLP

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. 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:

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

Welcome Message: 10th Anniversary

Dear friends of Homeless Hearts,

2024 marked ten years since Homeless Hearts of Singapore first began.

When we first started in 2014, homelessness was often understood mainly as a problem of housing and resources. Over the years, as we sat with our homeless friends and listened to their stories, we began to see something deeper: that people don't become homeless initially because they run out of resources, but because they run out of relationships.

A person may lose a place to stay because of financial difficulty. But behind that may also be a broken relationship, family conflict, illness, isolation, an unexpected crisis, or simply the absence of someone they can turn to.

This is why after 10 years, we believe that homelessness is not merely the lack of a house.

It is about the loss of home, relationship and belonging.

A homeless heart.

And so, instead of asking only, **"How do we get someone off the streets?"**, perhaps we could also ask:

"What would it take for this person to find a community in which they are known, supported and able to belong again?"

That question has shaped much of our work over the past decade.

In 2024, we continued befriending our homeless friends across Singapore, while working alongside social workers, community organisations, government agencies, volunteers, families, churches and other partners. We learnt through night walks together. We supported families experiencing housing instability. We continued exploring how ordinary households might open their homes to people going through a crisis. And through our #CityOfRefuge data, we also shared some of what we were seeing, particularly our growing concerns around young people and families experiencing homelessness.

We also marked five years of being part of MSF's Partners Engaging and Empowering Rough Sleepers (PEERS) Network. Since 2019, this partnership has brought together government agencies and community groups seeking to better support people experiencing homelessness.

For this, we are grateful.

Over the years, we have learnt that no organisation has the whole picture, and no organisation should try to own the solution. Our role as organisations is to empower ordinary people — including those who have struggled, or are still struggling — to have a place and platform to give back to the community. We are all in this together: no saviour mentality here, simply fellow comrades in the same good fight.

Social workers bring professional experience. Government agencies provide systems and resources. Community organisations bring different strengths and relationships. Volunteers bring time, presence and friendship.

And most importantly, families and neighbours can provide something institutions cannot easily reproduce: **a sense of home and belonging.**

Community, in short.

And our homeless friends themselves are not passive recipients in this story.

They have taught us, challenged us, encouraged one another, helped fellow friends and shown us what resilience and community can look like.

So... this is what building a City of Refuge can really look like.

It is not simply building more programmes around people who are displaced or isolated.

It is building a city where the community stops outsourcing to the “professionals”.

Where the community stops outsourcing its deeds, and stops for the one in need.

Where we open wide our homes and hearts.

Where our homeless friends are not seen as a problem to be solved, but as people to be loved.

Ten years on, by God’s grace, we are thankful for how far this community has come.

But there is still much more to be done.

There are still people sleeping in places never meant to be homes. There are young people navigating housing instability without strong family support. There are families moving from one temporary arrangement to another. And there are people whose homelessness may be almost invisible to the rest of us.

So our hope is not that HHOS will increase, but that we will *decrease*.

Till one day we can disappear because the community realises that it itself is the answer.

For we are just the tiny firestarter; you are the big charcoal that is catching fire.

Till that day when...

More neighbours notice,

More volunteers befriend and be with them,

More families open their homes,

And more professionals go to the ground and see for themselves.

And more of our homeless friends will discover not merely somewhere to stay, but relationships and communities in which they can belong.

Till then, may we grow in love more and more each new day, when we become, for one another, the kind of family and community God calls us to be:

always there, always making room, and always learning to love.

Together,

The HHOS 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	Director / Chairman	21 Nov 2018
Spencer Mok	Director / Treasurer / Head of Backend SOP team	21 Nov 2018
Derek Lim	Director / Volunteer Head	1 Jul 2024

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	Volunteer Head	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

2024 at a Glance

10 years since we began — 9 July 2014 to 9 July 2024

5 years with MSF's PEERS Network — recognised on 10 October 2024

13 birthday meals celebrated with our homeless friends

19 housewarming gatherings celebrating new homes and new beginnings

388 distinct street outreach sessions across our outreach network in 2024

466 subzone visits represented by those outreach sessions

1 recce session exploring a potential outreach area

107 new volunteer sign-ups recorded during the year

Ten Years of Coming Back

On 9 July 2024, we marked ten years since Homeless Hearts of Singapore first began. We reflected on a decade that started with two people, fifty packets of food and only a handful of friends met on the streets.

The anniversary returned us to a simple conviction that has shaped us from the beginning: relationships matter because people notice when someone keeps coming back.

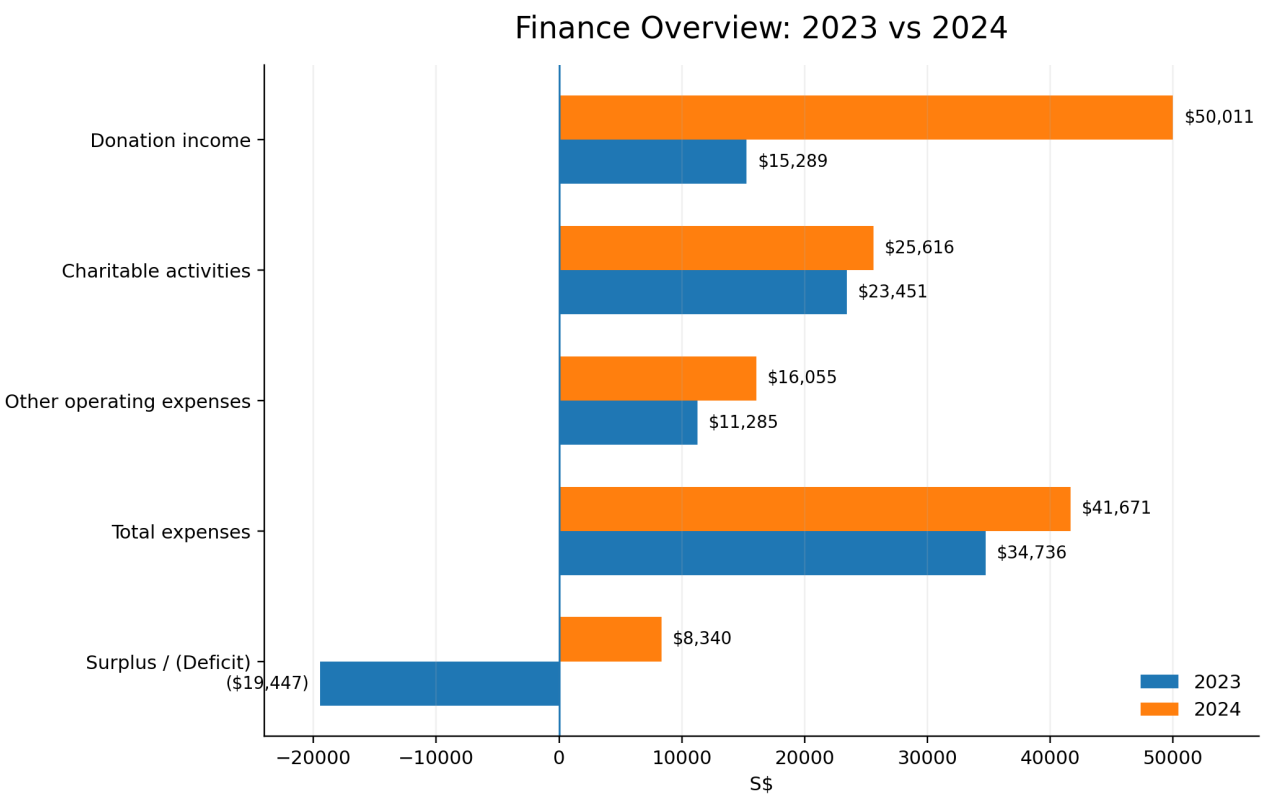


We also celebrated what had grown around that simple beginning — volunteers who later brought their children to outreach, people who had experienced homelessness themselves becoming befrienders and outreach leaders, households willing to open their homes to families in crisis, and friends helping other friends.

For us, the milestone was therefore less about becoming a larger organisation and more about seeing a wider community learn to notice, befriend and make space for one another. Ten years on, we remain convinced that homelessness cannot be addressed only through resources. **People need relationships too.**

Finance Overview¹

2024 saw a significant improvement in our financial position. Donation income increased from \$15,289 in 2023 to \$50,011 in 2024, while total expenditure rose from \$34,736 to \$41,671. This resulted in a surplus of \$8,340 for 2024, compared with a deficit of \$19,447 in 2023.



Within our charitable activities, long-term housing support increased from \$3,744 to \$7,104, while food and drinks remained one of our larger areas of direct expenditure at \$9,797. At year-end, cash and cash equivalents stood at \$143,297, other payables had decreased to \$33,857, and accumulated surplus had increased to \$109,440.

For us, these figures are ultimately about stewardship rather than accumulation. The funds entrusted to HHOS help us respond to practical needs while remaining financially sustainable and accountable for the longer journey ahead.

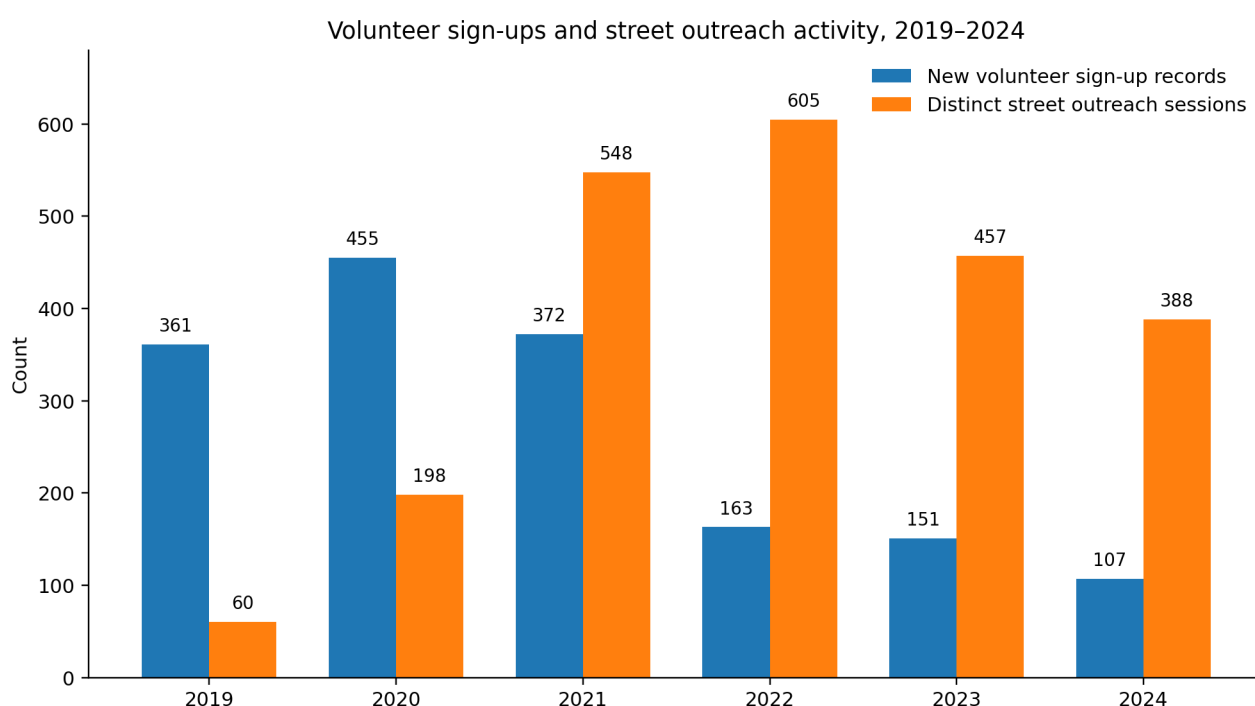
¹ Source: https://hhos.sgp1.cdn.digitaloceanspaces.com/financial_statements/2024.pdf (Appendix A)

Volunteer Sign-ups

Looking back across 2019–2024, HHOS recorded 1,609 volunteer sign-up records. Annual sign-ups were highest in 2020 at 455, after 361 in 2019, before easing to 372 in 2021, 163 in 2022, 151 in 2023 and 107 in 2024.

Street outreach followed a different pattern. Distinct outreach sessions rose from 60 in 2019 to 198 in 2020, 548 in 2021 and a peak of 605 in 2022, before easing to 457 in 2023 and 388 in 2024. Across the six-year period, the attendance records contain 2,256 distinct outreach sessions.

The two trends do not move together year by year. A sign-up form records new interest²; outreach is sustained by people who keep returning, experienced befrienders and team leaders, and the wider volunteer community built over time. In 2022, for example, HHOS recorded 163 new sign-ups but 605 outreach sessions — the highest outreach total in this six-year window.



Lived experience becoming community

One of the quieter signs of community is when someone who once needed a listening ear becomes the person offering one.

² Volunteer sign-ups are new records, not a count of active or regularly participating volunteers. The attendance workbook records session-level rosters rather than a clean unique-volunteer census. Because some people may submit more than one sign-up, these figures should be read as records of expressed interest rather than exact counts of unique individuals.

In the 2019–2024 volunteer records, we identified at least 24 distinct volunteer identities who either explicitly indicated lived experience of homelessness or clearly described it in their sign-up response. Because disclosure is voluntary — and the dedicated checkbox appears only in later records — this is a conservative lower-bound estimate, not a complete census.

Cross-checking those identities against name-based outreach rosters, at least eight can be linked with reasonable confidence to one or more street outreaches between 2019 and 2024. Two people who disclosed lived experience in 2024 can be matched to 13 outreach sessions during the year.

We have not published names, and the records do not allow us to say that every person was previously supported by HHOS. What the data does show is something important about community: lived experience is not only a story of receiving support. Some people choose to return, sit beside others and become befrienders themselves — bringing empathy, perspective and presence to the next person they meet.

Homelessness Statistics

#CityOfRefuge Dashboard

Created by Homeless Hearts of Singapore (homeless.sg)

created_when is from 2024-01-01 to 2024-12-31

citizenship_type is not f

Reset

Total # ppl facing homelessness

214

of SC/SPR

172

of stateless (XXA)

0

of rough sleepers aged < 35

74

of rough sleepers aged < 25

31

of cases involving autism

6

of families facing homelessness

17

of young families (age < 35)

4

of young (< 35) single-parents

1

of children in affected families

Those aged < 14

26

of youth in affected families

Those aged < 21

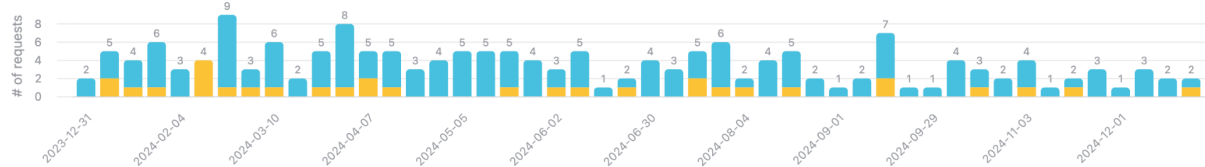
8

Overall # of single-parents

6

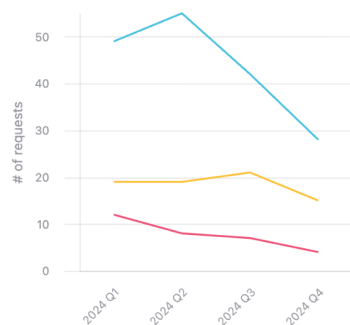
1. # of help requests per week

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.

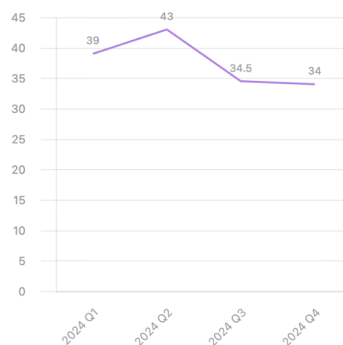


2a. # of help requests over time

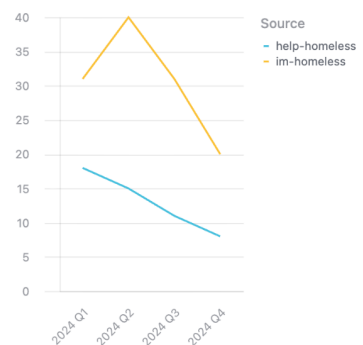
Blue is for all ages, yellow for ages < 35, red for ages < 25



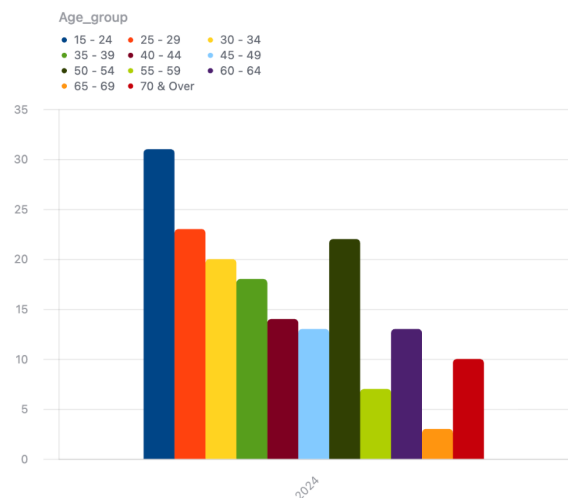
2b. Median age over time



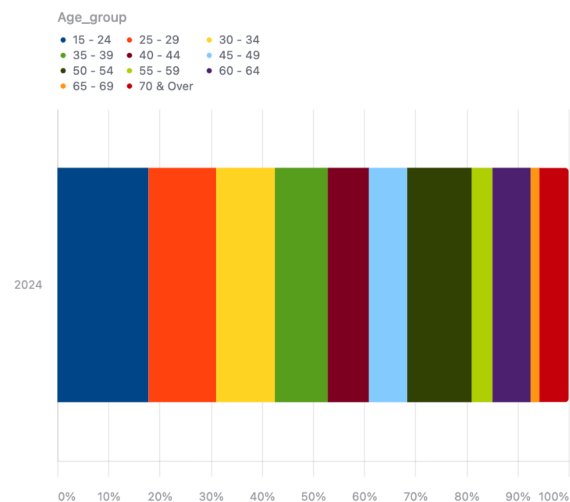
2c. Sources over time



3a. Age groups distribution by year



3b. Age groups distribution by year in %

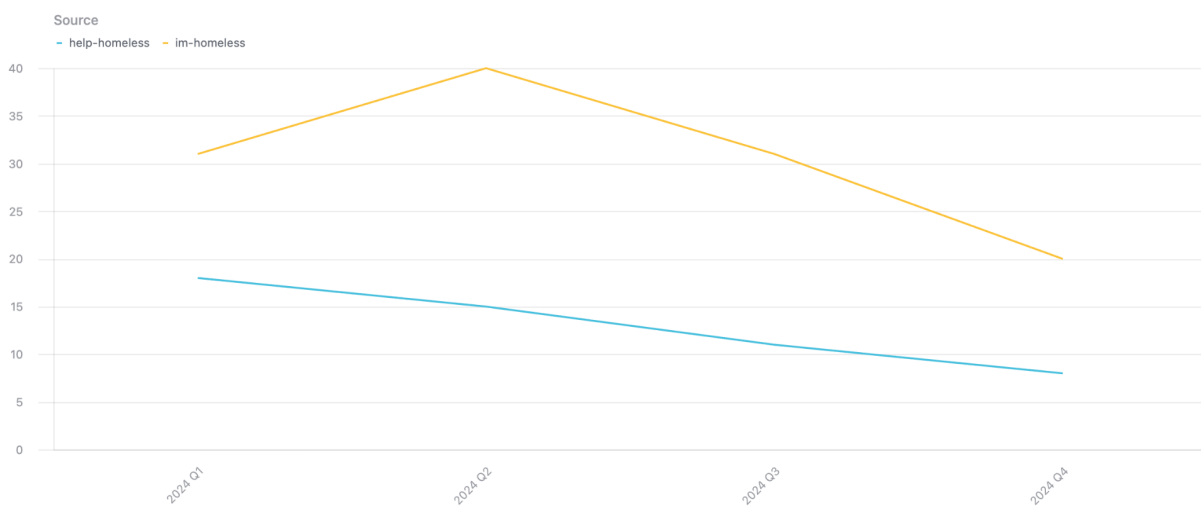


3c. By families vs individuals

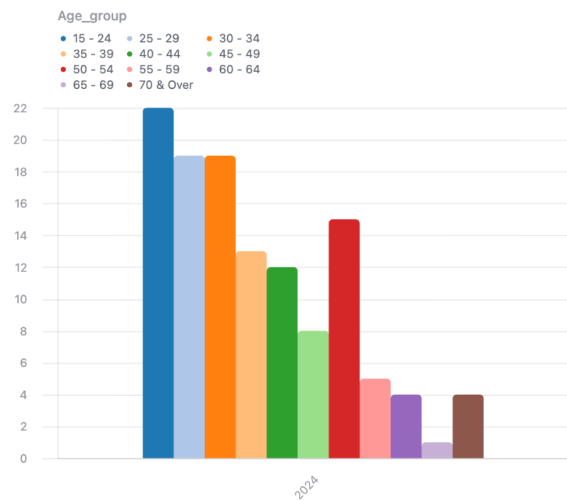
Orange part represents families facing homelessness.



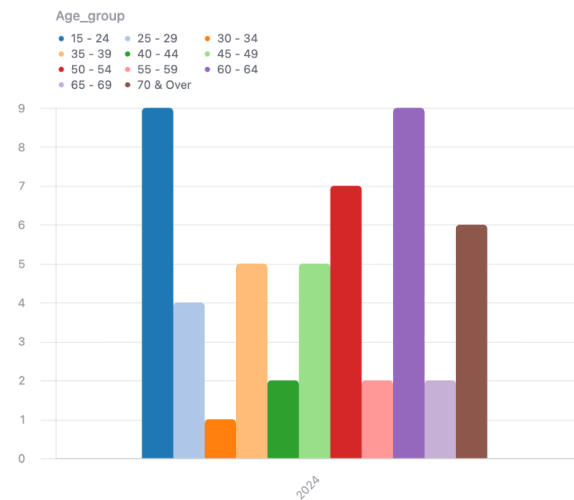
3c. Sources over time (all age groups)



3c. Self-reported over time

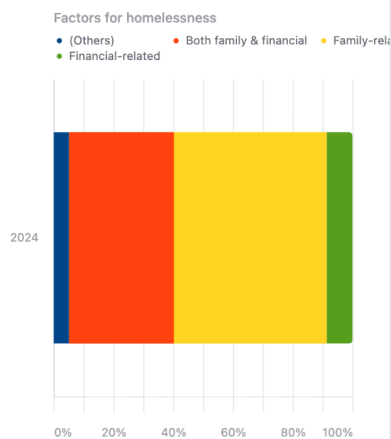


3c. Others-reported over time



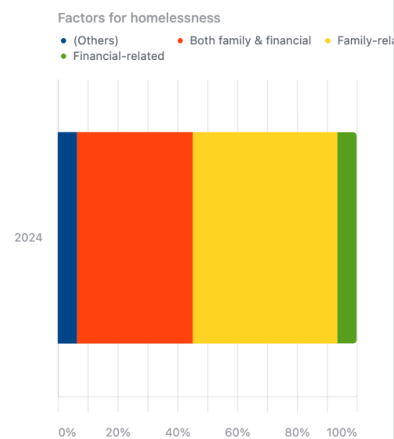
4a. Factors for homelessness by year (all age groups)

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.



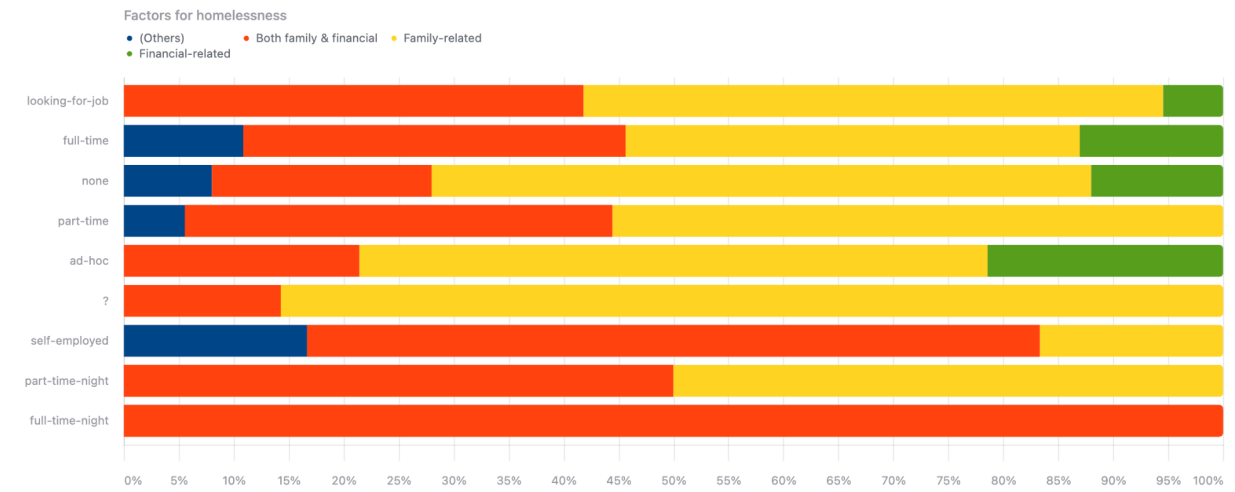
4c. Factors for homelessness across age groups

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

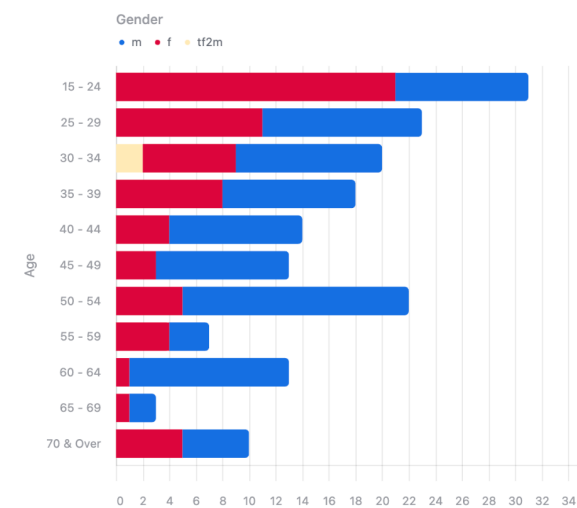


5. Factors vs employment status

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

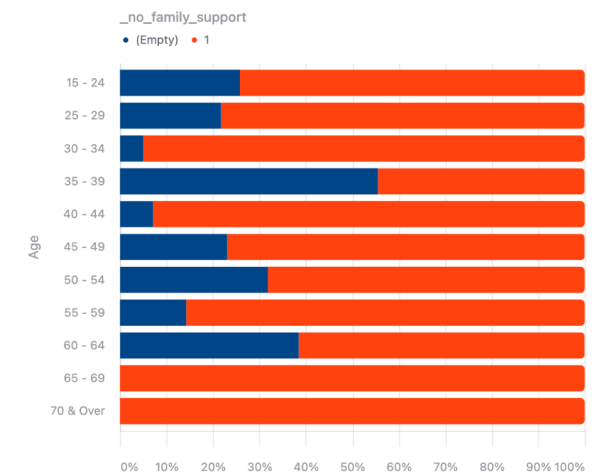


6a. Gender breakdown across age groups

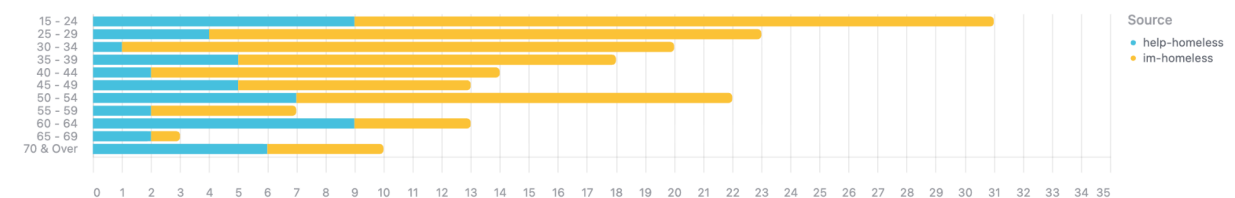


6b. No family support by age groups

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.

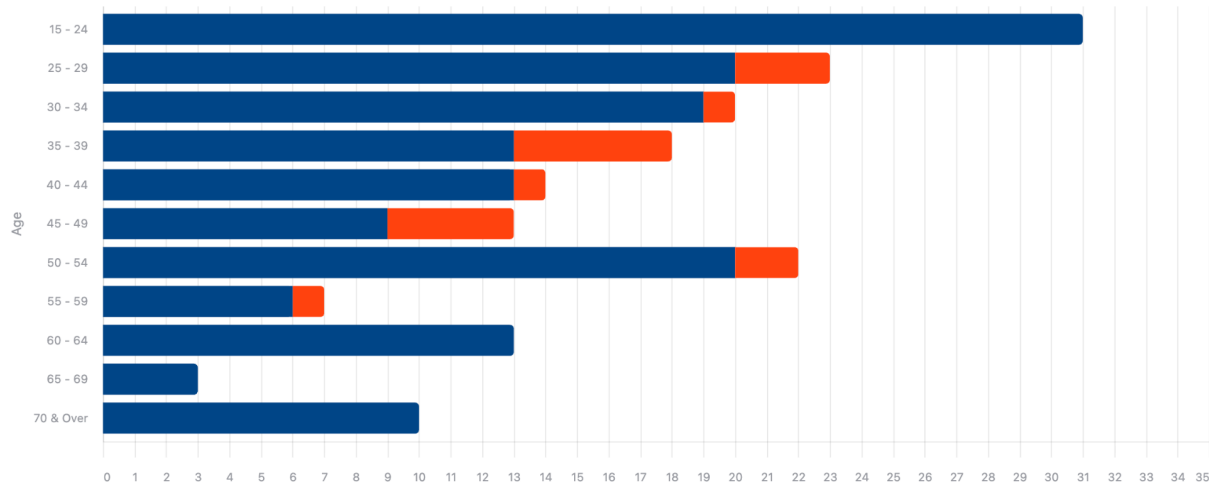


6c. Sources by age-group

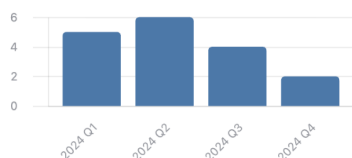


7a. Proportion of families facing homelessness across age groups

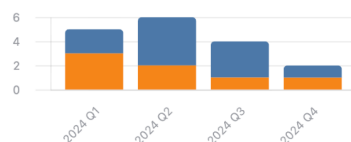
Orange bars represent those with families. Definition of "family" here are those caring for children / youth, or having a baby / pregnant.

**7b. No. of families**

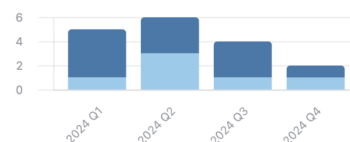
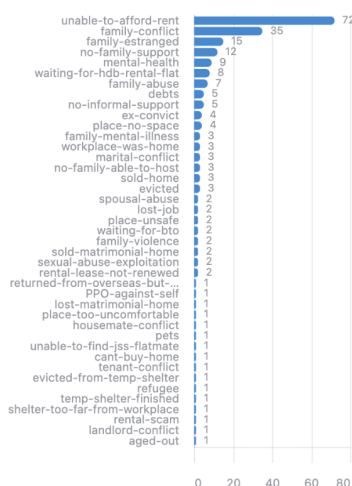
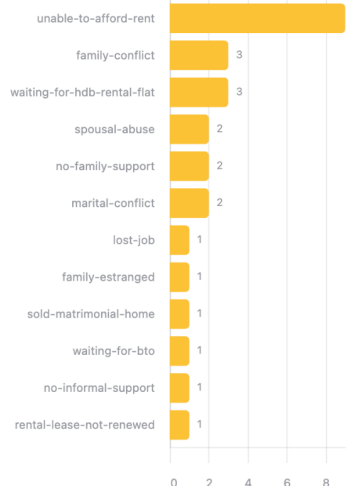
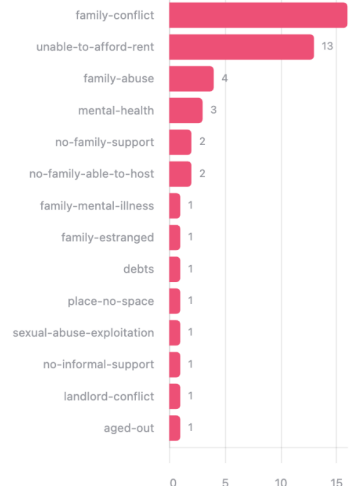
Definition of "family" here are those caring for children / youth, or having a baby / pregnant.

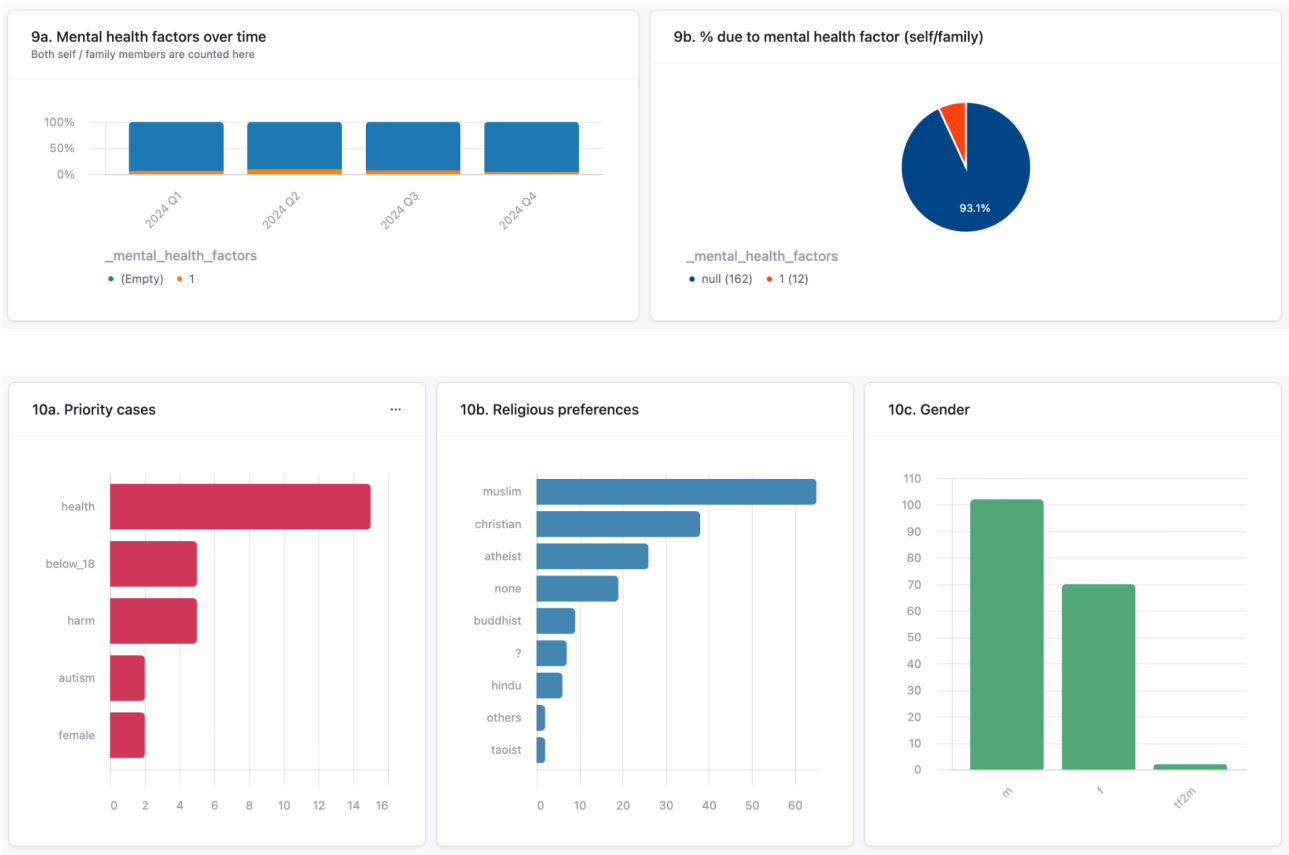
**7c. Families who have no family support**

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**

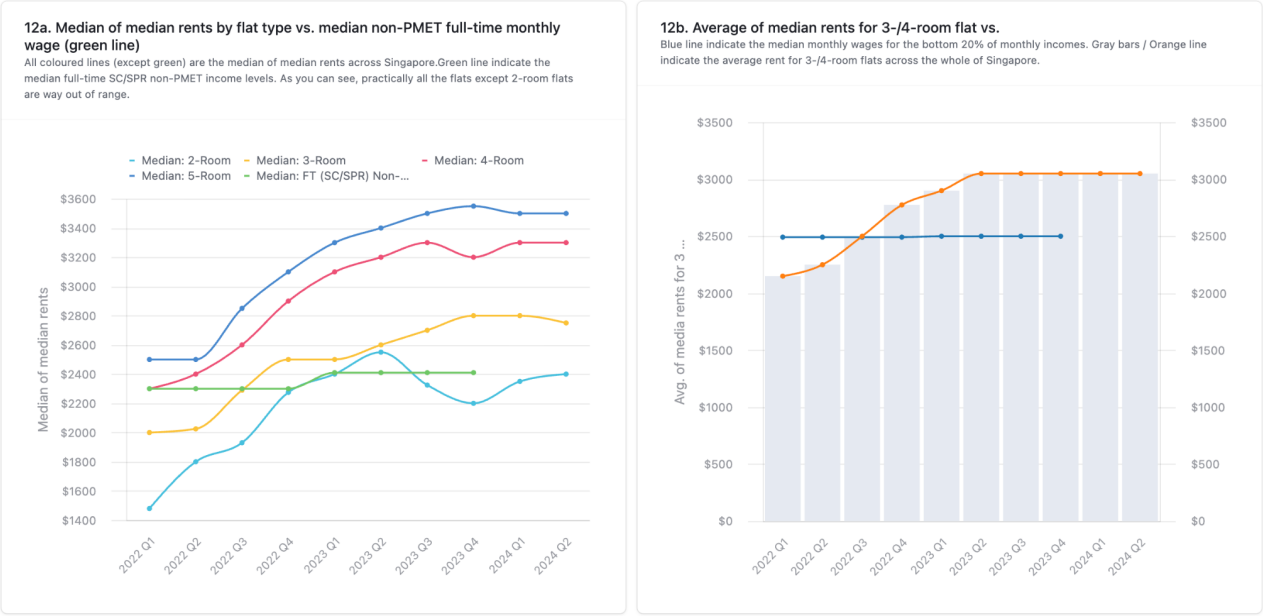
Light blue bars represent single-parent families. "Single-parent" here means an unmarried (single / divorced / widowed) parent who is caring for at least one child / youth.

**8a. Breakdown of factors causing homelessness (overall)****8b. Factors causing homelessness for families****8c. Factors causing homelessness for below-25s**



Rising open-market rental prices versus monthly wages

Sources:
1. <https://www.hdb.gov.sg/residential/renting-a-flat/renting-from-the-open-market/rental-statistics>
2. <https://stats.mom.gov.sg/Pages/IncomeTimeSeries.aspx>



Our Community Outreach

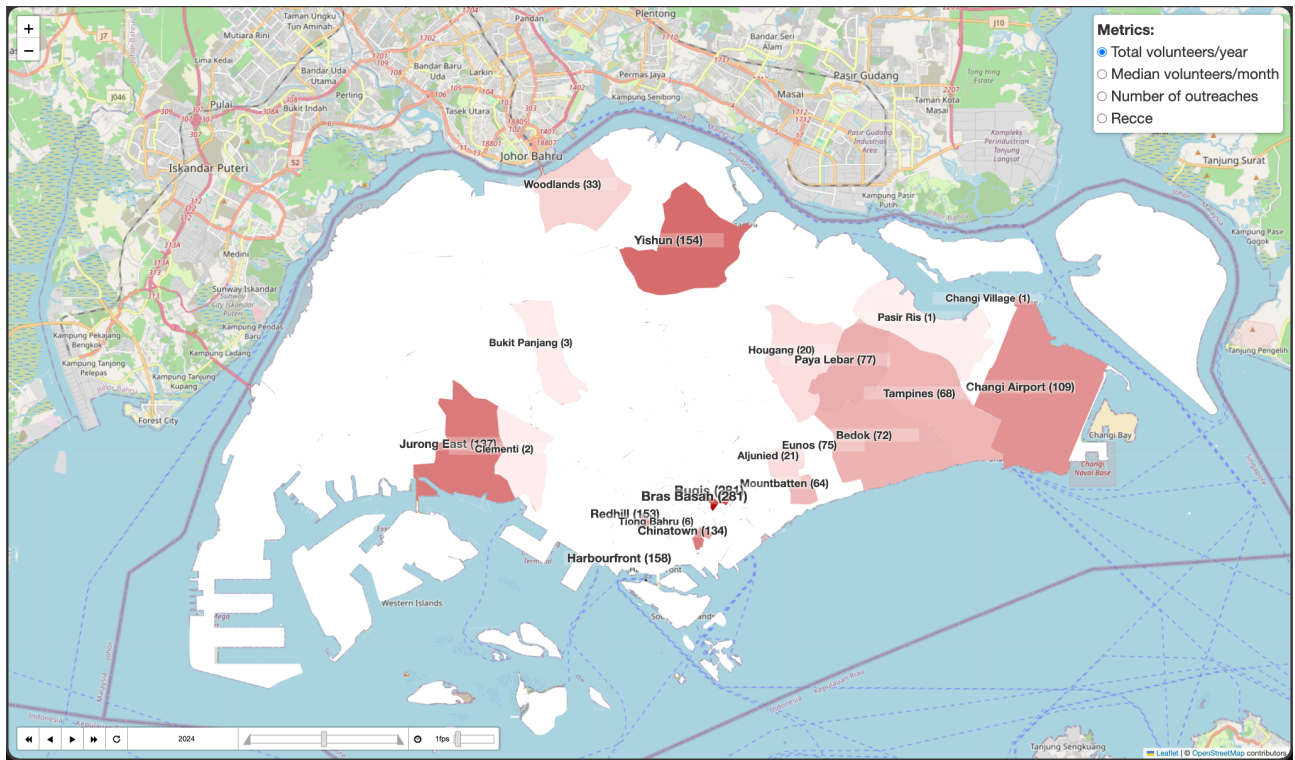
Overview of Activities

1. Regular night street outreaches across 16 zones in Singapore:
 - i. Chinatown
 - ii. Harbourfront
 - iii. Tampines
 - iv. Yishun
 - v. Woodlands
 - vi. Hougang
 - vii. Redhill / Tiong Bahru
 - viii. Clementi / Jurong East
 - ix. Mountbatten
 - x. Paya Lebar/Eunos
 - xi. Bedok
 - xii. Aljunied
 - xiii. Changi Airport
 - xiv. Changi Village / Pasir Ris
 - xv. Bras Basah / Bugis / Lavender / Marina
 - xvi. 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

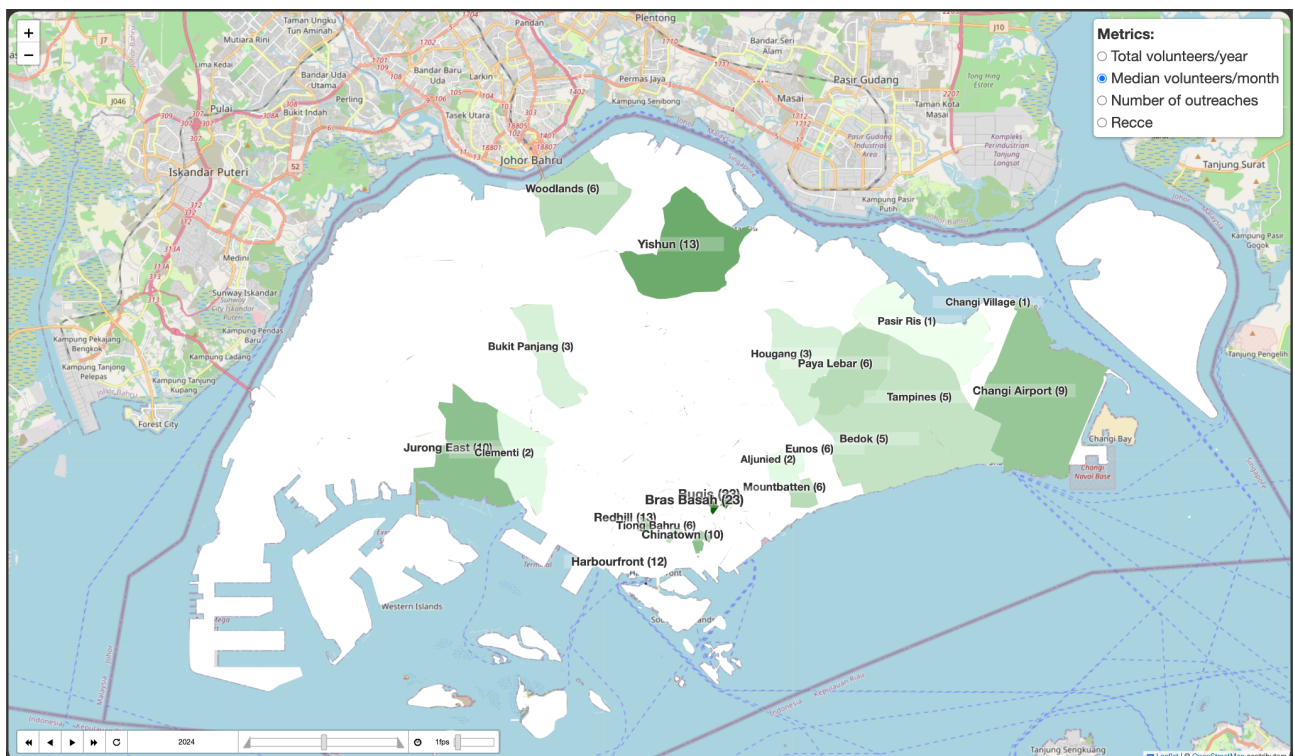
Street Outreaches

Geographical distribution of outreaches

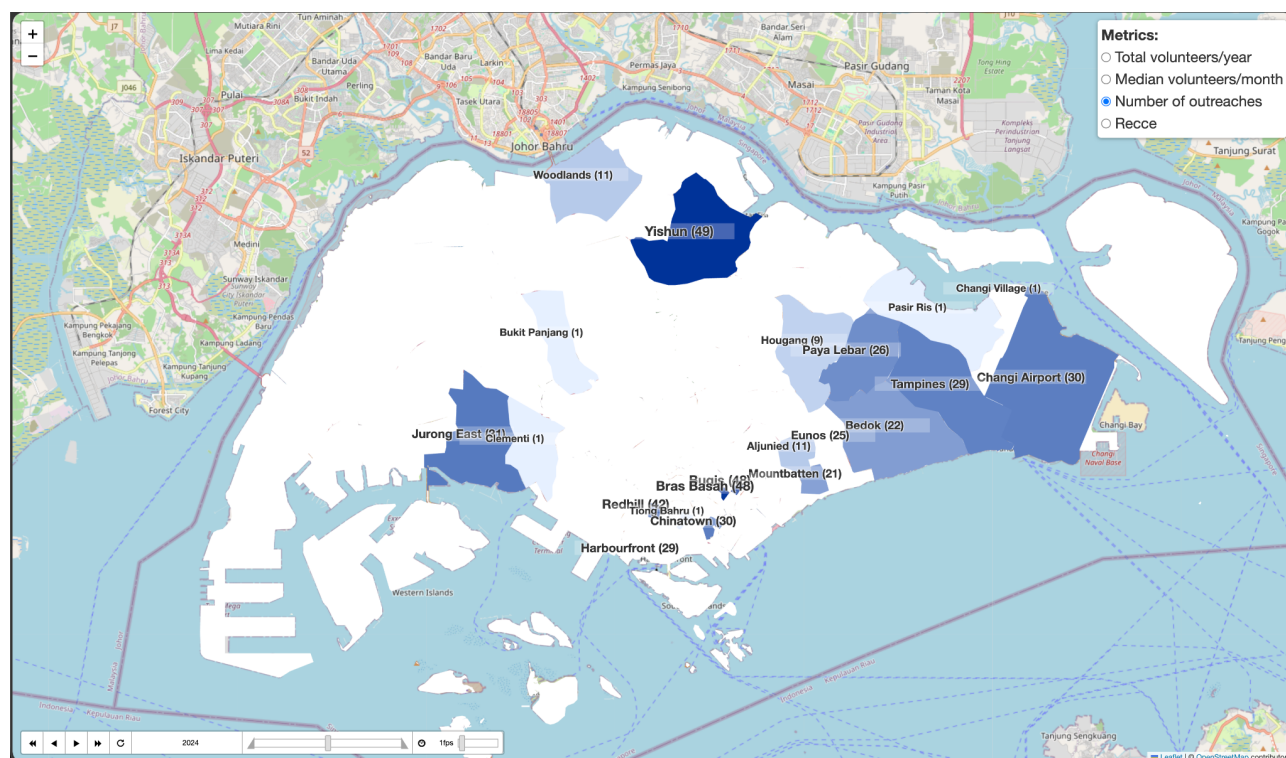
Volunteer attendances by outreach zone



Median monthly volunteer attendance



Number of outreaches by zone



Recce sessions by zone



In 2024, our volunteers conducted 388 distinct street outreach sessions across our outreach network, compared with 457 in 2023 — a decrease of about 15%. These sessions represented 466 subzone visits in 2024, compared with 615 in 2023. The subzone total is higher than the session total because a single outreach may cover two or more neighbouring subzones during the same outing. This distinction is important: 388 tells us how many times our teams went out, while 466 reflects the geographical activity represented by those sessions.

How the 388 outreach sessions were distributed

- 311 sessions covering 1 subzone
- 76 sessions covering 2 subzones
- 1 session covering 3 subzones

Together, these sessions produced 466 subzone visits: $311 \times 1 + 76 \times 2 + 1 \times 3 = 466$. In other words, a multi-subzone outreach is still one outreach session, but it contributes more than one subzone visit to the geographical analysis.

Why can 388 outreach sessions be more than the number of days in a year?

An outreach session counts one team outing, not one calendar day. HHOS often has several teams out on the same night in different parts of Singapore. In 2024, the 388 sessions took place across 274 calendar dates; 98 of those dates had more than one outreach, with as many as three separate sessions on a single date. That is why the session total can exceed the 366 days in leap-year 2024. Some sessions also covered more than one neighbouring subzone, which is why 388 sessions represented 466 subzone visits.

The comparison with 2023 tells a similar story. In 2023, 457 distinct outreach sessions produced 615 subzone visits. Subzone visits therefore decreased by about 24% in 2024, compared with the 15% decrease in outreach sessions. The larger fall in subzone visits reflects the fact that 2024 had fewer outreaches covering multiple subzones on the same outing.

Our outreach remained strongest in established locations where regular teams have built relationships over time. The Bras Basah / Bugis / Lavender / Marina area recorded the highest volunteer attendance, with 281 volunteer attendances over the year. Harbourfront recorded 158, while Yishun and Redhill / Tiong Bahru recorded 154 and 153 respectively. Chinatown recorded 134 volunteer attendances, while Clementi / Jurong East recorded 137.

Compared with 2023, recorded volunteer attendances across the 16 outreach zones fell from approximately 2,042 to 1,485. These are attendance records rather than counts of unique volunteers: the same volunteer may be counted again when attending another outreach. The change

should therefore be read as a measure of participation across outreach activity, not the size of HHOS's volunteer community.

There were also encouraging signs of consistency in particular neighbourhoods. Yishun recorded a modest increase in volunteer attendance compared with 2023, while Redhill / Tiong Bahru and Changi Airport also increased slightly. Harbourfront maintained almost the same level of volunteer attendance as the previous year. These areas remind us that relationships take time to build, and regular presence can be just as important as the number of visits made.

At the same time, lower volunteer attendance in areas including Hougang, Aljunied, Woodlands, Bukit Panjang and Changi Village / Pasir Ris points to places where we may need to look more closely at volunteer capacity and outreach sustainability. Some may require renewed mobilisation or a different approach as we continue learning where people are and how best to walk alongside them.

Taken together, the geographical data tells more than a story about numbers. It shows where regular teams have sustained a consistent presence and where volunteer capacity may need strengthening.

As we look ahead, we hope to remain consistent across all 16 outreach zones while deepening relationships where outreach communities have already formed. A City of Refuge is built not only through programmes, but through neighbours willing to notice, listen and keep showing up.

Festive Celebrations and Special Events

Birthday & Festive Meals



In 2024, we organised 13 birthday meals with our homeless friends. For some of our friends, birthdays can pass without much celebration. Sitting down for a meal gives us a simple way to remember an important day together, while giving volunteers and friends time to build rapport outside the usual rhythm of outreach. These meals are meaningful not because they are elaborate, but because they create shared memories and a sense that someone is known and celebrated.

Christmas Lunch with our homeless friends on 25 December 2024



On 25 December, we gathered with our homeless friends in Chinatown for Christmas lunch. We shared a good meal and unhurried conversations together — a simple festive gathering centred on friendship and community. Sometimes community is built through the most ordinary things: a meal, a birthday remembered, a seat kept for someone at the table.

Housewarming Gatherings

We organised 19 housewarming gatherings in 2024 at the new homes of friends who had moved into housing. These gatherings marked an important milestone while allowing friendships built on the streets to continue after someone had obtained a home. There is also something meaningful about being invited into a friend's home: our homeless or formerly homeless friends become the hosts, welcoming volunteers and friends into their own space. Instead of always being on the receiving end of help, they have the opportunity to welcome others, share food, celebrate and contribute to the community from their own homes. A housewarming therefore celebrates more than a housing unit; it celebrates ownership, hospitality and belonging.



Community Collaborations

National University of Singapore (NUS) College of 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 April 2024 as part of their ACE Homes Project.

The student volunteers organised a Chinese New Year celebration for our homeless friends at NUS CAPT on 3 February 2024, where there was good food, fun activities and gifts for our homeless friends.

For us, the value was not simply greater awareness of homelessness. It was the opportunity to sit, listen and relate to people as people — and to leave with names, faces, conversations and shared memories rather than only an abstract understanding of the issue.

Halogen Foundation on 26 January 2024

A group of volunteers from the Halogen Foundation joined our outreaches at Harbourfront and Bras Basah/Bugis to visit and befriend our homeless friends on 26 January 2024.

Government agencies on 22 March 2024

On 22 March, we conducted a joint outreach at Mountbatten and Paya Lebar/Eunos with government partners, including officers from the Ministry of Social and Family Development (MSF)

and Housing & Development Board (HDB), together with Minister Desmond Lee. Meeting on the ground gave us a shared view of the situations our homeless friends were facing and helped volunteers and agencies coordinate appropriate follow-up and support.



Learning Journey to Yio Chu Kang Chapel Safe-Sound-Sleeping-Place (S3P) on 20 April 2024



On 20 April, we worked with Bless Community Services to co-organise a learning journey for 15 of our volunteers to the Safe Sound Sleeping Place (S3P) at Yio Chu Kang Chapel. A tour of the premises and conversations with the S3P team helped us better understand how temporary night shelter can form part of a wider response while our homeless friends work towards longer-term housing arrangements. It was also an opportunity to learn from fellow partners doing the work on the ground.

National University of Singapore (NUS)'s Temasek Hall on 13 & 17 Sep 2024



On 13 and 17 September, students from NUS Temasek Hall joined our outreaches at various locations as part of their preparation for an overseas volunteering activity. The local experience gave them an opportunity to encounter homelessness through relationships and conversation before serving in a different context overseas.

Government agencies on 20 September 2024

On 20 September, we conducted another joint outreach at Harbourfront with government partners, including officers from MSF and HDB, together with Minister Desmond Lee. Going to the ground together allowed different partners to hear directly from our homeless friends and coordinate follow-up where needed.

Staying Present When Conditions Changed

Around the same weekend, severe weather changed the rhythm of outreach. We checked in with The Lighthouse about people in the west, helped our homeless friends move their belongings to shelter, and continued our conversations there.

The response was practical and unglamorous: coordinate where needed, help with what is in front of us, then keep talking. That kind of ordinary presence is how trust grows. Sometimes plans change because of the weather. Sometimes a conversation takes longer than expected. Sometimes the most useful thing we can do is simply stay around.

Partners Engaging & Empowering Rough Sleepers (PEERS) Network's 5 Year Partnership Award on 10 October 2024



At the Homelessness Learning Forum 2024 on 10 October, we received the PEERS Network Five-Year Partnership Award from Senior Parliamentary Secretary Eric Chua, recognising five years of being part of MSF's Partners Engaging and Empowering Rough Sleepers (PEERS) Network. We were grateful for the recognition, but even more grateful for what it represented: more organisations and agencies learning together, sharing experiences and going to the ground to meet our homeless friends where they are.

National University of Singapore (NUS) Impact Experience (IEx)



We also began a two-year collaboration with NUS Impact Experience (IEx). Students joined our outreaches to identify needs and chose to work towards a food-aid initiative for our homeless friends as part of their school module. We hope the longer partnership will allow them not only to develop a practical response, but also to learn from relationships built over time.

Hope Church on 27 December 2024



On 27 December, volunteers from Hope Church joined our outreach with thoughtfully prepared Christmas goodie bags. More importantly, they spent time befriending our homeless friends and sharing the festive season together. We hope volunteers leave not simply knowing more about homelessness, but having met someone — a name, a face, a conversation, perhaps even a new friend.

Girls' Brigade Singapore on 28 December 2024



On 28 December, student volunteers from The Girls' Brigade Singapore joined our outreach with Christmas goodie bags and, more importantly, time to spend with our homeless friends. These encounters gave the students an opportunity to learn about homelessness through relationship rather than from a distance.

For us, the value was not simply greater awareness of homelessness. It was the opportunity to sit, listen and relate to people as people – and to leave with names, faces, conversations and shared memories rather than only an abstract understanding of the issue.

Education & Awareness

IDMC Conference Singapore 2024



On 31 August, our co-founder Abraham Yeo participated as a workshop panellist at IDMC Conference Singapore 2024 on social justice and “middle-class blindness”, bringing observations from our frontline befriending work into a wider conversation about people and situations that can remain unseen in our communities.

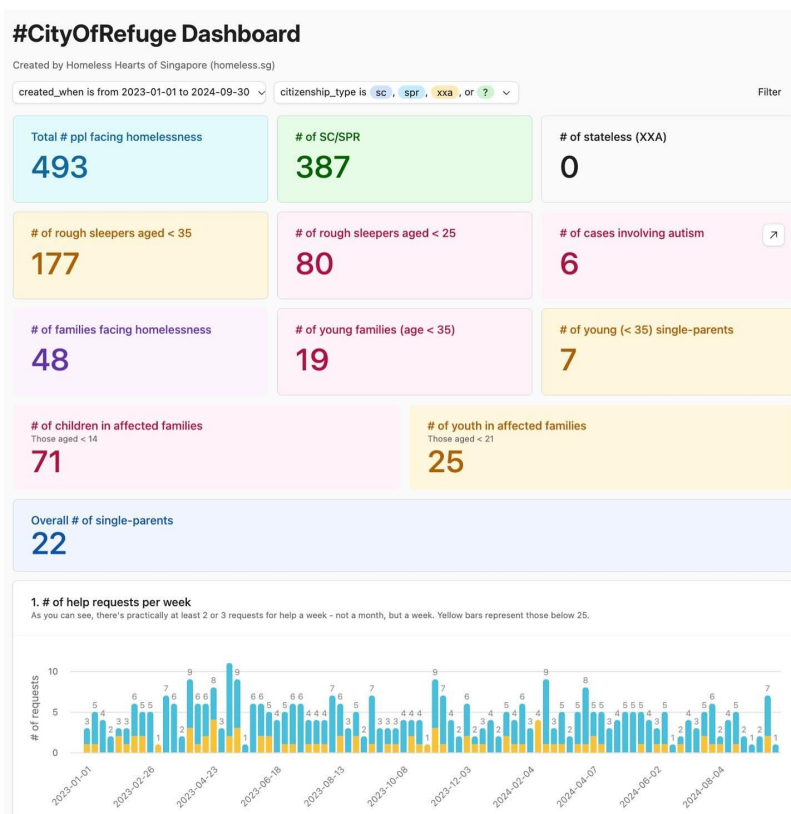
We were also one of the facilitators for the breakout groups for Homelessness Learning Forum 2024 organised by New Hope Community Services, Homeless Hearts of Singapore and other agencies such as the Ministry of Social & Family Development, Bless Community Services, Catholic Welfare Services, Institute of Policy Studies, etc. on 10 October 2024. We facilitated a discussion about Sustainable Futures when it comes to working with the homeless population with a group of participants from all walks of life.

Changi General Hospital on 19 December 2024



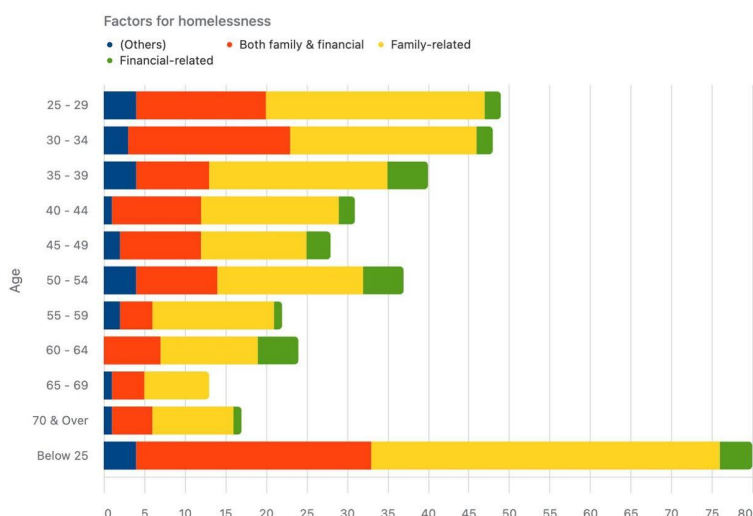
We also conducted a sharing about homelessness and homeless healthcare to a group of medical social workers from Changi General Hospital on 19 December 2024.

Research & Advocacy



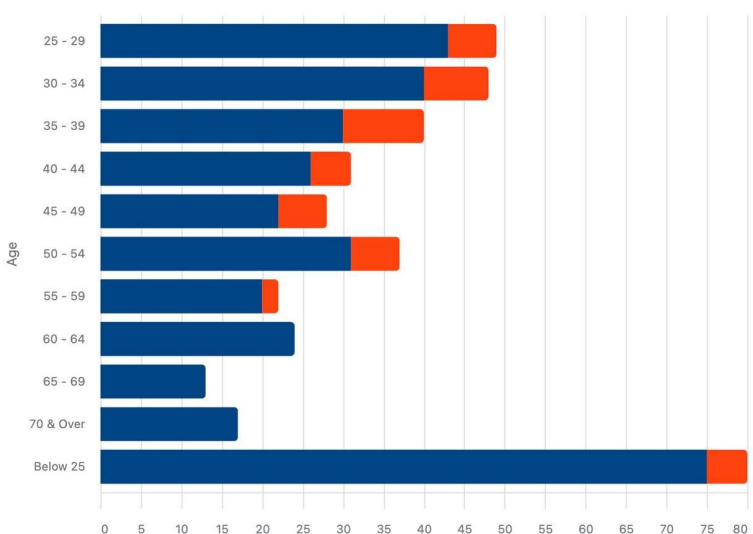
4. Factors for homelessness across age groups

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



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.



After five years of work on our #CityOfRefuge app, we were able to share a clearer picture of some of the people approaching us for help — including those whose homelessness may not be visible on the streets³. National street counts remain important for understanding visible rough sleeping. Our own help-request data offered a different, complementary view: people may be staying temporarily in hostels, hotels or shelters, moving between friends' homes, facing imminent displacement, or living in arrangements that are unstable but not immediately visible from the street. They may therefore

³ These figures describe people who contacted us through our City of Refuge help-request system. They should not be read as national prevalence estimates. Instead, they provide a frontline signal of who was approaching us for help and some of the circumstances appearing in those requests.

never appear in a night-time street count, yet still be experiencing homelessness or serious housing insecurity.

What Our Help-Request Data Was Showing

Nearly 20% of people seeking help through us from January 2023 to October 2024 were below 25 years old. Young people formed a substantial part of those approaching us for help.

About 12% were families with young children, including families caring for children with special needs. Their situations reminded us that family homelessness can remain largely invisible when families move between temporary arrangements rather than sleep openly on the streets.

Among those in full-time employment who approached us, 40% were still unable to afford stable housing. Having a job did not necessarily mean having a stable place to call home.

Family breakdown repeatedly appeared alongside financial pressure. Across different age groups, conflict, estrangement, abuse and limited family support appeared as important contributors in the requests we received.

Young People, Family and Belonging

Young people were a particular concern. In our 3 November reflection, we noted that more than three-quarters of the below-25 group in our data were alone or had no family support. That led us to ask what happens when a young person reaches adulthood without a safe family or dependable network around them — and who remains with them after the immediate crisis is over.

We connected these concerns with the work of Home For Good SG and World Without Orphans Southeast Asia around Orphan Sunday 2024. For us, the question was never simply where a young person could sleep for the night. It was also about what happens when someone reaches adulthood without a safe family or dependable network around them — and what role ordinary families, volunteers and community groups might play before isolation becomes long-term homelessness.

The Year Ahead

Looking Ahead

One of the strongest lessons we took from 2024 was that no one programme or organisation has the answer. Different forms of care become stronger when they connect: street befriending, Safe Sound Sleeping Places, social workers, community partners, families, volunteers, researchers and public agencies.

As we entered our second decade, the invitation remained simple: start where we are, keep listening, and keep building relationships. Because ultimately, our hope is not merely that someone finds somewhere to stay. Our hope is that more people find home, relationship and belonging again.

Our Plans & Commitments

- **Work** with mainstream media, and fellow partners (including PEERS Network) to raise awareness of the homeless young people in Singapore and improve support
- **Upgrade** #CityOfRefuge app to improve case management response times and eventually attain 100% response rate.
- **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 young people
- **Continue** to partner with youth groups and educational institutions to keep educating the student population in Singapore