

Delivering Localised Assistance to Vulnerable Communities in Singapore

4rd ASEAN + 3 Village Leaders Exchange Program 18 September 2016 – 24 September 2016

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Content

Singapore and her Changing Needs

Social Service Offices

Family Service Centres

Senior Cluster Network



Singapore and her Growth



Towards inclusive development

- Not everyone has benefitted equally from Singapore's economic growth
- Adoption of two-pronged approach towards inclusive development





Economic Strategies

Human Capital Development:

- Focus on Continuing Education and Training
- Provision of opportunities for continuous learning throughout life e.g. Skillsfuture

Inclusive Workforce

- Encourage employers to hires Singaporeans aged 55 years and above and Persons with Disabilities
- Encourage professionals, managers, executives and technicians job seekers to reskill

Social Strategies

Five Key Pillars of Social Security



Healthcare



Subsidised Public Housing



Education



Compulsory Savings



Workfare



ComCare as a Key Social Safety Net









- ComCare Fund to provide sustainable funding for assistance programmes for low-income Singaporeans.
- Assistance to stabilise during difficult times or as enabler to move up the social mobility ladder.



ComCare Scheme



Long Term Assistance

- For those who are permanently unable to work
- Due to illness, disability or old age



Short to Medium Term Assistance

- For unemployed families or individuals; or those temporarily unable to work
- Help them tide over a difficult period



Assistance for Children

Supporting the developmental needs of children



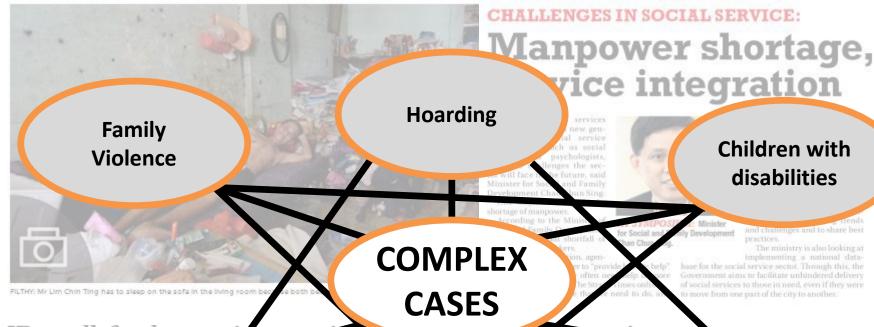
Social Service Offices (SSOs)

To Deliver Integrated and Customised Assistance to Local Communities





Cases are increasingly complex



WHILE the I vice office well-receiv better coo Parliament

Ms Denis llang GRC) provision of free meals and vouchers so the needy would not be "over-served, under-served or not served at all".

She said: "Most of the helping

Divorcees

erry, the Ministry of Manpower can improve training and low wages, while the Ministry of Education (MOE) can teach disadvantaged youth. But the Ministry al and Family 1

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and offer suggested ing and and other

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Elderly Parent

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to non-profit no affiliation

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extended only to those run by MOE and all anchor operators.



Need for Coordinated Approach



development

MINISTRY OF SOCIAL AND FAMILY も 終 Fei Yue Community Services

Towards a Regional Services Model

Greater accessibility

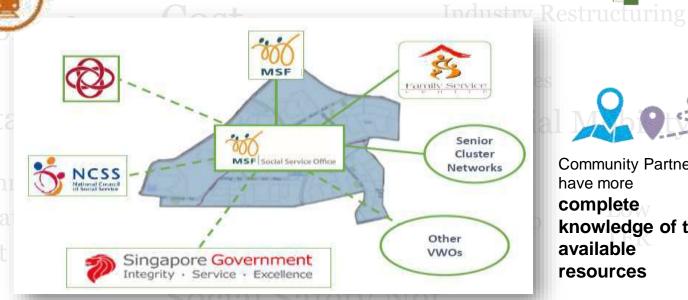
of Social Assistance services

Global competition
Strong Coordination Continuous improvement in the coordination of MSF-run/MSF-funded social services





Closer relationship with the community and partners





Community Partners have more complete knowledge of the available resources

Better-planned programmes/ schemes

More ground info/feedback channelled back to HQ Immigration





SSOs islandwide at a glance...



Functions of SSOs



Social Service Office



Social Assistance

- Assess client holistically to better understand needs
- Administer ComCare if client is eligible
- Work with partners if needed

Regional Services

- Ground sensing
- Regional social services planning and delivery
- Regional integration and coordination



Overview of Regional Services

Pillars in Regional Social Services Functions

Ground Sensing

- Engage local partners and stakeholders
- Map out community assets and needs
- Identify gaps in delivery through needs analysis

Regional Social Services Planning and Delivery

- Ensure MSF funded services are planned and sited adequately to meet the community needs
- Set and implement ops policies and practice standards for MSFfunded services in the community.
- Single point-of-contact for information flow to and from MSF-funded services

Regional Integration and Coordination

- Coordinate across MSF-funded/run social services at the regional level
- Work with relevant regional service providers when dealing with complex cases
- Link regional service providers up with alternative community help if necessary



Family Service Centres

(Overview of their roles and functions)





47 Family Service Centres



Run by Voluntary Welfare Organisations
Supported by MSF, NCSS Community Chest and/or Singapore Totalisator Board

Community-based social work agencies that enhance individual/ family's ability to cope with their personal, social and emotional challenges.

Collaborate with key stakeholders to help individuals and families, especially the vulnerable and needy population, obtain needed resources

Long-term goal is for families served to achieve independence, resilience and stability.

Services Provided by FSCs include



INFORMATION AND REFERRAL

 Linking families to more appropriate help agencies and resources in the community.



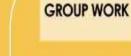


CASEWORK

 Individual / Family consultations with the social service professionals on personal, social and emotional challenges in life.







 Bringing people together in a group to discuss ways to address their needs and concerns.





 Harnessing community resources to help individuals and families better support and empower one another.



Integrated Practice

Senior Cluster Network

(Overview of their roles and functions)





Senior Cluster Network (SCN)

Cluster Operator (CO) Office

Nexus to facilitate service integration

Up to 10 Senior
Activity Centres
(Rental) [SAC(R)]
Outreach, Prevention

Senior Activity Centre (Cluster Support) [SAC(CS)] Case Management, Care Plan, Home Visits by

neighbours

Up to 5 Senior
Group Home
[SGH]
Assisted Living

Other Support Programmes

Befriending

Gero-Counselling

Home Care Services

Low-income and/or Vulnerable Seniors

- Aged 60 and above
- Low-income: Live in HDB Rental Flat
- Vulnerable: No/low family support with complex social needs

MS. I DEVELOPMENT

Senior Cluster Network Key Services

Senior Activity Centre (Rental)

- Target Group:
 - Seniors residing in rental flats
- Key Services:
 - Social engagement, outreach to at-risk seniors, information & referrals, man Alert Alarm System

Senior Activity Centre (Cluster Support)

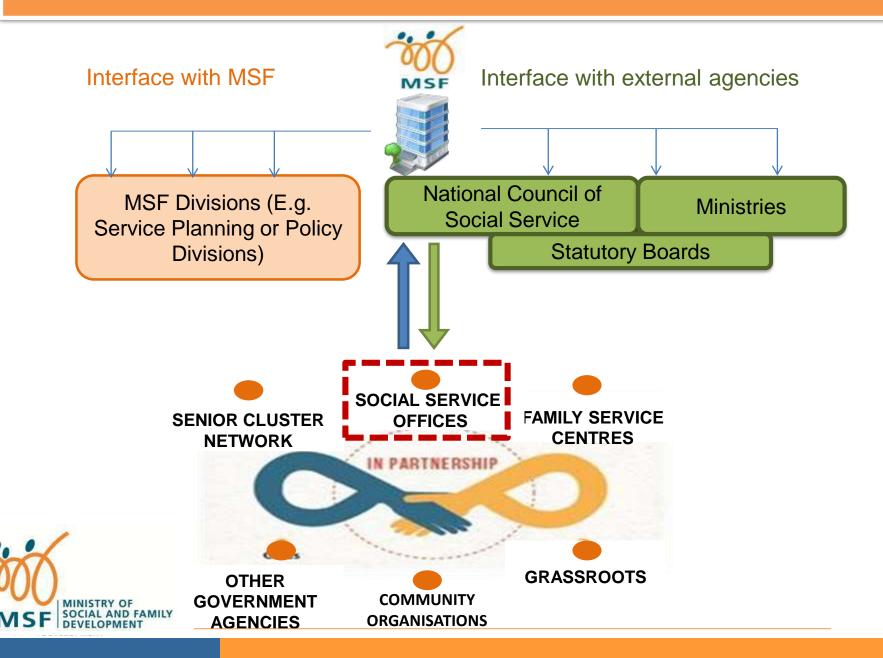
- Target Group:
 - Seniors with no or low family support, requires assistance with activities of daily living
- Key Services:
 - Case management and counselling
 - Recruit volunteers to do home visitations, social engagement, outreach to at-risk seniors

Senior Group Home (SGH)

- Target Group:
 - Frail seniors residing in rental flats
- Key Services:
 - Care coordination, promote mutual help and support among seniors



SOCIAL SERVICE OFFICE PARTNERSHIPS



Working Together





"We all hope Singapore will always remain the best home for ourselves, our families and our children."

Mr Lee Hsien Loong
Singapore Prime Minister





THANK YOU www.msf.gov.sg

