**Service Continuity Checklist**

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| This checklist was developed by the Service Delivery Workstream of the Beyond-COVID 19 Task Force. It aims to provide an easy tool to help Social Service Agencies (SSA) develop a service continuity plan at the case level. Agencies can use these questions to identify service users who are more likely to experience service disruption in the event of movement restriction and plan for alternative support ahead of time. The checklist is meant to be completed by Programme Heads. For agencies that provide multiple programmes, it is recommended to use the checklist for each programme separately. There are two parts (Part A and Part B) to this checklist. The plan should consider digital and non-digital means to prevent service disruption. There is no need to submit the checklist to NCSS. SSAs are encouraged to review its Service Continuity Plan periodically.  |

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| **Name of Service/Programme:** |  |  **Programme Head:** |  |
| **A - Service Continuity Checklist at Service/Programme-level** |
| **S/N** | **Guiding Questions** | **Response** |
| 1 | Are the service users likely to experience serious consequence due to suspension of services?  | [ ]  YesIf Yes, please describe the possible consequences and alternative mode(s) of delivery if onsite service delivery is not possible and if/how this will affect achievement of client outcome(s).  |
| [ ]  No |
| [ ]  Some extent  |
| 2 | Can the services be delivered online?  | [ ]  Yes   |
| [ ]  NoIf No, what are the reasons and what are some possible solutions? |
| [x]  Some extent  |
| 3 | Does your agency have the necessary hardware, software and data plan to provide the services online and remotely? | [ ]  Yes |
| [ ]  No |
| [ ]  In Progress |
| 4 | Are programme staff trained/equipped to deliver the programme / conduct assessments online? | [ ]  Yes     |
| [ ]  No |
|  |  | [ ]  In Progress |
| 5 | Is your agency ready to deliver this service online and remotely? | [ ]  Yes   If Yes, please test run the online delivery mode. |
| [ ]  NoIf No, how long does it take to develop an online version of the service?*(You can refer to this* [*link*](https://www.ncss.gov.sg/Press-Room/COVID-19) *for examples and resources of how other SSAs have provided their services online.)* |
| 6 | Is the necessary consent for use of tele-devices/digital platforms obtained from service users? | [ ]  Yes    |
| [ ]  No |
| [ ]  Not applicable |
| 7 | Are the services users equipped to receive the services online?e.g. Having digital devices and know how to use zoom | [ ]  Yes    |
| [ ]  No |
| [ ]  In Progress |
| 8 | If staff needs to be mobilised to provide face-to-face intervention for exceptional situations (e.g. there are risk concerns and no informal network to tap on), are there safety precautions in place to ensure the safety of staff? | [ ]  Yes   If Yes, list down the precautions. |
| [ ]  NoIf No, please consult the ministry or agency that oversees your programme for more information. |

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| **B - Service Continuity Checklist at Service User Level**Identify the groups of service users and/or individual service users who are unable to access the services online and put in place a feasible service continuity plan for each of them. |
| **S/N** | **Service User** (To list out by name/category) | **Reasons why service user is unable to access services online\*** | **Feasible Service Continuity Plan\*** |
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\*Notes:

1. Examples of reasons why service user is unable to access services online:
2. No caregiver is available to supervise and support the service user
3. Lack of equipment and/or broadband access at home to access online services
4. The service user is illiterate/ has intellectual disability/ has dementia
5. The home environment does not have privacy for service user
6. The service user decline services as he/she is an involuntary service user
7. Examples of Feasible Service Continuity Plan:
8. There is an alternative service site
9. There is a possible relative/neighbour/volunteer/close friend who can be engaged to support the service user temporarily (Please engage the person to obtain the commitment of the person as part of the service continuity plan)
10. Caregivers can be trained and provided with resources to continue the intervention at home