

FY2013 - 2015

NATIONAL COUNCIL
OF SOCIAL SERVICE

TOTE BOARD SOCIAL SERVICE FUND

END OF TRANCHE OUTCOME REPORT



ACKNOWLEDGEMENT

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Ministry of Social and Family Development
Cheng San Family Service Centre
Evergreen Programme
iC2 Prehouse
EIPIC Centre at SPD@Jurong
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TOTE BOARD

SOCIAL SERVICE FUND

END OF TRANCHE REPORT | FY 13 - 15

This report presents:

- Overview of Tote Board's investment strategy through the TBSSF
- Outcomes achieved

The FY13-15 TBSSF investment supported over 400 programmes, and benefitted almost 200,000 clients. Of notable mention is the impact created in the children and youth as well as disability sectors. The collective efforts of programmes for at-risk children and youth, especially on prevention, child protection and school social work, supported over 10,000 at-risk children and youths to remain in school. For the disability sector, the flagship programmes in Training and Employment Programme (TEP) and Special Education (SPED) schools helped over 1,100 persons with disabilities to obtain open employment. For the eldercare

sector, it helped over 16,000 seniors who were at risk of being socially isolated to be connected to services and receive support as they age within the community.

For the young clients, the programmes have prepared them to cope with the challenges ahead in their lives. For the seniors, they were assured that they were not alone in their sunset years.

NCSS looks forward to see greater impact created by TBSSF in its programmes in the current FY16 to 18 tranche.

EXECUTIVE SUMMARY

The TBSSF tranche for FY13 – 15 was the largest investment by Tote Board to date to support critical and strategic social service programmes for the needy and disadvantaged, capability enhancement initiatives to uplift social service standards, and capital projects of social service organisations.

For this tranche, there was an emphasis on three areas, namely (i) To provide better services to persons with special needs along the continuum from early intervention to employment support, (ii) Ramping up home and community based eldercare facilities to provide integrated care for the elderly and (iii) To better support vulnerable families, through the provision of better services in Families Service Centres (FSCs) and Specialist Centres for Families (SCFs).

REVIEW OF INVESTMENTS

FROM FY13 - 15

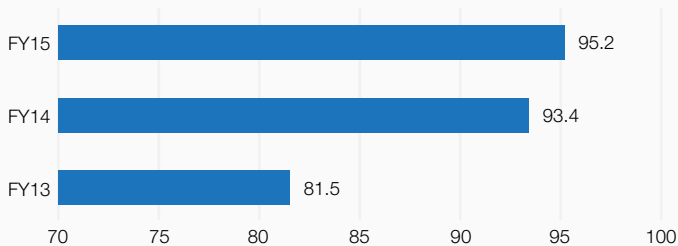
In FY15, 380 applications for TBSSF were processed. This is 6% (26) lesser than the number processed in FY14. This is mainly due to the cessation of funding for MOH health-related programmes as they are eligible to tap on Medifund.

Of the 380 applications processed for funding, the TBSSF invested a

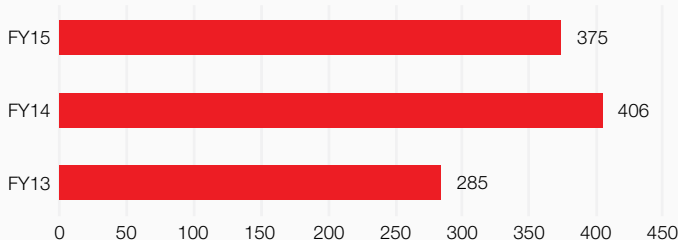
total of \$95.2 mil to support 375 of these applications.

This investment represents 77.1% of the FY15 funding budget. The drop in utilisation is likely due to the drop in co-funding share of the Family Service Centres with the increase in government funding share.

Funding Utilised (\$mil)



No. of Progs Supported



ACHIEVEMENTS OF TBSSF INVESTMENTS

FY13 - 15



FAMILY SECTOR

Achievement in FY15

90,347

Families overcame life crises in FY15

Achievements in FY13 & 14

FY13: 83,541

FY14: 88,992



CHILDREN & YOUTH SECTOR

Achievement in FY15

10,546

At-risk children and youths remain in school in FY15

Achievements in FY13 & 14

FY13: 7,991

FY14: 9,453



DISABILITY SECTOR

Achievement in FY15

8,787

Persons with special needs acquired functional skills in FY15

469

Persons with special needs gained employment in FY15

Achievements in FY13 & 14

FY13: 7,870

FY14: 7,999

FY13: 336

FY14: 327



ELDERCARE SECTOR

Achievement in FY15

16,268

Seniors supported to age within the community in FY15

Achievements in FY13 & 14

FY13: 12,531

FY14: 14,149



FAMILY SECTOR

90,347 families overcame life crises in FY15

The family is the basic building block for Singapore's society. Families contribute to social stability and national cohesiveness as they help develop socially responsible individuals and deepen the bond Singaporeans have with our country. However, household family structures in Singapore are changing in the recent years. An increasing trend is that relating to divorced families and cross-cultural families. About 7,000 families and 5,000 children below the age of 21 were affected by divorce in Singapore in 2014, with marriage dissolution rates higher among more recent marriage cohorts¹. A sharp rise of 43.2%² in transnational marriages from 2003 – 2013 has also been observed. Timely support and intervention is needed to keep families and marriages intact.

For the FY13 to FY15 tranche, TBSSF funded and co-funded programmes have helped over 90,000 families in overcoming life crises. Financial difficulties do contribute to marital problems which in turn affect children in the families. Other crises include

family violence, or issues relating to an ex-offender reintegrating with their families. Family-based programmes such as Family Service Centres (FSCs), Counselling Centres and crisis helplines³ provided families in crises with financial assistance and helped them to better manage their finances; improved their employability prospects through skills training and placement; and provided counselling to help couples work through marital issues and strengthen their parenting skills. The families were also connected to other social service partners to deal with their complex issues, such as employment, divorce etc. This ensured these vulnerable families knew how to gain access to help and were continually supported within the social service network.

To address challenges faced by changing household family structures, the Specialist Centres for Families (SCFs) were added as a flagship programme in FY15.

The SCF programmes include the Divorce Support Specialist Agencies (DSSAs), Family Violence Specialist Centres (FVSCs) and the Transnational Family Support Centres (TFSCs). FVSCs provided timely protection and support to victims of family violence, and worked with the victims and perpetrators to prevent its recurrence, while the TFSCs helped families with transnational marriages by providing programmes to assist the foreign spouses in assimilating into marital and social life in Singapore. As the impact of divorce has a significant impact on both the couple and the children, DSSAs provided counselling services for families undergoing divorce and imparted skills to help parents lead their children through the difficult transition.

¹ The Straits Times (26 July 2015) Children from divorce cases – “Mandate Counselling for Children from Divorces”

² Published in TODAY, 25 Oct 2014, “New moves to smooth way for transnational marriages here”

³ Helplines are from SOS, AWARE Direct Services

CLIENT STORY

*Mdm Suzana Binte Abdul Rahim,
Cheng San Family Service Centre*



When Mdm Suzana's husband lost his job, things at home started to break down. With 4 young children of ages ranging from 5 years to 6 months-old, Suzana was unable to work as there was no one to help look after her children. Unable to contribute financially to help the situation, Mdm Suzana saw herself as a burden to her family and was emotionally distressed. She pondered long and hard before she finally decided to look for help.

Things started to get better when Mdm Suzana found help and guidance at Cheng San Family Service Centre. The case manager working on her case found that she enjoyed baking and encouraged her to join Bakery Hearts, which helps women from low-income families to learn baking and sell their handmade bakes. Mdm Suzana was also thankful that the case manager on her case was able to connect her to other group activities, which provided her some emotional support and increased her motivation to find employment. Now, she is not only able to help with family expenses, but she has gained support from other like-minded women and is more confident of herself.

Mdm Suzana now participates actively in the centre's group work to motivate and inspire others facing similar difficulties with her personal story. She attends the employment workshop where she learns skills such as interview skills which are important for her to find a job. She hopes to gain first-hand experience in managing a bakery before opening her own bakery in the future.



CHILDREN & YOUTH SECTOR

10,546 At-risk children and youths remain in school in FY15

School dropout rates, calculated as the percentage of a primary 1 cohort that does not complete secondary education, have fallen from 2.3% in 2005 to 0.8% in 2014⁴. While this is heartening, new challenges have emerged. These included the shifting profile of families, the prominence of the cyber world, and the significant impact an increasingly competitive education system has on children and youths.

A recent study also observed that at least 1 in 9 young people experienced cyber bullying, which was associated with a higher level of self-harm behaviours⁵. There has also been an increase in young persons referred to mental health services. In addition, the upward trend of young drug abusers below the age of 20 is an area of growing concern⁶. With the complexity and co-morbidity of such issues, the sector needs to meet these challenges by identifying risk factors early and promoting protective factors to help youths to stay resilient

in coping with schoolwork and complete post-secondary education.

In helping to meet these challenges, TBSSF funded and co-funded programmes in areas such as school social work, mentoring, cyber wellness and child protection. Together, they helped over 10,000 at-risk children and youths to remain in school between FY13 to FY15. These programmes target children and youth from disadvantaged backgrounds or whom display risky behaviours. Together, they provided mentoring, counselling, experiential learning and schoolwork support to at-risk children and youths, helping them to raise their confidence and self-esteem. This enabled them to strengthen their coping skills in relation to schoolwork and interpersonal relationships. This support is provided alongside a strong mentoring relationship fostered with social service practitioners

who provide clients with a role model to emulate, but also a vital hand to support them along their schooling years. In particular, The Scaffold Programme has been very successful in working with at-risk youths in secondary schools, building the resilience of youths and strengthening their relationships with their parents.

To counter the negative impact of cyber world on youths, Metoyou, a cyber-wellness programme, provided both intervention and prevention activities to help promote healthy use of the cyber space in youths. Started in FY14, Metoyou has made a significant impact in FY14 and FY15, having reached over 4,000 over the two years. TBSSF support will be critical in ensuring more innovative interventions are provided to meet the emerging issues facing youths.

4 National Committee on Youth Guidance and Rehabilitation (2015) *The Right Side 2 : 20 years of rebuilding lives*

5 Youth experiencing cyber-bullying - *"Cyber Bullying Among Adolescents"* by the Singapore Children's Society and Institute of Mental Health

6 National Committee on Youth Guidance and Rehabilitation (2015) *The Right Side 2 : 20 years of rebuilding lives*



CLIENT STORY

*Yap Bowen, Evergreen Bees
Mentoring Programme*

Bowen joined Evergreen Bees when he was 10 years old. He often dealt with anger via aggression, such as using vulgarities or using physical force. He had self-esteem issues and often felt that he was inferior to others. He was also struggling academically. Through Evergreen Bees, he received frequent affirmation, encouragement through a mentor, and was also given weekly tuition.

As a result, Bowen was able to reduce his aggressive behaviours. Although anger still comes easily to him, he is now better able to manage his anger through alternatives such as approaching teachers or walking away. Bowen shows leadership potential and a passion for guiding the younger ones. He has also successfully completed his Primary school education and was one of the top students in his class in Primary 6.



DISABILITY SECTOR

8,787 Persons with disabilities acquired functional skills in FY15

469 Persons with disabilities gained employment in FY15

The aim of the Enabling Masterplan 2⁷ is to build a more inclusive society where persons with disabilities are supported across their life stages and aspects of daily living to realise their fullest potential and to be contributing members of the society.

To accomplish this, early detection and intervention were critical so that the needs of the child could be identified and addressed early. This was especially crucial as there is a growing number of young children who have been diagnosed with developmental issues⁸. For the FY13 to 15 tranche, the TBSSF co-funded the flagship Developmental Support Programme (DSP) and Early Intervention Programme for Infants and Children (EIPIC). DSP provided screening and assessment of children in preschool settings to detect and support children with signs of learning or developmental delays, while EIPIC provides intervention for preschool children with moderate to severe disabilities, to maximise

their developmental growth potential and minimise the development of secondary disabilities. Both DSP and EIPIC have enabled parents and families to have better access to resources and services. Started in 2012, the DSP served from 200 children then to 1,200 in 2015⁹, while EIPIC served 1,600 children in 2012 to 2,600¹⁰ in 2015.

As persons with disabilities progress in their life stages, they need to be equipped with skills and care for daily living in order to live within the community. For this, the TBSSF co-funded programmes such as the Special Education Schools, Day Activity Centres (DACs) and residential services. Together, they provided education, skills and care for persons with disabilities to maximise their independence. For the FY13 to 15 tranche, it enabled over 8,000 persons with disabilities to acquire functional skills to perform their daily activities and to live independently within the community.

Besides functional skills, job training and employment can help persons with disabilities increase their ability to live independently. For the FY13 to 15 tranche, over 1,100 persons with disabilities obtained open employment with the help from programmes under the co-funded Training and Employment Programme (TEP) and SPED schools. From FY14 to 15, there was also an increase of 36% for those who sustained their employments for at least 6 months. The Enabling Village, together with the services from the Job Placement and Job Support (JP/JS) programmes had raised awareness for persons with disabilities in coming forth to seek employment and providing job support to help them cope with the challenges of employment. The ability to remain in employment enables the persons with disabilities to maximise their potential which is critical for their self-esteem, and is a key enabler for independent living.

7 Enabling Masterplan 2, Progress Report 2012 - 2016

8 Published in The Straits Times, 25 May 2016, under "More Children Diagnosed with Developmental Problems"

9 Enabling Masterplan 2, Progress Report 2012 - 2016

10 Enabling Masterplan 2, Progress Report 2012 - 2016

CLIENT STORY

Jaishna, iC2 Prehouse



Jaishna is an active eight-year-old girl who was diagnosed with Lebers Congenital Amaurosis, a progressive condition that primarily affects the retina and thus her eyesight.

When Jaishna first started with iC2, she found it difficult to see fine details and standard sized text, hence she needed printed materials to be enlarged. Due to this, learning to read was very difficult for Jaishna.

Through the programme, Jaishna started receiving specialised training on the use of the assistive technology. The assistive technology device that she uses is an electronic magnifier commonly called “CCTV” or desktop magnifier which has the function for near and distance viewing. She also received training in touch-typing using magnification software so that she can use the computers like her peers. Meanwhile, teachers from iC2 Prehouse continued to collaborate with her school and parents to ensure she would succeed in the mainstream education system.

Through the use of assistive technology, Jaishna is now competent in accessing reading materials and had steadily progressed in her reading and writing abilities. Recently, she participated in the 44th National Para Athletics Games organised by Singapore Disability Sports Council (SDSC), where she won a gold medal in the Division D 60m sprint, as well as the Best Individual Performance (Girl) for her division.



CLIENT STORY

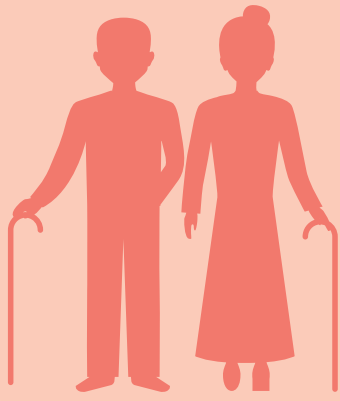
*Nur Muhammad Mustakim
Bin Masiran, Building Bridges
EIPIC Centre at SPD@Jurong*

Mustakim was diagnosed with multiple disabilities including Global Developmental Delay and physical disabilities. He underwent a bilateral hip reconstruction for dislocations prior to the admission into the Building Bridges Early Intervention Programme for Infants and Children (EIPIC) Centre at SPD@Jurong in April 2014.

Prior to his enrolment into the programme, Mustakim required assistance from those around him and equipment such as the Kaye Walker to manoeuvre around. His command of English was also limited due to lack of exposure.

After more than a year of early intervention support, Mustakim was able to walk independently, with occasional support from adults. He could balance himself and walk up and down stairs using the handrails for support. Mustakim has also gained greater confidence in expressing his thoughts and experiences in English using simple words and phrases.

Mustakim graduated from EIPIC in December 2015 and is currently attending Boon Lay Garden Primary School. SPD has continued to support him by communicating with the school over his learning needs, and prescribed a device to help him in his seating posture so that he could learn better in school setting.



ELDERCARE SECTOR

16,268 Seniors supported to age within community in FY15

By 2030, the number of seniors¹¹ aged 65 years and above will be 900,000, which would represent 1 in 5 of the population. At the same time, there have been significant changes in demographics - smaller family size, an increasing number of singles and a declining birth rate. As such, family support will decline from the current ratio of 5.2¹² to 2.1 by 2030. This means that caregiving of seniors will become increasingly borne by a smaller working population, representing a major burden for families, and seniors risk being neglected. Recently, another new trend has emerged with divorce in older couples becoming increasingly frequent over the last 10 years from 2005 to 2015, with the proportion of divorcees aged 45 years and above rising from 30 per cent in 2005 to 42.4¹³ per cent in 2015. With this, more seniors are expected to live alone and this figure is expected to double from 35,000 to 83,000 by 2030¹⁴. Without any family support, these seniors have a tendency to

withdraw from society, and this isolation makes them vulnerable to many risks. Therefore, they need to be engaged actively to ensure they age well within the community.

To meet this challenge, the Senior Activity Centres (Rental) [SACs(R)], Senior Activity Centres (Cluster Support) [SACs(CS)], and the AMKFSC COMNET Befriending Service, funded by Tote Board Social Service Fund (TBSSF), have supported and engaged seniors living in the community. The SACs(R) organised social recreational activities and programmes; reached out to vulnerable seniors who might be at risk of being isolated; and provided information and referral services for seniors living in HDB rental flats within their service clusters. SACs(CS) provided case management and counselling services to vulnerable seniors living in the community, with no or low family support, and who required some help with their activities of daily living and instrumental activities of daily living. The COMNET

Befriending Service reached out to and engaged socially isolated seniors, through home visitations, social activities and phone calls.

In FY15, the SACs(R), Cluster Support and AMKFSC COMNET Befriending Service supported 16,268 vulnerable seniors, an increase of 30% since FY 13. This was achieved through the setting up of more SACs(R), from 46 in FY13 to 51 in FY15, and more Cluster Support services, from 6 in FY13 to 19 in FY15. The expansion enabled service providers to reach out to more seniors, and enabled seniors to have easier access to community resources.

With a rapidly ageing population, our social support for vulnerable seniors will need to continue. Expansion is inevitable, especially in areas that are underserved and where there are new emerging needs. TBSSF will continue to be a critical partner in the provision of the suite of services for seniors in the coming years.

11 Speech by Mr Gan Kim Yong, Minister of Health, 19 March 2015 at the SG50 Scientific Conference on Ageing

12 Singapore statistics in brief, MSF (2014)

13 Published in The Straits Times, 13 Jul 2016

14 Committee of Supply 2012 debates, excerpts from MOS (MCYS) speech



CLIENT STORY

*Mdm Maimonah, Lion Befrienders
SAC (Rental) @ Bendemeer*

Mdm Maimonah aged 64, is single and stays with her step-brothers in a 1-room rented flat. She was registered under the SAC in Jan 2015. During a visit by SAC staff, they discovered that Mdm Maimonah was socially isolated as she was not comfortable mixing around with strangers. They also observed that her flat was dark and dirty. Currently, the Central Development Council (CDC) helps to pay for the rental and utilities for her flat. Another brother (not staying with her) contributes to her subsistence by buying her some groceries.

Initially, Mdm Maimonah resisted the help SAC offered her. However, the SAC persisted and got a Malay staff to communicate and build a relationship with her. Gradually, Mdm Maimonah became more open and started to visit the SAC. Today, she goes to the SAC thrice a week and participates actively in the activities, especially karaoke. She has also found her circle of friends at the SAC, and would visit them when they do not come to the SAC. Recently, Mdm Maimonah requested for help to clean her unit. The SAC made arrangements to clean and dispose the rotting furniture, and her flat today is much cleaner than before. She has become more vocal, proactively asking for help or enquiring about upcoming activities.

INNOVATION FUNDING

14 Programmes supported

Over 3,300 clients served

Besides the targeted investments on the various programmes, the TBSSF had also funded new programmes that are innovative in their services or interventions to serve clients better. From FY13 to FY15, a total of 14 programmes were supported, with about 3,300 clients benefitting from these new services.

In this report, we would like to share two programmes that have impacted clients significantly:

1. THE SCAFFOLD PROGRAMME (TSP)



TSP was started in 2014 by NCSS and implemented in collaboration with CARE Singapore and Students Care Service. This holistic preventive intervention programme functions as a support structure for the building of resilient and successful youth by adopting evidence-based intervention models. Youth workers conduct regular group work sessions to guide the mid-risk lower secondary students in identifying their personal goals, and adopt a strengths-based approach to impart skills for positive youth development.

In the Scaffold programme, there is continuity in the support for youths in school as youth workers partner closely with teachers and school counsellors. The youth workers also provide parent-child bonding

opportunities that can strengthen the youths' relationships with their families. The programme is in its third year of pilot with nine secondary schools, and has impacted the lives of more than 500 secondary school youths in 2014 & 2015. In the 2014 and 2015 annual programme evaluation, it was found that the students benefitted in the following areas: increased ability to deal with school-related setbacks; increased self-efficacy and self-confidence to set and reach for personal goals; and improved relationships with parents and peers. The evaluation studies also suggested that the teachers and school counsellors were supportive of the programme, and hoped to see the continuation of the programme for an extended period in the schools.

2. CAREGIVER-TO-CAREGIVER SUPPORT CENTRE (CSC)

CSC was set up in 2013 by Caregivers Alliance Limited (CAL) to provide support to caregivers of persons with mental health issues. CSC is strategically located at Institute of Mental Health (IMH) to allow the caregivers easy access to information on caregiver services. It is manned by both mental health professionals and trained caregiver support specialists, who are also caregivers themselves who have stepped up to serve other caregivers. Besides providing information and referral services, the staff proactively reached out to caregivers at IMH outpatient clinics,

engaging them by listening to their needs, providing information and offering referral and counselling services for the caregivers. Till date, CSC has reached out to over 4,000 caregivers, of which over 300 caregivers have received further support by being referred to CAL's counselling services. The CSC model has since been scaled up, with outreach activities being carried out in 2016 in Khoo Teck Puat Hospital, Tan Tock Seng Hospital and Ng Teng Fong Hospital to reach out to more caregivers.





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