

同路舍
IMPACT HIK



2021-2022
IMPACT REPORT

CONTENTS

03

About ImpactHK

04

Letter from the Founder & CEO

Letter from the Chairman of the Board

06

Language Guide

07

Homelessness and Housing

09

Programmes and Services

Introduction of our model

Outreach

Case Work

Accommodation

Employment

Health

Community Service

29

Volunteers

30

Our Team

31

Our Finances

32

Acknowledgements





A LITTLE ABOUT US

At ImpactHK we have a vision for an inclusive Hong Kong where everyone has a safe place to call home and cares for their neighbour. We work with people experiencing homelessness to help them settle in a safe home, restore their wellbeing, build their self-esteem and social capital while discovering their purpose.



LETTER FROM THE FOUNDER & CEO

Dear friends,

Another year has passed and the number of people facing homelessness in Hong Kong is sadly still on the rise. Our mission has never been more important and I'm proud to say that even in challenging times, we've improved and grown in so many ways over the past year.

Covid has made life for all of us in Hong Kong quite challenging, but as usual the hardest hit were those who have the least.

I need to give an extra special shout-out to our caring staff who didn't stop for one day. During the fifth wave, we had Covid positive cases in our accommodation and our team did an outstanding job ensuring people were kept safe.

Our staff and volunteers also did an excellent job distributing smartphones to enable individuals to enter government facilities, like hospitals and community centres, helped our friends get vaccinated, and of course provided as many people as we could with safe shelter and holistic support.

One key area of growth was in our sports and health provision, greatly expanding the range of classes provided for our community. Activities like tai chi, football, curling, art and more have provided our friends with opportunities to have fun, laugh, feel part of a community - and get their body moving.

We have also enhanced our medical service, with Chinese medicine, dental and optometry, based on the need we were seeing. The visits from the Traditional Chinese Medicine doctor have been especially popular.

We also opened our first café! Thanks to our long time partner UBS, we have a new café at their office in IFC. My Kinda Café employs individuals who previously experienced homelessness and sells our very own #kindnessmatters coffee.

ImpactHK has come a long way in the past few years, but we still have a long way to go. We will continue to improve what we do to ensure that people experiencing homelessness have a safe place to rest and restore their wellbeing, while they build their self-esteem and discover their purpose.

I'd like to thank you all for your care and support. Kindness Matters!

With gratitude,



Jeff Rotmeyer



LETTER FROM THE CHAIRMAN OF THE BOARD

Dear friends,

During the pandemic, like many of you, I was fortunate enough to spend a lot of time at home. This time gave me an opportunity to reflect on, and be thankful for, the simple things that we often take for granted – work, shelter, sustenance and community. It is with this mindset that I now reflect on ImpactHK and our achievements, supported by you, during the second year of the pandemic.

It goes without saying that the year up to April 2022 has been a difficult one for the community that we serve, particularly in the spring where, like in many other parts of the world, the Omicron variant caused a huge surge of cases, deaths and new restrictions. However, thanks to the hard work and resilience of our team and the extraordinary generosity of our supporters and donors, we continued to provide essential services throughout the darkest of times. These services had a meaningful impact on our community in an unprecedented time of uncertainty.

As I review ImpactHK's achievements in the areas mentioned above – work, shelter, sustenance and community – I am aware that none of this could be achieved without the generosity of friends like you. You will get to read more about these achievements later in this report but for now, on behalf of the ImpactHK Board of Directors, I would like to thank you all for your kindness and ongoing support as we work to improve the lives of people experiencing homelessness in Hong Kong.

Nick Grenham
Chairman of the Board of Directors



#KINDNESSMATTERS

LANGUAGE GUIDE

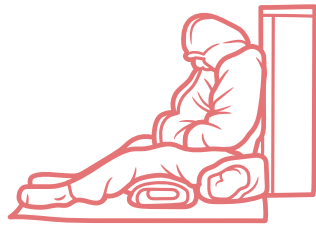
The words we choose say a lot about our values.

Language and labels can have a significant and long-lasting negative impact on people, so we believe it is important to choose the words we use carefully.

We follow the Associated Press style guide on inclusive language, which states that:

"homeless is generally acceptable as an adjective to describe people without a fixed residence. Avoid the term "the homeless." Instead: homeless people, people without housing or people without homes... Mention that a person is homeless only when relevant"

INSTEAD OF



Homeless

TRY USING



People experiencing homelessness

Implies it is permanent

Suggests it's an inherent characteristic

Defines someone by their situation

Takes away dignity

Temporary; circumstances can change

Something that could happen to anyone

Puts the person first

Respects the individual

HOMELESSNESS AND HOUSING

In summer 2021, we formed an alliance with five other organisations serving people experiencing homelessness and The Chinese University of Hong Kong to carry out the first homeless population count in six years*.

With the help of 300 volunteers, the census found that the number of people experiencing homelessness in Hong Kong was 1,532, with a significant increase in the number of women, up to 114. Unsurprisingly, we saw the impacts of Covid, with half the respondents newly homeless in the last two years. The main reason cited for becoming homeless was that rent is too expensive and almost a third were working despite not having a home.

SITUATION

1,532 people experiencing homelessness

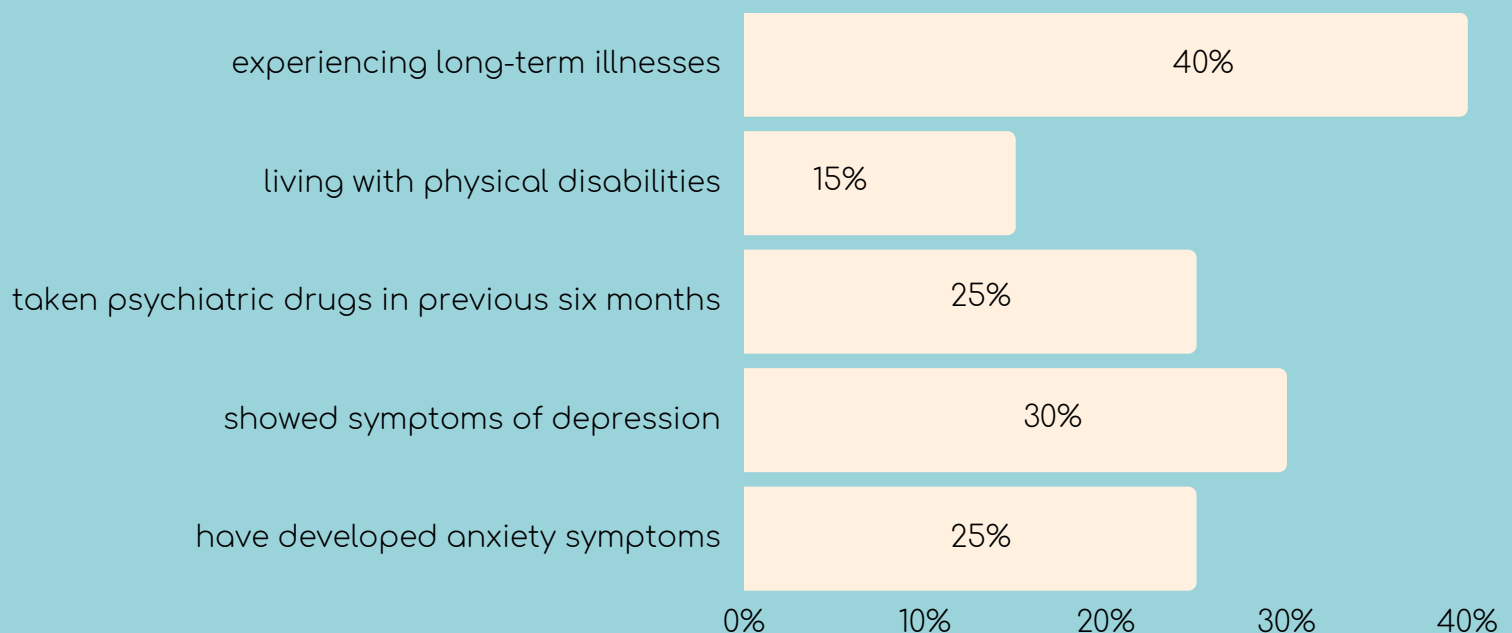
50% were newly homeless in the past two years

> 50% homeless population are over 50 years old

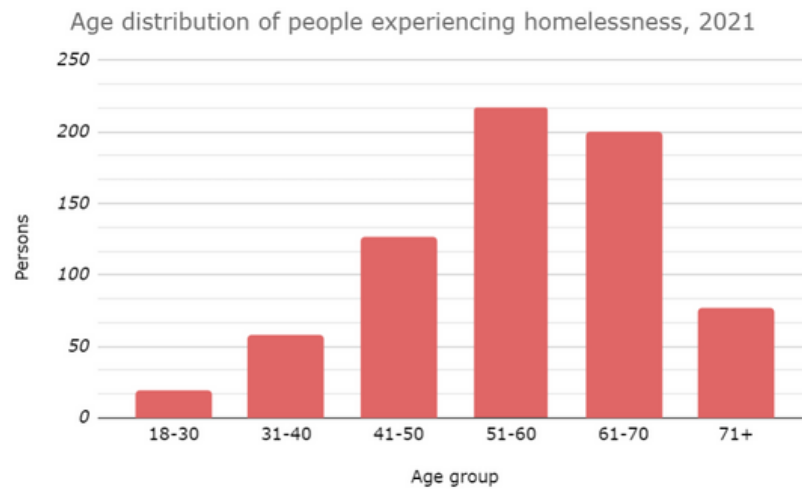


*Hong Kong Homelessness Census 2021
https://web.swk.cuhk.edu.hk/~hwong/pubfile/researchmonograph/2021_Summary_Report_HK_Homeless_Census.pdf

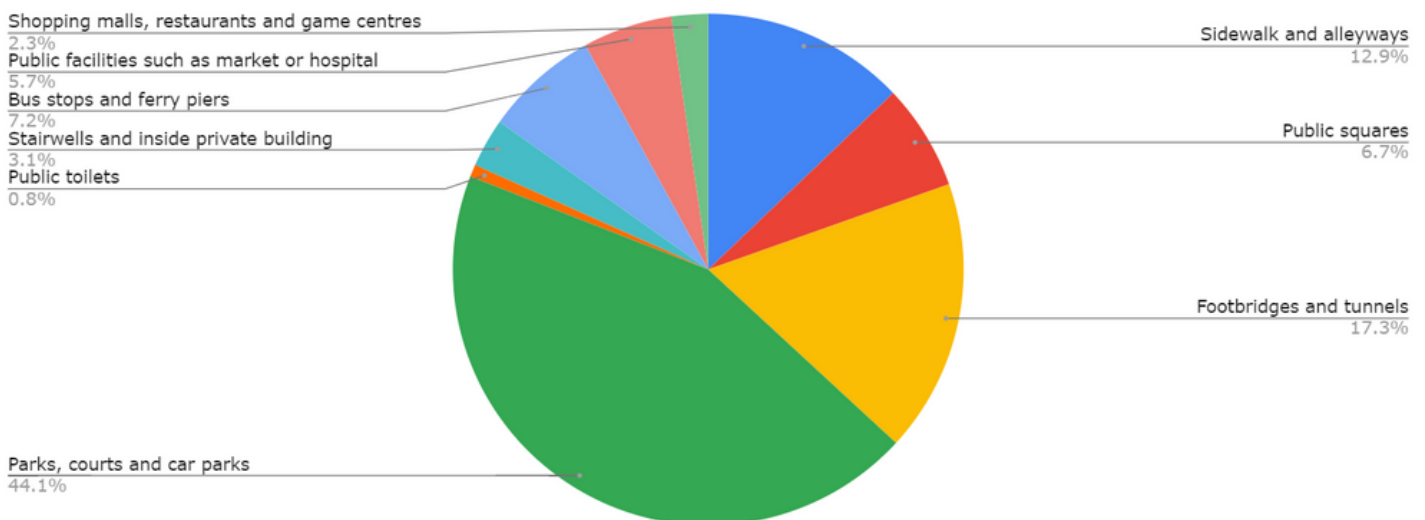
HEALTH STRUGGLES AMONG PEOPLE EXPERIENCING HOMELESSNESS



HOMELESSNESS AND HOUSING



Residing locations at July 2021



ALLIANCE RECOMMENDATIONS:

Together the alliance made a series of recommendations to improve care for people experiencing homelessness:

- **Health care.** Improve cooperation between medical and the social service sector, by arranging psychiatrists or clinical psychologists to better serve mental health needs
- **Accommodation services.** Increase the number of subsidised hostel places, extend the duration of stay and provide transitional housing for the homeless
- **Public housing.** Increase the supply of public, social and transitional housing, including the conversion of vacant units in industrial buildings and expedite allocation time
- **Employment.** Add more opportunities for skills training and employment and promote social enterprises that provide jobs
- **Care.** The government should create a 'homeless friendly' policy, which includes taking a more humanistic stance to all interactions in the above areas and more

PROGRAMME AND SERVICES

OUR HOLISTIC INTERVENTION MODEL

Our holistic approach explained

People experiencing homelessness are often in need of support in many areas of their life: their health, their housing, their employment or training prospects, and much more. But existing mainstream services tend to split a person based on need, so for example they might be sent to one place for employment advice, another for mental health, another for physical health, another for food support and so on. When someone is referred to another NGO or service it is easy for them to fall through the gaps and feel passed around.

So our response to this challenge was to bring as many services as possible in-house, because being a human being is a holistic thing. It is normal that one part of your life will impact another. We believe that making change in just one area while not addressing the other parts, may be ineffective and unsustainable.

And the foundation that underpins everything is the case worker - client relationship, providing a trusted 'super friend' to people experiencing homelessness, who can guide and accompany them on their journey.

What is a holistic approach?

We asked our community:



PROGRAMME AND SERVICES

OUR HOLISTIC INTERVENTION MODEL



OUTREACH

During the Homelessness Census 2021*, we found 1,532 people experiencing homelessness in Hong Kong on one single night in July. The most common location for sleeping outside was in parks and car parks (24%) . But this number only shows part of the picture and from our daily outreach, we understand there are more people forced into hidden spaces. This year, Covid and especially the fifth wave, has continued to render many people homeless - an 18% increase from the year before - and we have seen more women on the streets than ever before.



KINDNESS WALKS: WHY WE DO IT

1. Show kindness. Food is a basic human right. We served 45,436 bananas and eggs to people experiencing homelessness last year and handed out more than 22,500 masks
2. Build trust. We make connections so that we can invite service users to our centres. Just over 50% of our clients came from our outreach last year
3. Promote inclusion. We were joined by 3,304 public walk volunteers and 2,180 private walk volunteers last year. We educate the community in order to reduce stigma and eradicate misconceptions about people experiencing homelessness

*Hong Kong Homelessness Census 2021

2021-2022

11
locations



475
people
supported



5,484
volunteers



45,436
bananas and eggs
distributed



KINDNESS WALK EVALUATION INSIGHTS

In May 2021 we started an evaluation of our Kindness Walks. We joined the regular volunteers in order to observe the basic demographic and profile of people we are serving. Then we invited 10 service users to participate in a detailed interview and share their opinions and thoughts about our walks. The evaluation gave us invaluable insights, affirming our approach and also inspiring improvements to the service.



These changes included:

- Adjusting the Kindness Walk schedule, timings and frequency
- Providing more street-level services on Hong Kong Island routes, as data showed fewer service users could make it from these locations to our Tai Kok Tsui centre
- Introducing a resources menu, with a list of necessities that service users can request and we then deliver the items the following week, including shoes, clothing, blankets, painkillers, mosquito coils and other similar items
- Starting in depth check in visits, carried out by ImpactHK team, walk leaders and medical students where we offer basic medical checks (such as measuring blood pressure), offer practical support and a friendly face to talk to

60%

of first-time Kindness Walk participants showed a positive change in attitude and a less stigmatised view of homelessness after the walk*

OUTREACH

COMMUNITY VOICES

“

KEUNG

"The tall lady who came on [a Kindness Walk on] Tuesday, she cares for me a lot - the last time I had a pain in my leg she asked someone to take me to get it checked out. She is very caring and nice and always says "hi". Even just a few words make me happy.

AH YEE

I really appreciate your sincerity. Like the volunteer I just mentioned, she is very sincere and not pretentious. Even though she didn't give me anything and just came and had a chat, I am so happy. If people are not sincere, it's useless to me even if you gave me a lot of gifts. Trust is very important. I will only talk with you if I trust you.

”

MELANIE

Our outreach is made possible by our amazing walk leaders, regular volunteers who lead the same route each week and become a familiar face to our friends on the street

How long have you been volunteering with ImpactHK as a walk leader?

I've been volunteering for ImpactHK for over three years now, and I've been a walk leader since April 2022.

Why ImpactHK?

ImpactHK have practical programs in place to look after our friends, from Kindness Walks to health and fitness programs, to counselling and this year they launched a special housing programs in place for extreme cold weather and during the peak of Covid. ImpactHK also stayed open throughout the fifth wave and continues to serve the community when they are most needed.

How do you feel about being a walk leader?

I feel grateful to be able to play a part to visit our friends every week with a bunch of good-hearted volunteers who come out to give kindness to our community, which is much needed.

Any memorable stories while volunteering?

There are always a few of those.... We did a walk in a Typhoon 3, and we were getting ready for a Typhoon 8 the next day. We gave out large rubbish bags for people to keep their personal items dry and warned them to secure their belongings due to the weather. Quite a few of them were totally unaware of the news and only trying to focus on getting by day by day....



When a person walks in our doors for the first time, they are typically very isolated with no support network. Around 90% of our clients do not have a 'next of kin' or an emergency contact. And isolation kills; one US study showed that loneliness is more lethal than smoking 15 cigarettes a day.

And people experiencing homelessness are excluded from society, living on the boundaries, often without access to critical information for example about Covid and its restrictions.

Enter the case worker - or as we call them, super friends!

After an intake assessment with our team - which seeks to understand more about the person and their situation - new clients are assigned an ImpactHK case worker. A case worker is a counsellor, coordinator, confidant, facilitator, information provider and advocate.

They provide practical support, such as helping someone apply for public housing or explaining how CSSA works and moral support, such as accompanying someone to court, or to see their family and much more. They link the client up with our holistic programmes and services and external support where needed, such as a referral to the doctor.

OUR CLIENTS*

52% of our new clients came from outreach and 48% from NGO referral

GENDER

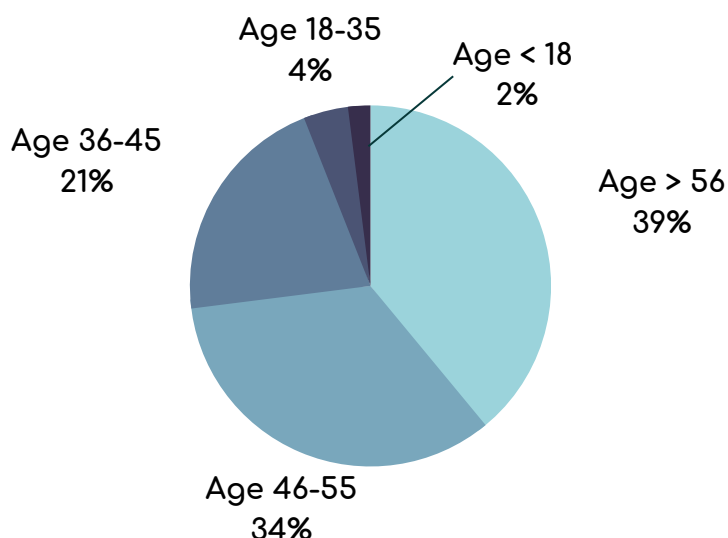
72%
male



28%
female

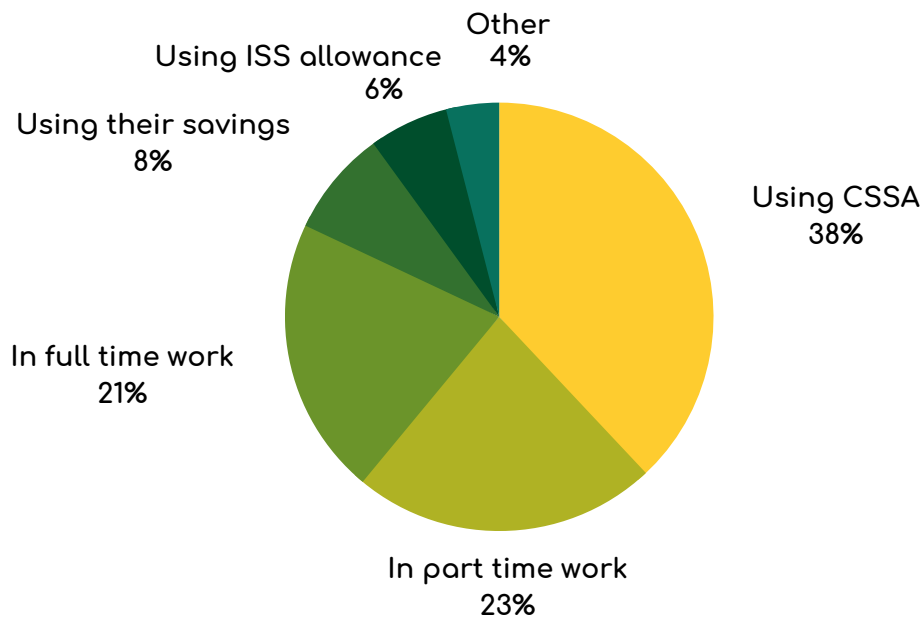


AGE



*a client is defined as someone who has been assigned a case worker, while a service user indicates a guest of 29, attendee of our classes or served by Kindness Walks

FINANCIAL STATUS



51%

of clients are living with mental illness

47%

of clients have different physical illnesses

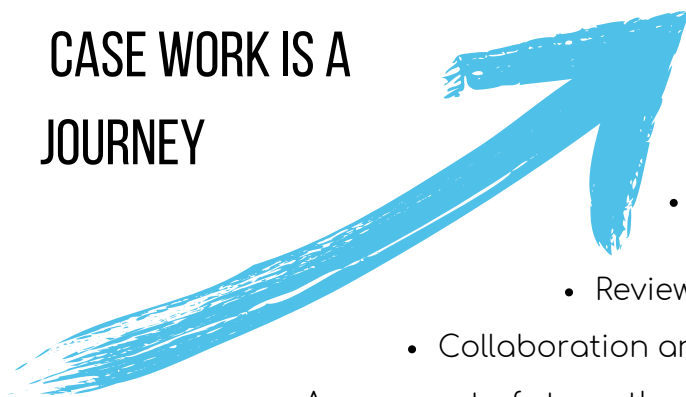
31%

of clients have substance use issues

OBJECTIVES

1. Case work refers to a collaborative and co-created plan that ensures a person experiencing homelessness is getting the services and supports that they need to move forward with their life
2. The magic ingredient is that it is co-created by the case worker and the client together
3. The goals will be different for each client

CASE WORK IS A JOURNEY



- Initial engagement
- Assessment of strengths and needs
- Collaboration and co-creating a plan
- Reviewing and evaluating it often
- Reconstructing and reinforcing health, wellbeing and personal values
- Feeling confident enough to move forward with their life

COMMUNITY VOICES

AH LEE

We met Ah Lee when he was referred to us by the Social Welfare Department and at that time he was upset and frustrated. He had broken a bone in his foot, which developed into a bacterial infection and his diabetes deteriorated. The combination of poverty and illness once again shattered his hope of finding a job. In the end, he couldn't bear the high rents and started to live on the streets.

Ah Lee applied for CSSA, but took the initiative to cancel it upon finding a part-time job. He insisted on being self-reliant: "I do not want to take the CSSA, I want to feel like a useful person".

We soon discovered that Ah Lee has an artistic side and is talented at painting, calligraphy and the piano. When our team saw his work, they said:



"Lee, you are an artist". But he responded, "Artist? I am just a homeless and useless person".

Ah Lee is participating in our Community Helper programme and assists us in making artwork and posters. He hopes to gradually gain strength and develop a career, and more recently he gained confidence, "I want to become an FTA in ImpactHK and I will create a new life for myself".

DING

When we met 70 year old Ding, she was picking up a lunch box from 29. We found out she'd been homeless for six months, had not applied for CSSA, had no social worker assistance and her possessions had been stolen. It was June and hard to believe that an elderly woman was living on the backstairs of a mall.

Ding was exhausted, asking "can you give me a place to sleep? It's too hot today." We took her to the district elderly centre, hoping they could take her case. But they refused because she was homeless and directed us to other homelessness charities. Ding was sweating profusely at the time, but her eyes were full of hope. So we made space for her in our accommodation, providing meals and medical care.

We learned that she was forced to leave the private apartment she shared with her son after a conflict. She owned the property, which meant she couldn't apply for CSSA. She was hurt and confused by the disagreement, "I don't know why my son would do this to his mother?" Now we are helping to link Ding with other social welfare organizations and will fight for a just and comfortable life in her old age.

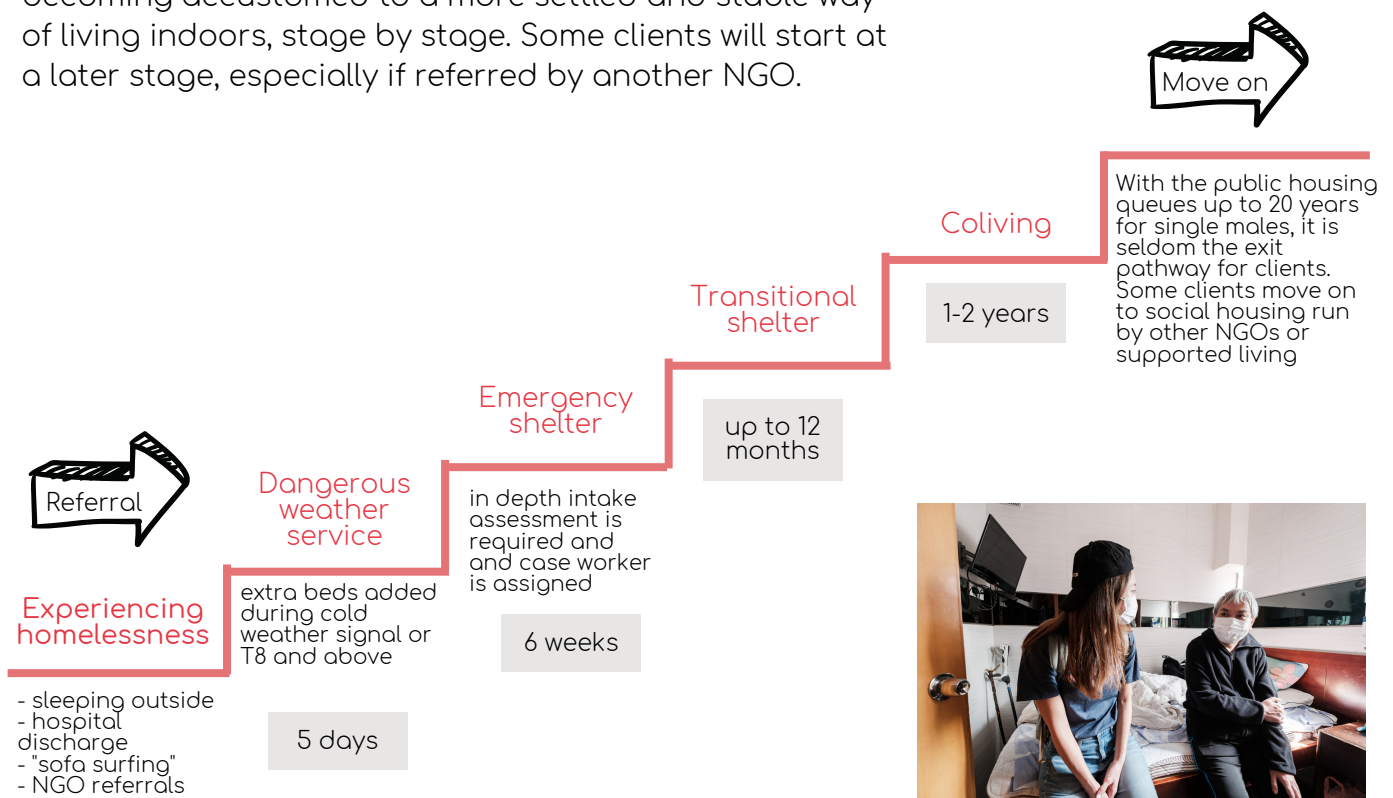


ACCOMMODATION

When you give someone the opportunity to sleep inside, you give them stability, and in turn a better chance of finding hope in their life. Once someone is psychologically and physically settled in a secure, safe space, they have respite from being in 'survival mode' and the chance to focus on their recovery journey. We have a range of different services, which range from short term shelter to our pioneering co-living project, which uses a participatory approach where clients play an active and autonomous role in their housing situation.

ACCOMMODATION SERVICE EXPLAINED

We follow a 'step approach' for our accommodation service. Many clients will progress through each step, becoming accustomed to a more settled and stable way of living indoors, stage by stage. Some clients will start at a later stage, especially if referred by another NGO.



ACCUMULATED NUMBER 2021-2022

158 people
emergency and transitional
accommodation



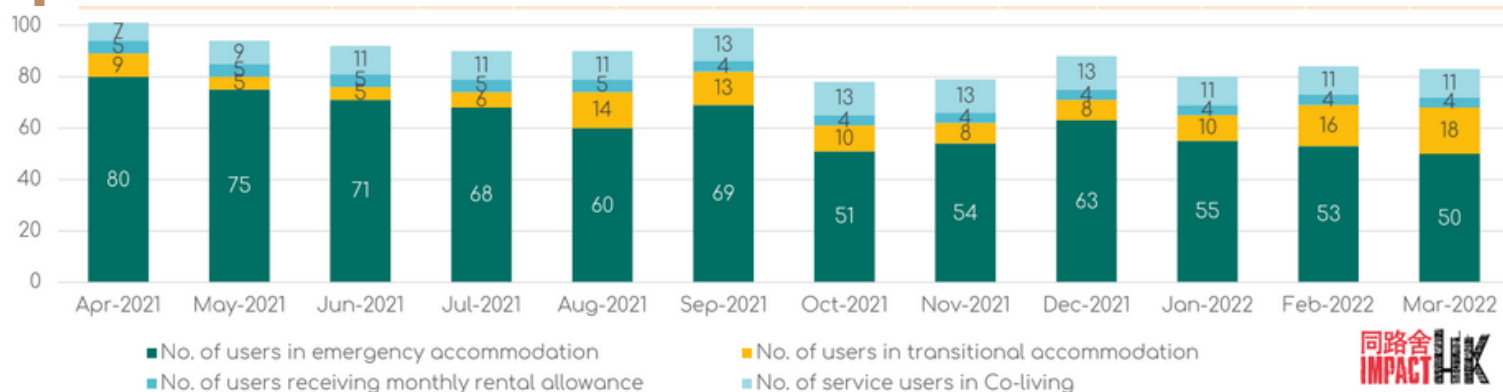
14 people
Coliving



4 people
Rental
allowance



- Number of people in our accommodation services on 31st march 2021: 77 people
- Accumulated number since we began: 401 people



WHY WE DO IT

- Create a safe, secure and motivating environment that can positively reinforce clients changes and growth
- Prepare clients with all-round skills, knowledge and information for living independently
- Develop a sense of neighbourhood and mutual support

COMMUNITY VOICES

Three different residents share about life in our Coliving:

“

“Having a desk is so nice. We can dine, watch television programs, and chat together. Unlike other places just entering the room just for sleeping on the bed.”



“My roommates can help, they help me a lot. They helped me make phone call to book an appointment, so that I could consult a doctor in the hospital. It was difficult for me to book an appointment, but they helped me to make the phone call. Sometimes when I was very sick and in pain, they escorted me to the Accident and Emergency Department.”



“We have gatherings here frequently. Those living in the co-living space sit down together to have meals and chat. It looks like a home. I used to be alone, I had to take care of myself for everything. But, now it seems that we have a home. I feel much better here.”

”

EMPLOYMENT

During the pandemic, job loss has been common and in the final quarter of 2020, unemployment rates in Hong Kong reached a 16 year high to over 6% of the population*. This caused an increase in homelessness and last year we worked with many of these people, who lost work in fields including security, construction, cleaning, F&B and even finance.

Covid restrictions including border and restaurant closures continue to impact unemployment and during the fifth wave, we had graduated clients return to us for assistance as establishments were forced to close and they lost their job once more.

When you empower someone to find work and gain skills and training, you are giving them the tools for self-reliance.

BELIEFS

We focus on what is strong rather than what is 'wrong'

Sometimes called an 'asset based approach', this means that we work with clients to discover and build on their strengths, instead of focusing on needs or what someone might lack such as a job or housing

~~'Unskilled worker'~~

We prefer not to use this expression. Everyone has skills and assets that they can offer society and it may be that they have not had the chance to discover them yet



* <https://www.scmp.com/news/hong-kong/hong-kong-economy/article/3118331/hong-kong-fourth-wave-jobless-rate-hits-new-16>

OVERVIEW

COMMUNITY HELPER PROJECT

The community helper project is a volunteering programme for people experiencing homelessness, sort of like an internship. As a community helper, clients learn and serve in order to gain skills and transition to a more self-reliant life stage

HIGHLIGHT

Community helpers must commit at least 12 hours of community service per month by volunteering, both at ImpactHK and in other NGOs - and helping to develop their empathy and understanding of other communities in need

IMPACT

25 accumulated positions for the year

- 14 new joiners
- 14 exits
 - 7 graduated to become FTAs
 - 3 to outside employment
 - 1 to family reunion overseas
 - 1 to rehab
 - 2 dropped out of the programme

EMPLOYMENT SUPPORT SERVICE

The Employment Support Service helps homeless jobseekers to discover their aspirations, improve their knowledge of jobs in the market, equip them with adequate resources to seek employment and match clients with work opportunities

The people we work with are rarely asked "what are your hopes and dreams" so the first step is that we help people to discover their strengths and interests and that way we can match them with the right employer

- 22 service users over the year
- 103 career consultation sessions
- 15 successful job referrals
 - into mostly labour work, F&B, cleaning, logistics, warehouse work, but some more skilled work eg. sewing
- 6 employment workshops including CV writing and interview practice session
- Engaged 29 employers this year
 - 70% employers are satisfied with client's performance and willing to hire the homeless community in future

FULL TIME ASSISTANTS PROGRAMME

The Full Time Assistants (FTA) programme is an employment and training project that fosters whole person development and unleashes potential through work. FTAs are a salaried staff member of the ImpactHK team, must participate in interest classes and social gatherings and join internal and external training

This programme is suitable for those who may not be ready or interested in seeking external employment yet. They benefit from the tight knit community and an empathetic and flexible employer who can offer intensive training and a supportive environment, instead of just a salary

27 accumulated positions in:

- Community centre
- Sports centre
- Office
- Cafe
- Shop
- Kitchen

COMMUNITY VOICES

AH CHUN

When the time came for our former Kindness Walk FTA Ah Chun to move on from ImpactHK, we helped him find some affordable social housing with another NGO. We also matched him with a job at the Hong Kong Rugby Union as a ground staff member to sustain his dream of becoming an occupational therapist assistant. With abundant volunteering experience, he was always keen to serve underprivileged groups and he realized that he worked well with elderly when serving the community. He then signed up for an ERB course related to Occupational Therapy and is exploring other interests in his life. We're still in touch and are very grateful to be treated to some of his knitting products from time to time. Thanks Ah Chun!



“

MR. K

"Mr. K is very friendly and talkative in nature, told us many of his stories and we came to learn so much about his interesting background. We are impressed by his diverse experiences; he is very versatile and has many skills under his belt, including construction, renovation, cleaning, recycling, barbering and many more.

Mr. K has shown a high level of commitment, which honestly has exceeded our expectations. He shows up early to work habitually and... also takes this work very seriously."

- by Wegeneration, Client Employment Partner

”

10FAKIND

18 Man Wai Street, G/F Man Wai Building, Jordan, Kowloon

At our samples store in Jordan you can browse through our adults and kids clothing, shoes and accessories, from high street favourites. Here we employ four people who are experiencing homelessness and also offer affordable clothing for the local community. All clothing is brand new and 100% of profits go to ImpactHK*.



KINDNESS MATTERS SHOP

www.kindnessmattersshop.org

At the Kindness Matters Shop you can get your hands on our popular #KindnessMatters merchandise, including our very own freshly roasted coffee, caps, t-shirts and mugs. We also have special gift hampers and selected products from like-minded partners.

MY KINDA CAFÉ

My Kinda Cafe offers high quality delicious treats and our very own #kindnessmatters coffee for UBS staff inside their offices at IFC. This cafe offers employment opportunities for individuals experiencing homelessness and all profits go towards helping more people in need.



*1ofaKind closed in June, 2022

#KINDNESSMATTERS

START YOUR DAY WITH A CUP OF KINDNESS

All profits support people experiencing homelessness in Hong Kong

- House Blend
- Brazil Natural
- Colombia Washed
- Decaf Colombia Washed

Freshly roasted in Hong Kong



The Homelessness Census 2021 showed that health struggles are common on the streets*:

- 40% are experiencing long-term illnesses
- 15% are living with physical disabilities
- 25% had taken psychiatric drugs for their mental health in the previous six months
- 30% showed symptoms of depression

In another year of Covid, this strand of our holistic care was brought into even more sharp relief and keeping our clients healthy and safe was our priority, especially in the fifth wave.

We know that jobs and homes alone do not solve homelessness. This project aims to give the people we work with the tools to improve their mental and physical health and foster healing of mind, body and soul.

WHY WE DO IT

- Raise awareness of the importance of self-care and promote wellbeing and fitness
- Heal and rehabilitate those who are sick or unwell
- Build up social capital to strengthen resilience and prevent illness



SPOTLIGHT ON SPORT


This year we launched our Jockey Club Sports and Health Programme, which gives people the chance to get moving, strengthen their overall fitness and enhance their quality of life. The only one of its kind in Hong Kong, it gives people experiencing homelessness knowledge about a healthy and balanced lifestyle and the chance to participate in fun and social sporting activities.

The fifth wave presented challenges, as all in person classes had to be temporarily suspended from January until March. But we persevered and decided to pivot the programme to online. After distributing mobile phones and teaching service users how to download apps in order to do a video call, we ran classes online. It was an amazing sight to see some of our older clients stretching on screen from their hostel room while isolating!


To build up the habit of an active, social and recreational life, we ran 13 different types of classes, including basketball, table tennis, tai chi and meditation.

FROM PROJECT LAUNCH IN SEPT 2021


41
Unique users



181
Number of sessions:




4
healthy lifestyle talks



5
health ambassadors
trained



4
fitness checks




848 attendances

23 physiotherapy and
personal training sessions

3 "Sports for All" days

Medical service

- Our clients face issues including post-cancer treatment, heart conditions, substance abuse, mental illness, insomnia, back pain and toothache
- 226 appointments across the 6 services
 - 1.GP (western medical service)
 - 2.Physio
 - 3.Dental
 - 4.Optician
 - 5.Health check (for early intervention)
 - 6.Traditional Chinese Medicine

Counselling

- Homelessness is a traumatic experience and our clients face a range of emotional and psychological issues
- We held 268 sessions with 56 people

Other interest and leisure classes

- 9 different classes, including english, art and DJ

Golden years integrated service

This year we renamed our elderly service to 'Golden Years'. Research in the UK shows that negative attitudes about age can begin to form among children as young as six years old and through our work, we see that Hong Kong has a similar trend. This will play a part in reducing the stigma around ageing and helping our entire community to view this chapter in life as something hopeful and special.

- For our clients over 55, this service ensures that older adults are getting the additional support and care they need, ranging from chances for fun and making connections to lifelong learning
- 25 older adults participants
- 10 Health talks - including insomnia, older adult fitness, blood pressure, diabetes, safe living and general body check
- 38 special elderly sports sessions
- 24 group gatherings, including an outing to the Hong Kong maritime museum, a reminiscence therapy session and yum cha evenings

COMMUNITY VOICES

“

MARY

“The days have been painful and I wanted to kill myself”, Mary told us. Mary is one of the most attentive and active participants of our sport classes. Now you might not be able to tell that such a hard-working lady has a long and chronic medical history. She suffers from severe pain after laying in bed for over 20 years as a consequence of an acute stroke. After actively participating in our sport programme, Mary is depending less and less on her wheelchair and her movement has gradually improved! Her attending doctor described Mary's situation as a medical miracle when he discovered that she was walking once more. Mary is grateful for our sport programme which greatly improved her fitness level and allows her social interaction with the community.

”





Last year the number of people living in poverty in Hong Kong increased from 1 in 5 to almost 1 in 4. Among other things, people in this group lack access to three basic nutritious meals per day. During spikes in Covid cases, some of the other services around us closed, so as one of the only centres still open locally, we saw an increased demand, especially for meals.



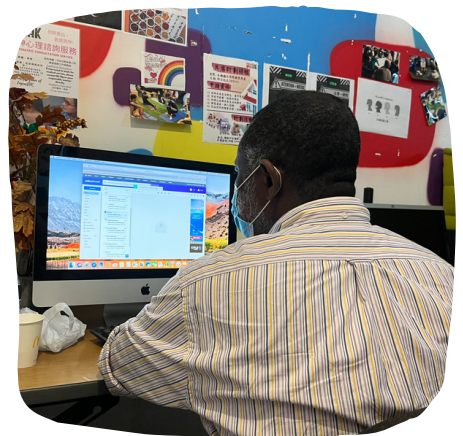
Our community work revolves around our Tai Kok Tsui community centre, 29.

It is a community of people who

- want to learn about homelessness and fight against it
- are currently going through homelessness
- experienced homelessness in the past

It is open everyday and home to our:

- Computer corner - to drop in and use the Wifi or our computers to job search or connect with family and friends
- Laundry service - offering guests the chance to clean their clothes
- Information points - eg. on how to apply for welfare, to food banks, open a bank account etc.
- Resource bank - providing shoes, blankets, clothing, toiletries, hygiene products and more
- Meal service - serving a hot nutritious meal every day of the week
- Hair cuts - giving people the chance to look and feel fresh and tidy



WHY WE DO IT

- To provide basic necessities and resources, with the purpose of encouraging further engagement with ImpactHK
- To foster connections between our homeless guests and help build community
- To identify and reach out to stakeholders who would like to take part in creating a collective kindness community
- Create opportunities and nurture FTAs and guests to actively express their needs, opinions and initiatives

IMPACT

	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022
Number of meals served for the month	7,900	8,890	8,620	8,790	8,100	8,200	8,100	8,100	8,000	8,150	8,000	8,000
Guest attendance for the month	253	306	412	425	521	512	507	515	520	362	0*	0*
Information sessions & social events	NA	NA	NA	Consumption Voucher info session x2	Movie screening & Community Fridge Kick-off	Lantern making for Mid-autumn Festival & Movie screening	NA	Leave Home Safe Mobile App info session	Christmas Party	NA	NA	NA

- We served more than 98,000 riceboxes
- We had an average of 361 community members engage and use the centre each month
- Held eight special events - including a Leave Home Safe app info session and holiday parties such as mid-autumn festival
- Our Christmas party was a major highlight this year, a festive mini carnival with different booths set up all around the centre. Each booth was planned and run by one of the FTAs working in 29 and included games, karaoke and arts and crafts, so there was something for everyone. We had a record high of 98 guest show up, including those in the homeless community as well as our neighbours.

COMMUNITY VOICES



"For me, the most attractive part of ImpactHK is mainly the feeling I get when I walk in 29. There was this feeling for me. It was very welcoming. They didn't judge you when I walked in there. And really helpful - the people, the community. I know if I have a problem, I've got so many people now I can go to. And the security I feel."

Feedback from a 29 user



*During this fifth wave period we closed 29 for all but non-essential services

VOLUNTEERS

Our volunteers have always formed the bedrock of our work, powering our projects and services with their dedication and kindness. In a year of continuing uncertainty, we were grateful to the heart and service of our incredible, Hong Kong-wide volunteer group.



The types of volunteering this year included:

- Kindness Walk participant
- Kindness Walk leader
- Social media assistant
- Medical helper
- Shop assistant
- Photographer
- Warehouse
- Translator
- Designer



5500+

Number of
volunteers



25792

Number of
volunteer hours

During the fifth wave, we recruited a very special group of hard-working and caring volunteers to whom we would like to say a special thank you. While most people were staying home out of harm's way, we had an incredible team of volunteers who helped to deliver meals and medicine to clients in our emergency shelter. Some of our vulnerable residents were testing positive for Covid but they were vulnerable and still needed food, care and support. It was a big ask and we were so grateful to have so many selfless people that wanted to step up and help:

Ariel Chan Chiu Ka Mei, Edith Lai Pui Yin Gloria
Lo Yuet Yui Joyce Zheng Tian Tian

Huge thanks also go to our friends HandsOn and Time Auction





OUR TEAM

BOARD MEMBERS

Chairman

Nick Grenham

Directors

Clifton Andrew Jones Syngkon

Elizabeth Ann Seymour-Jones

Geet Goenka

Peter WH Wong

Sunil N Sujanani

Terri CG Appel

FULL TIME ASSISTANTS

Ah Lik Chu

Ann Bustamante

Bikky Thapa

Cindy Tse

Cheong Kan

Eppie Yip

Goofy Wong

Hong Li

Ivy Wong

Jimmy Mok

Keung Wong

Leung Choi Nang

Max Mbainadji

Poon Yuet Keung

Simon Leung

Siu Ding

Will Woods

CORE STAFF

Founder & CEO

Jeff Rotmeyer

Head of Operations

Vincent Pang

Head of Partnerships & Development

Charlotte Tottenham

Head of Programmes

Tszning Yeung

Core staff members

Adrian Ng

Ady Lai

Amy Mak

Alison Young

Boey Pun

Candice Chu

Catherine Cheung

Catherine Fung

David Mo

Deep Ng

Eric Kwong

Greg March

Helen Ng

Karen Wong

Kathryn Yuen

Kin Tam

Mani Chan

Samuel Wong

Seasons Chan

Shaun Tsang

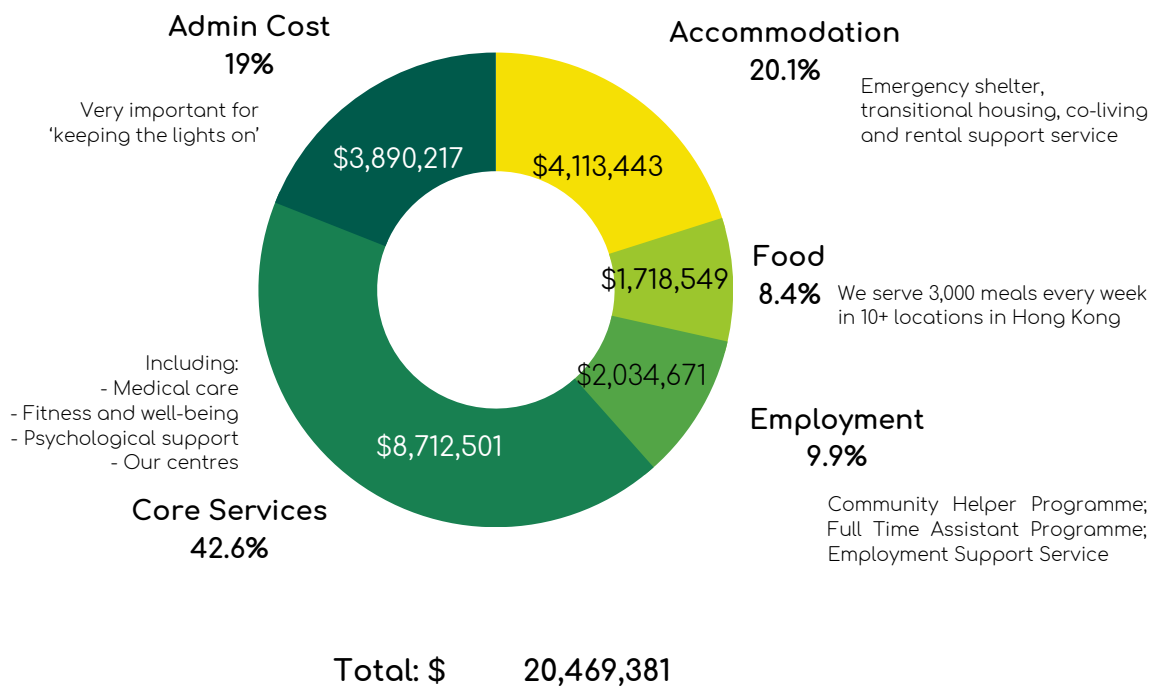
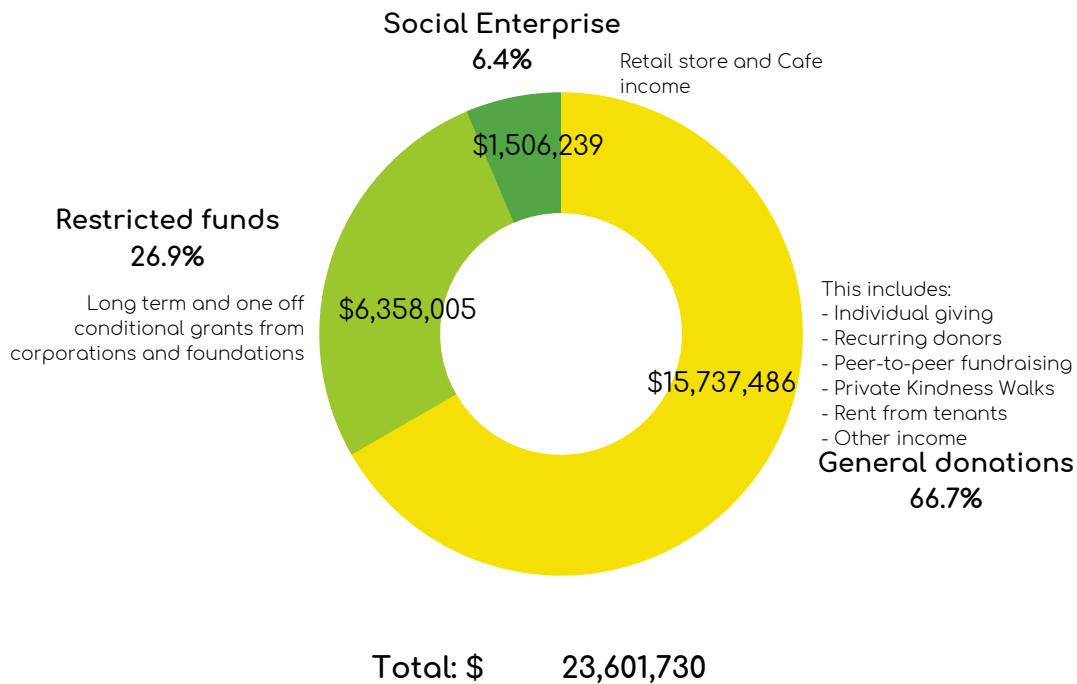
Tony Ho

Yumi Kong

OUR FINANCES

We are grateful for every gift donated to ImpactHK and are careful to spend the funds where they are most needed. Below you can see how your money is transforming the lives of the homeless in Hong Kong.

APRIL 2021 - MARCH 2022 (HKD)



ACKNOWLEDGEMENTS

PARTNERS AND DONORS WHO CONTRIBUTED OVER HK\$100,000

Audrey Jack	Suen Chow Yuet Kam Charitable
Baillie Gifford Asia	Sui Yun Christian Fund
Baring Private Equity Asia	Swire Properties Limited
Chellaram Foundation	The Giving Back Fund Inc.
Elena Kan and family	The Hong Kong Jockey Club Charities Trust
ICAP Hong Kong Limited	The Hong Kong Savage Club
J.P. Morgan Hong Kong	The Nesbitt Centre
The Kadoorie Charitable Foundation	The Robert H. N. Ho Family Foundation Hong Kong
LRC Charitable Foundation Limited	The Swire Group Charitable Trust
MTR Corporation	Tong Mei Keun T
Overlook Investments Limited	Warner Music Hong Kong Ltd
ReThink HK	Wells Fargo Bank, N.A., Hong Kong Branch
Rosewood Hong Kong	Yin Shin Leung Charitable Foundation
S&S Hospitality Group	Zee Foundation
Siu Yu Hang Leo	
St. James's Place Charitable Foundation	
Success Glory Limited	

SOCIAL ENTERPRISE PARTNERS

Kiabi
OnTheList
UBS AG

VOLUNTEER PARTNERS

HandsOn Hong Kong
Time Auction

MARKETING SUPPORT PARTNERS

Concrete Creative

Five Software Limited

MEAL PROGRAMME PARTNERS

Breadline

Desi Samaritans

Dignity Kitchen

Dr. Cheung Wing Yung

Feeding Hong Kong

Food Angel

foodpanda Hong Kong

Foodlink Foundation

Hongkong Land HOME FUND

HOTEL PARTNERS

Ah Shan Hostel

Lady Lau Memorial Charitable Foundation

Lining Kitchen Company Ltd.

Kerry Properties Limited

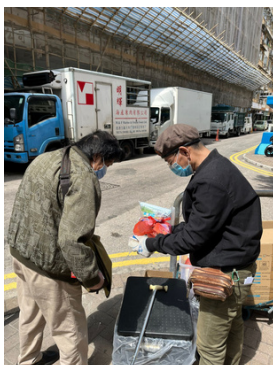
More Good Foundation Ltd.

Proof, Happy Valley

My Foundation

The Peninsula Hong Kong

YWAM Hong Kong



#KINDNESSMATTERS



#KINDNESSMATTERS

DESIGN CREDIT: MINA YE

PHOTO CREDIT: KEVIN LIU, BEN MARANS, CALVIN LO

CHARITY REGISTRATION NUMBER: SECTION 88 91/15122

✉ : hello@impacthk.org ☎ : +852 2448 5200

29 – Community Centre:
G/F, Cherry Mansion, 29 Oak Street,
Tai Kok Tsui, Kowloon

100 – Sports & Counselling:
3B & 3F, 3/F and 5A, 5/F, Splendid Centre,
100 Larch Street, Tai Kok Tsui, Kowloon, Hong Kong



WWW.IMPACTHK.ORG