ANNEX A: Supporting Rough Sleepers and Homeless Individuals
Please note that the information in this document is accurate as of Aug 2021.

This document provides guidance on how to extend support to rough sleepers and homeless individuals. If you have other queries, please **contact the PEERS Office (email** msf_peersoffice@msf.gov.sg**)** or call the **ComCare hotline (1800-222-0000)**.

How to Refer Rough Sleepers and Homeless Individuals for Support?

1. Befriend and engage the rough sleeper and homeless person to understand why they may be sleeping rough.

2. Obtain consent: Ask if the rough sleeper is open to assistance, such as being referred to apply for financial assistance or work with a social worker on their area of concern.

    a. If they are willing, assess the nature of issues faced. For financial/employment issues, please refer them to their nearest Social Service Office (SSO). For behavioural, social and family issues, please refer them to Family Service Centres (FSCs). You may refer to the table below for more details.

    b. If they are unwilling to be assisted, continue engaging and befriending them but do not force a referral. You may also advise the rough sleeper or homeless person to walk in at the nearest SSO/FSC during office hours.

Overview of the Roles of Our SSOs and FSCs:

	Social Service Offices (SSOs)	**Family Service Centres (FSCs)**
About	MSF Social Service Offices	Community-based Social Work Agencies
Locations	24 SSOs around Singapore	48 FSCs around Singapore
	Nearest SSO and FSC can be located via: MSF website: https://go.gov.sg/msf-directories ComCare hotline	
Help provided to rough sleepers and homeless individuals	- Financial Assistance under ComCare scheme - Help to find employment opportunities	- Support for social or family issues - Connect families to appropriate agencies/community resources to address their needs - Counselling services

Suitable for rough sleepers who are facing	- Financial issues - Unemployment issues	- Safety concerns or exhibiting risky/aggressive behaviours such as alcohol use, binge-drinking, substance abuse, fighting - Family conflict - Children/youth psychological and/or behavioural issues - Caregiving issues - Parenting issues - Physical / Mental Health issues - Issues regarding living environment safety
Specific actions to be taken if you are approaching SSOs and FSCs respectively	Please make an email referral to the relevant SSO through the admin account. If the rough sleeper requires urgent financial assistance, please highlight this need in the email. You will require the following information from the rough sleeper: - Name, NRIC, Mobile Number and Residential Address (if applicable) - Location or Address of rough sleeping - Reason(s) for sleeping rough (e.g. has a home but chooses to sleep rough due to family issues or otherwise; homeless) - Employment Status (Employed/Unemployed/Retiree)	Please fill out the FSC Inter-Agency Referral Form and email it to the respective FSC. You will require the following information from the rough sleeper: - Name, NRIC, Mobile Number and Residential Address (if applicable) - Verified family information (Housing, Medical, Financial etc.) - Reasons for sleeping rough and reasons for referral - Summary of the issue that the rough sleeper would like assistance for, and your assessment on the issue
Contact	- Call the ComCare hotline at 1800-222-0000 for further assistance with locating the nearest SSO or FSC.	