

30 October 2017

# Using Service Data in Social Services

AVPN Asia Policy Forum  
Data for Inclusive Growth: How Policymakers and Social  
Investors Achieve Evidence-based Social Impact

# **AGENDA**

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**1**



**The Social Service  
Sector & Role of  
NCSS**

**2**



**NCSS Service  
Standards  
Journey**

**3**



**Using Service  
Data in  
Social Service**

# WHAT DO WE DO ?



**National  
Coordinating  
Body**



**Membership  
Organisation**



**Mobilise  
funds and  
resources**



**Build Sector  
Manpower**

# WHO DO WE WORK WITH?

Ministry Of  
Health

Ministry of Education

Ministry of Social and  
Family Development

Ministry Of  
National  
Development

Agency of Integrated Care

Hospitals

MNCs

SMEs

Institute of  
Mental Health

Ministry of Culture  
Community & Youth

Foundations

Health Promotion Board

Public

Service  
Users

Private

Singapore  
Prison Service

Ministry Of Finance

People

National  
Volunteer &  
Philanthropy  
Centre

Tote  
Board

Ministry  
Of Home  
Affairs

Singapore Police Force

People's  
Association

Housing  
Development  
Board

Social Service  
Organisations

Community  
Organisations

Central  
Narcotics  
Bureau

SG Enable

Social  
Enterprises

Self Help  
Groups

Non-Governmental Organisations

# NCSS Service Standards Framework

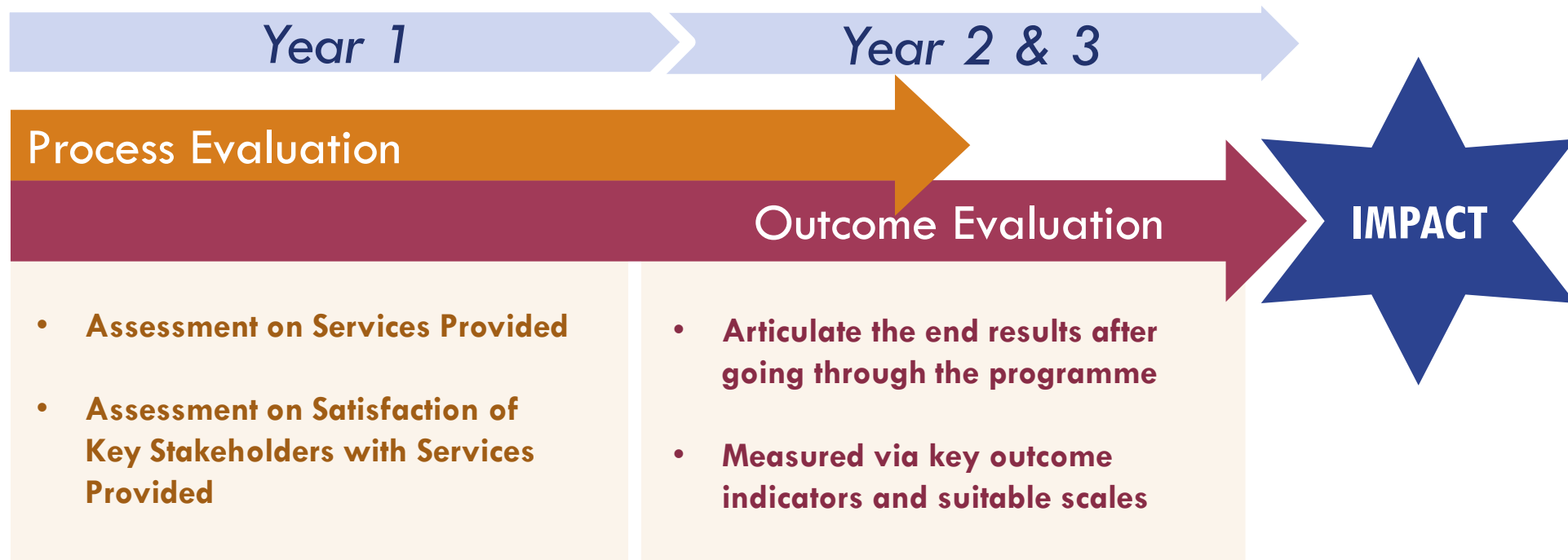


## IMPACT ON SERVICE USERS



# Programme Evaluation

How do we know if our programme is making a difference?



*Evaluation Process*

**Develop a Theory of Change**

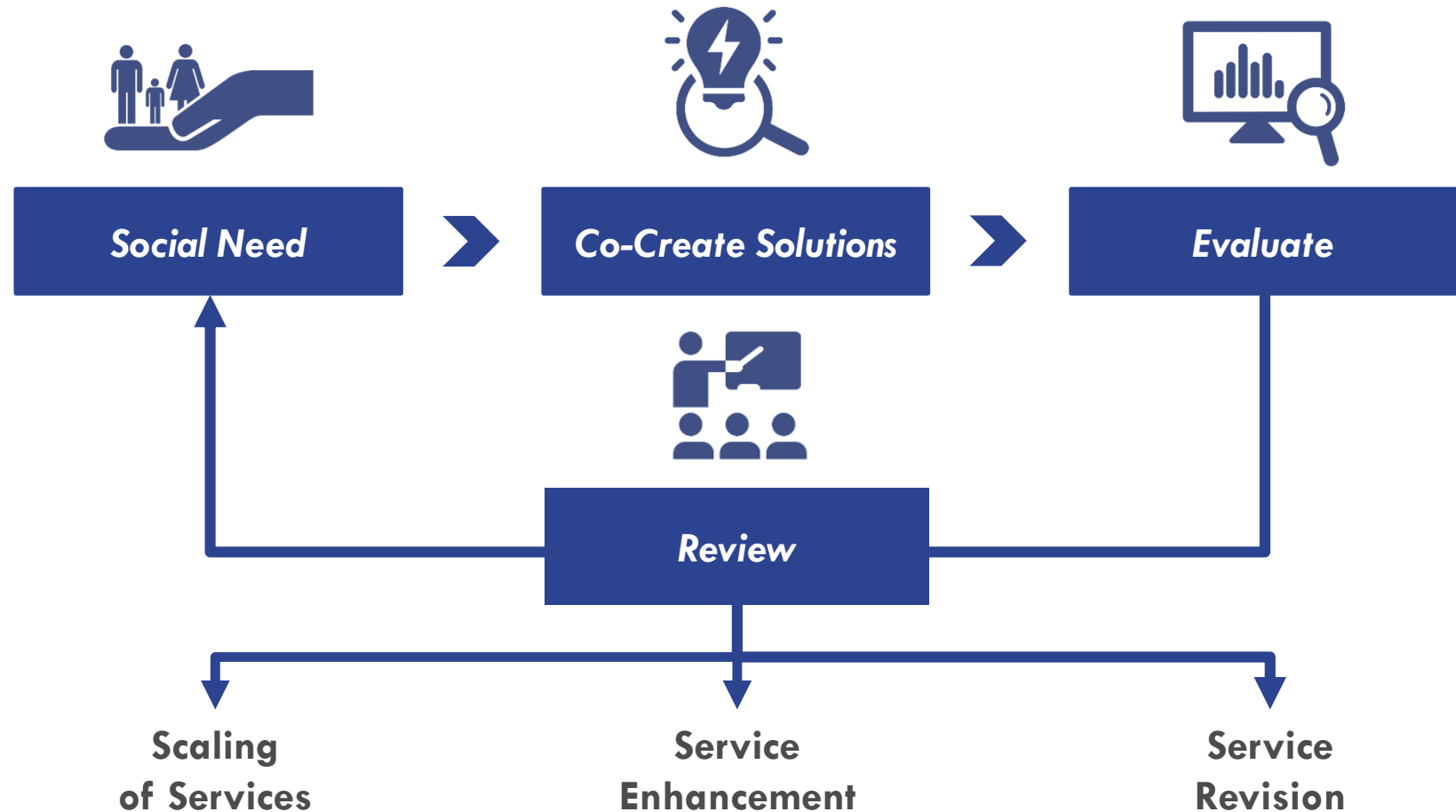
**Identify Key Measures & Indicators**

**Establish Analysis Approach**

**Data Collection & Analysis**

**Learning & Improving**

# Using Service Data To Make Decisions





# OUR KITCHEN PROGRAMME

*Support for seniors at-risk of isolation*  
*Seniors Cook and Eat Together*



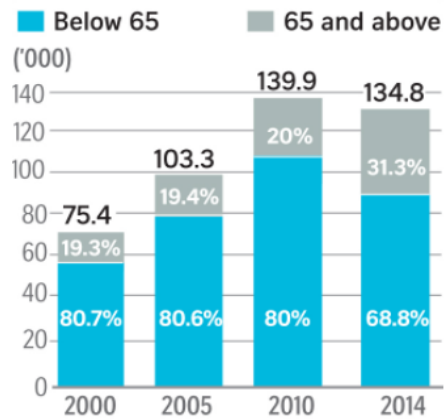


## Social Need

# Social Isolation & the need for Social Connectedness

### Living alone

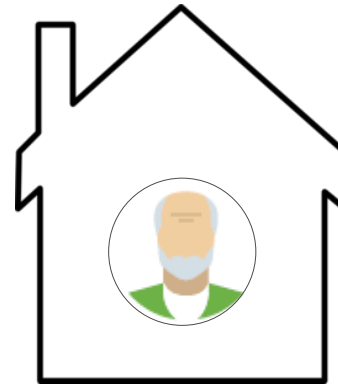
One-person households by age of head of household



Source: DEPARTMENT OF STATISTICS  
ST GRAPHICS

The Straits Times, 17 August 2015

### Living Alone



Increase from 35,000  
in 2012 to **83,000** in  
2030<sup>1</sup>

Elderly persons living alone are **1.7 times** more likely to face mortality risk, compared to those who do not<sup>2</sup>

31,000 Seniors live in rental flats or studio apartment supported by senior activity centres

## Co-Create Solutions



## Building the seniors' social support networks in the community using food as the central focus.

Develop a  
Theory of Change

Identify Key  
Measures & Indicators

Establish  
Analysis Approach

1. Ministry of Health. 2016. Action Plan for Successful Ageing. The Ministerial Committee on Ageing
2. Ng, T P Jin, A, Feng, L., Nyunt, M.S.Z., Chow, K.Y., Feng, L.I & Fong, N.P. (2015). Mortality of older persons living alone: Singapore Longitudinal Ageing Studies

## Key Evaluation Findings



## Seniors have social support networks in the community

- **96%** knew at least 1 new friend in the community
- **52%** were no longer 'at-risk' post pilot <sup>1</sup>



Potential to value-add to existing activities in senior activity centres by enhancing the level of engagement with and among seniors

## Scaling of Service



- **X**: existing kitchens
- **X**: locations of kitchens for the 1<sup>st</sup> phase of up scaling
- **X**: potential locations for the 2<sup>nd</sup> phase of up scaling

**Evidence informed decision:  
Upscaling of Our Kitchen Programme**

1. Measurement of social isolation based on Lubben's Social Network Scale

# Project SAFE 1.1

SUPPORT FOR RECOVERING ADDICTS AND FAMILIES THROUGH EMPowerment



## Social Need



### Increase in drug abuse cases

by more than 50% in last 8 years<sup>1</sup>

2007: 2,200 cases

2015: 3,343 cases



**Recidivism rate remains relatively high** for drug offenders at ~32%<sup>2</sup>  
(vs ~25% for penal repeat offenders)



**Strong family support is crucial**  
to reduce re-offending and ensure  
successful reintegration<sup>3,4</sup>

## Key gaps in the landscape of aftercare services:



Capability and experience to work with recovering drug addicts in the sector



Services for ex-drug offenders and their families work in silos



## Co-Create Solutions

**Partnership with key agencies for the provision of holistic support and intervention to ex-offenders and their families**

Develop a  
Theory of Change

Identify Key  
Measures & Indicators

Establish  
Analysis Approach

1. Central Narcotics Bureau Press Release (2015)
2. Singapore Prison Service Annual Statistics Release (2016)
3. Robinson, M-A. (2011). Next Generation on the Outside: Better outcomes for vulnerable families in contact with Australian criminal justice systems. *Victorian Association for the Care & Resettlement of Offenders*.
4. Herman-Stahl, M., Kan, M. L., and McKay, T. (2008). Incarceration and the Family: A Review of Research and Promising Approaches for Serving Fathers and Families. *U.S. Department of Health and Human Services*.

## Key Evaluation Findings

## Service Enhancement

### FAMILY OF EX-DRUG OFFENDER

- Stronger Relationships
- Improved Communication
- More committed to recovery

### EVIDENCE INFORMED ENHANCEMENT:

- ❖ STRENGTHENED SUPPORT WORK
  - Family sessions – relationship / marital issues, parenting issues, relapse prevention
  - Bonding activities with children

### CHILDREN OF EX-DRUG OFFENDING

- Did not exhibit major behavioural issues
- Not aware of parent's incarceration
- Experience self-blame, guilt

#### NEED:

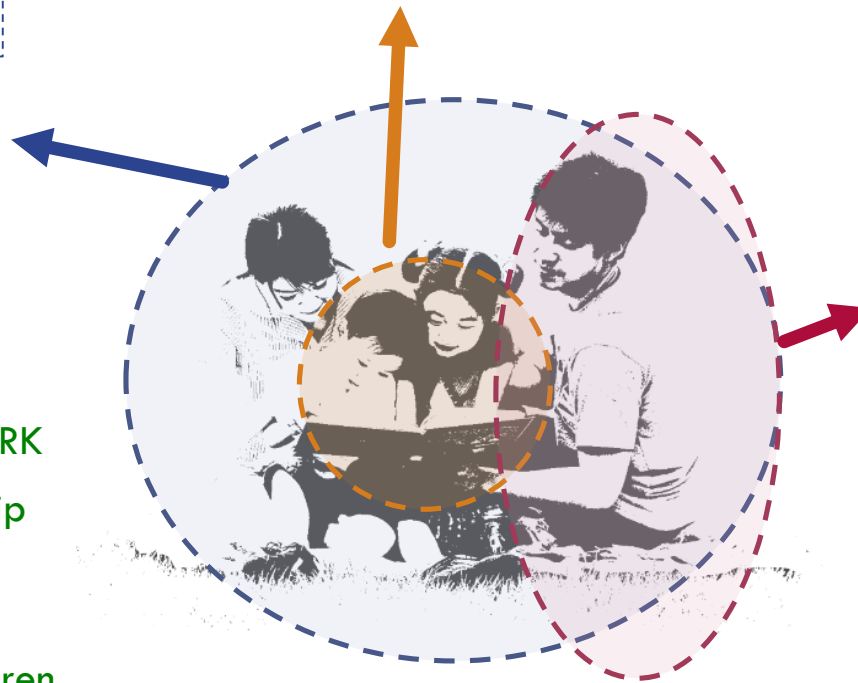
### POSITIVE PARENT-CHILD BONDING

### EVIDENCE INFORMED ENHANCEMENT:

- ❖ STRENGTHENED SUPPORT WORK
  - Dealing with disclosure
  - Psycho-education, play-based sessions

### EX-OFFENDER RECOVERING FROM DRUG ADDICTION

- No re-offences
- Less likely to engage in risky behaviours



# Case Study on Project X



## Social Need



- 4.4% of adults aged 18 years and older suffer from mental health issues at any given time in a year<sup>1</sup>  
Approximately 2/3 of the outpatients at IMH are parents
- Lack of dedicated support for children of parent(s) with mental health issues



Greater risk of low developmental outcomes for children living with parents with mental health issues



## Co-Create Solutions



**A family-centric programme focusing on the impact of mental health issues on family functioning**

**Develop a  
Theory of Change**

**Identify Key  
Measures & Indicators**

**Establish  
Analysis Approach**

1. Chong, Siow Ann, Edimansyah Abidin, Janhavi Ajit Vaingankar, Derrick Heng, Cathy Sherbourne, Mabel Yap, Yee Wei Lim et al. "A population-based survey of mental disorders in Singapore." *Annals of the Academy of Medicine-Singapore* 41, no. 2 (2012): 49.

## **Key Evaluation Findings**

- **Clients responding positively based on preliminary assessment**
- **Low referrals and intake numbers**



## **Service Revision**



**Evidence informed decision:  
Review mode of delivery**

**Consolidate learnings from project into training curriculum for caseworkers**



- **Better able to reach out to potential service users**
- **More cost effective intervention**

# ***Concluding Thoughts: Using Service Data for Learning or Accountability ?***

**Motivation behind the measurement would affect how the data are used:**



## **Accountability (Prove)**

How Can I Use the Data to Show  
that I am Making a Difference ?



Investment Decision



## **Learning (Improve)**

How Can I Use the Data to Better  
Serve the Service Users?



Service Enhancement

**Measurement & Evaluation – who bears the cost?**

An aerial photograph of Singapore, showing a mix of modern skyscrapers and colonial-style buildings. The Marina Bay Sands hotel is prominent on the right, with the Singapore Flyer in the background. The text 'Thank You' is overlaid on a semi-transparent blue box in the lower-left quadrant.

**Thank You**