



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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Singapore and her Changing Needs

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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 hire Singaporeans aged 55 years and above and Persons with Disabilities
- Encourage professionals, managers, executives and technicians job seekers to re-skill

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

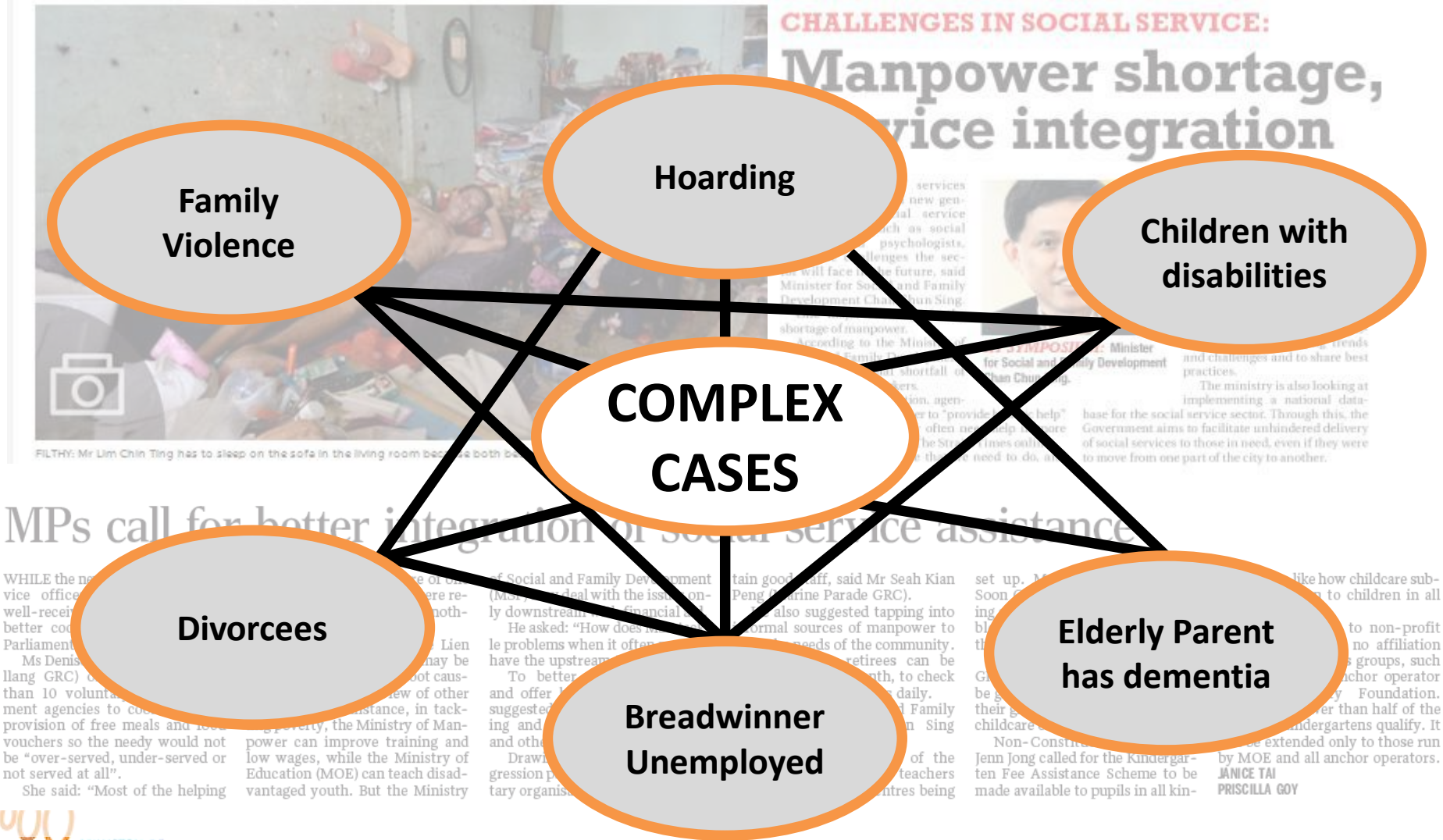
- Supporting the developmental needs of children

Social Service Offices (SSOs)

*To Deliver Integrated and Customised Assistance to
Local Communities*



Cases are increasingly complex



Need for Coordinated Approach



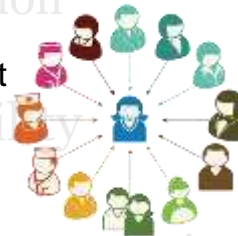
Towards a Regional Services Model



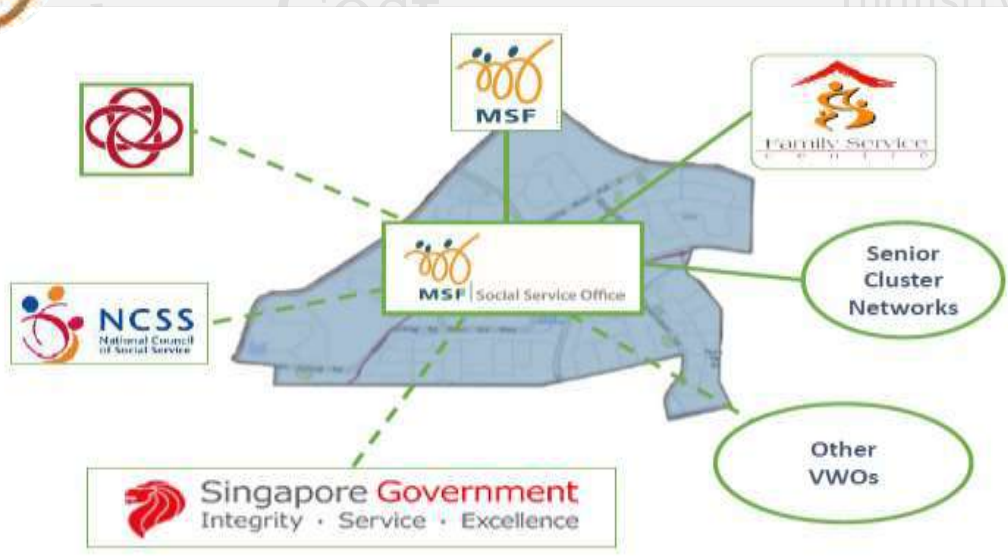
Greater accessibility
of Social Assistance services

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



SSOs islandwide at a glance...



Each Social Service Office will serve a “Town”

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 MSF-funded 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

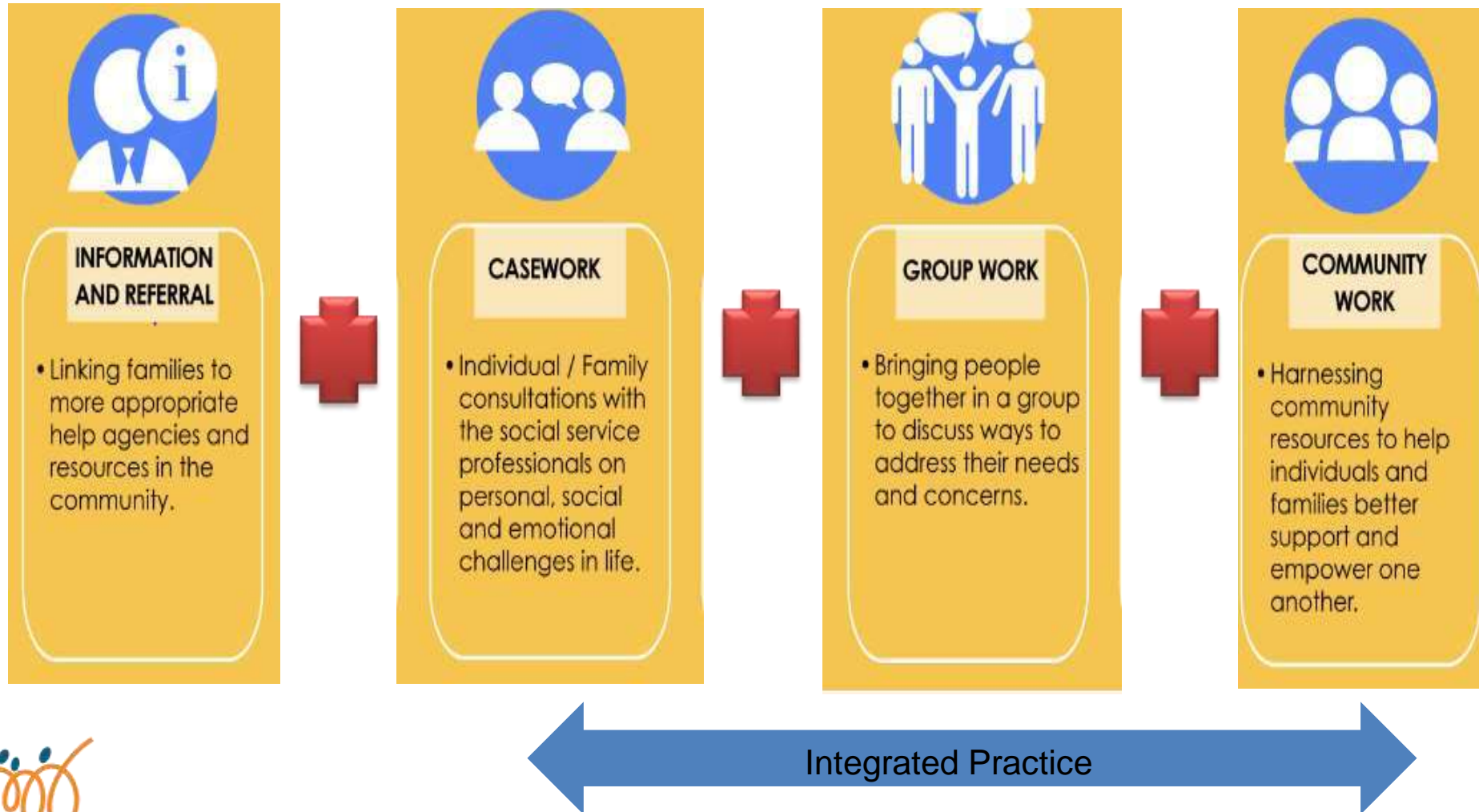


Community-based social work agencies that enhance individual/ family's ability to cope with their personal, social and emotional challenges.

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

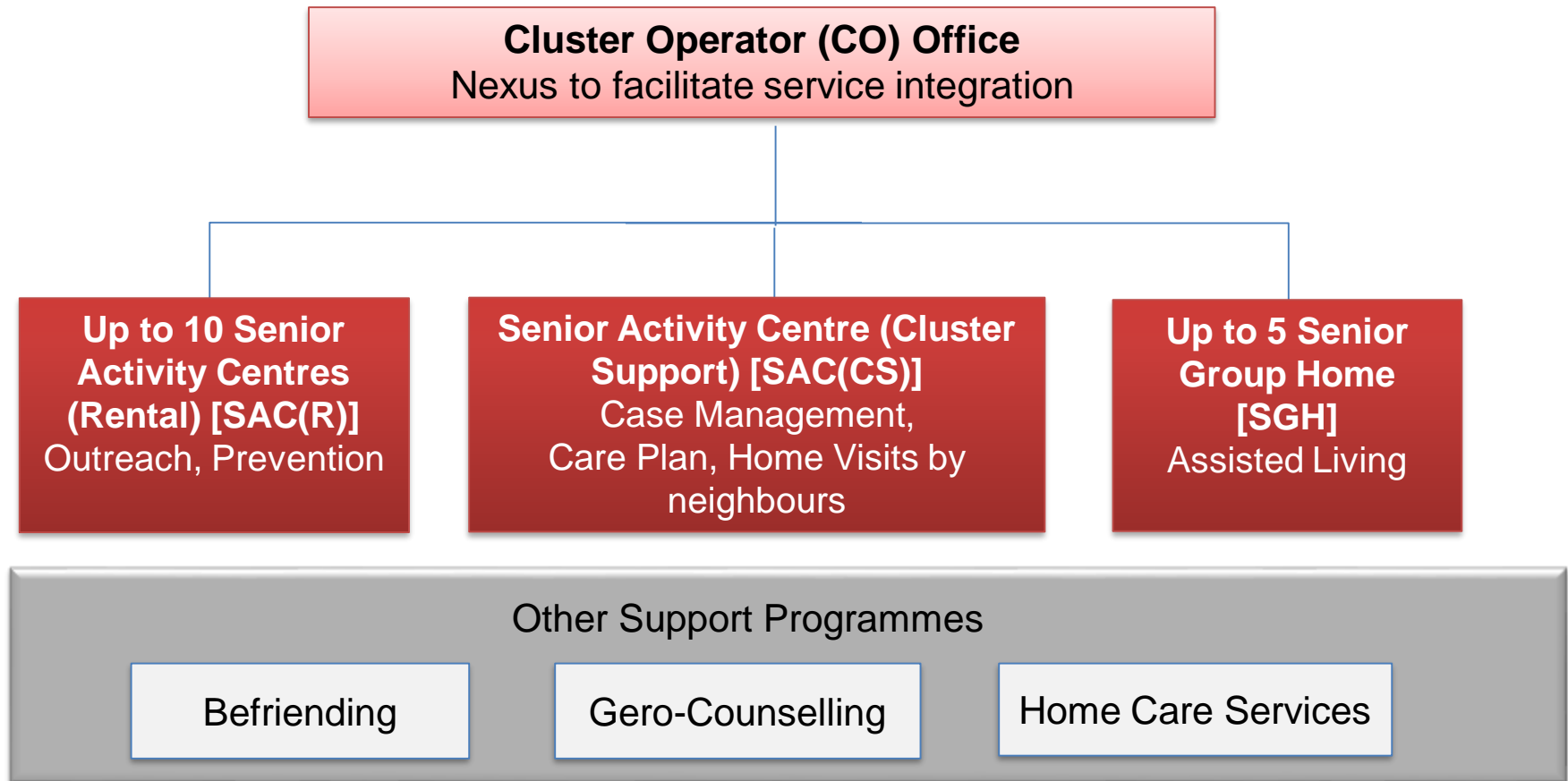


Senior Cluster Network

(Overview of their roles and functions)



Senior Cluster Network (SCN)



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

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)

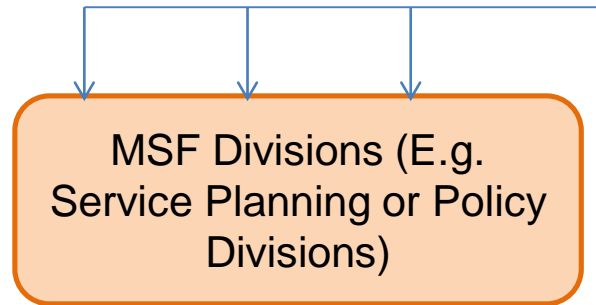
- **Target Group:**
 - Seniors with no or low family support, requires assistance with activities of daily living
- **Key Services:**
 - Case management and counselling
 - Recruit volunteers to do home visitations, social engagement, outreach to at-risk seniors

Senior Group Home (SGH)

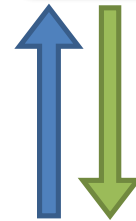
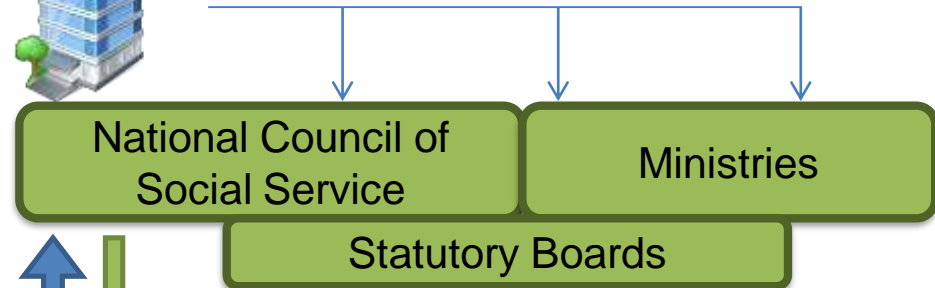
- **Target Group:**
 - Frail seniors residing in rental flats
- **Key Services:**
 - Care coordination, promote mutual help and support among seniors

SOCIAL SERVICE OFFICE PARTNERSHIPS

Interface with MSF



Interface with external agencies



Working Together

GOVERNMENT

COMMUNITY

Working with partners to ensure social assistance delivery in ComCare schemes, family services and eldercare





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

Mr Lee Hsien Loong
Singapore Prime Minister



NDA

MINISTRY OF HEALTH

Early Childhood Development Agency



WDA

Workforce Development Agency



Fei Yue Fei Yue Community Services



THANK YOU
www.msf.gov.sg