

Strengthening Social Service Delivery (S3D) In Action - Community Link (ComLink)

Presented by the Social Service Office@Bedok

We have been strengthening social service delivery to provide Comprehensive, Convenient and Coordinated (3C) support to the low-income and vulnerable

(1) Comprehensive and Targeted Support for the Low-Income and Vulnerable

Community Link (ComLink) provides targeted support for families with children staying in rental housing

Equip officers across agencies to identify clients' needs and connect them to relevant help

(2) More Convenient for Vulnerable Households to Receive Help

Streamlined Assessment Protocols make it easier for ComCare clients to access other help schemes

All SSOs offer access to multiple services, **either in person or through video-conferencing**

(3) Better Coordination and Link-Ups across Agencies

Guidelines for Case Master Action Planning (Case MAP) facilitate and align agencies on a common action plan for clients with complex needs

Social Service Systems Office (S3O) resolves cases with systems barriers, and addresses broader policy and ops policy issues

Enablers

Supported by **SG Cares Community Network sessions** in every town

Supported by **system enablers** that can provide comprehensive view of client's circumstances and interventions, and enable seamless collaboration across agencies.

ComLink marks a shift towards a proactive approach to uplift families with children living in rental housing, and help them achieve Stability, Self-reliance and Social mobility (3'S')

1



Proactively reaching out to families to address their needs early

2



Providing close case support, with systematic case monitoring

3



Galvanising the community to provide customised programmes and services

We want to decisively address entrenchment in rental housing, uplift those with children, and help the next generation do better.

We had piloted ComLink at four sites since 2019, and have achieved good progress

The four sites are: Jalan Kukoh, Marsiling, Kembangan-Chai Chee, Boon Lay



~650 families engaged through needs assessment



~720 families receiving case support



59 programmes conducted or on-going

Supported by:

242 volunteers

27 unique partners involved in co-creation of programmes

\$88k secured funding and other in-kind sponsorship

(1) Proactive outreach will involve a door-to-door survey of all ComLink families to understand their needs, strengths and aspirations

1



Proactively reaching out to families to address their needs early

- Over the next two years, SSOs will work with **community partners** to door-knock and conduct the needs assessment survey with identified families with young children living in rental housing.
- MSF has worked with partner agencies to curate a detailed **needs assessment survey**, to understand the family's strengths, needs and aspirations.
- Post-survey, we will also conduct **Focus Group Discussions** to deep-dive into specific issues, to better understand the barriers faced by families, and gaps in existing services and programmes.

(2) Close case support will involve joint tracking of families' progress, using admin data, regular check-ins with families and case discussions

2



Providing close case support, with systematic case monitoring

- We will **systematically track the progress** of families, by **checking in with them** regularly, and **harnessing admin data**.
 - Post-survey, will link families up to further support as needed.
 - SSO's engagement officers will check in on families in the first instance, and volunteer befrienders in the longer term.
 - Frequency of check-ins to be tiered based on needs.
- Should we observe any emerging/new needs, we will **refer the family** to relevant **agencies** for additional support, or **programmes**.
- For more complex cases, which already receive support from multiple agencies, we will set up **case discussion platforms** to coordinate their cases. We will adopt Case MAP guidelines – with a lead agency appointed for each case.
- We are also **developing system enablers** to allow agencies to update and receive updates on families' progress.

(3) Galvanising the community will involve identifying service gaps, and working with partners to mount customised programmes and services to address the gaps (1/3)

3



Galvanising the community to provide customised programmes and services

- Based on **demand** for, and **gaps** in services and programmes identified, ComLink Alliances will identify programmes that can be brought into the Community, to benefit ComLink families.
 - We may **engage agencies** that already provide such programmes, or work with partners (community agencies, corporates, or even individual volunteers) to **create new ones**.
 - We will also seek **community funding** for these programmes.
- We will tap on **existing community spaces**, such as Community Clubs (CCs), Residents' Committee (RC) centres or FSCs, to conduct these programmes. We will ensure that ComLink families, who may be dispersed across each ComLink Community, can conveniently access these programmes.

(3) Galvanising the community will involve identifying service gaps, and working with partners to mount customised programmes and services to address the gaps (2/3)

3



Galvanising the community to provide customised programmes and services

- Programmes offered at the pilot sites include:
 - **Reading and numeracy** programmes for young children;
 - **Academic support** programmes for children and youths (e.g. homework supervision, tuition);
 - **Non-academic enrichment** programmes for children and youths (e.g. sports, coding, crafts);
 - **Health and medical services** for adults and children;
 - **Support and life-skill programmes** for parents (e.g. to build financial literacy, parenting skills); and
 - **Skills upgrading and job matching.**
- **These programmes are run by community agencies, social enterprises, and supported by corporates, donors, and Institutes of Higher Learning (IHLs).**

Programme And Initiatives



Focus Group Discussions with Parents facilitated by NUS student volunteers



Child minding by Kembangan - Chai Chee (KCC) grassroots volunteers



Distribution of CarePack donated by Lazada and NinjaVan by KCC grassroots volunteers during Circuit Breaker*



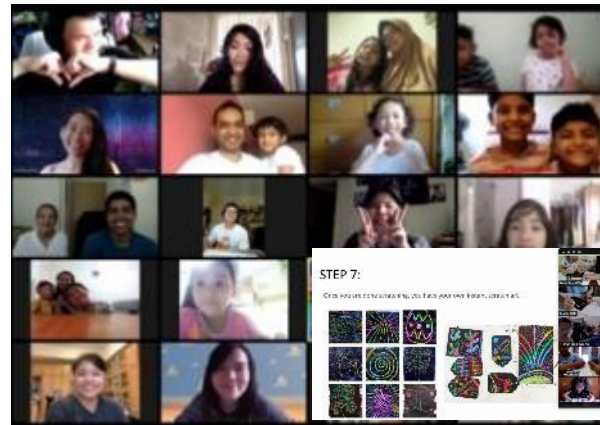
Webinars and Distribution of Resource booklets for parents on management of childhood health conditions by Neighbourhood Health Services Kids and NUH pediatrician



Dec Holiday Programmes by PreSchoolMarket



Distribution of laptops donated by UOB and Engineering Good during Circuit Breaker*



Online art and craft engagement of youths and children by South East CDC My First Break volunteers



Virtual Job and Learning Fair & Zoom training by LifeLong Learning Institute



Webinars on Youth Mental Well-Being by Temasek Poly&Team SG



Online Community Link Fun Day by Surbana Jurong, Simei Central NC, Temasek Poly and Team SG

*Approvals were obtained from relevant authorities before the distribution was carried out during Circuit Breaker

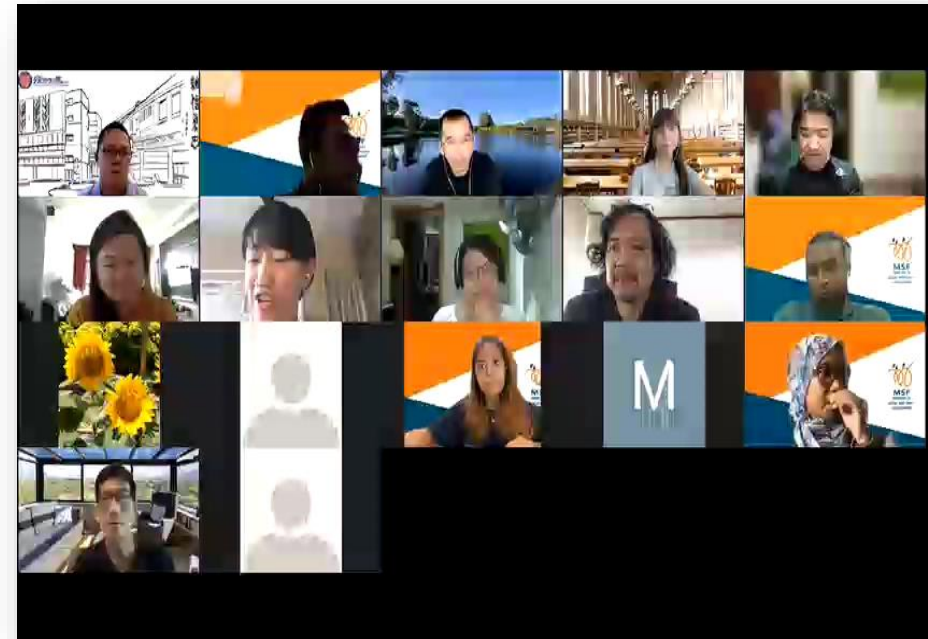
SSO Initiatives

“Signing up for the opportunity as a befriender allowed me to build friendships with people who otherwise I would never get the chance to befriend....to me it is very meaningful.”

– Fiona, Befriender



Fiona (left) and Charlene (right) have been befriending a family of 4 since January 2021



Sharing by Fiona and Charlene during training of new volunteers

A Snapshot Of Partners Who Are Supporting Kembangan - Chai Chee ComLink Site



Donated books & Storytelling workshops



Coding



Numeracy & Coding



Arts & Craft



Crime Prevention Workshop



Literacy



Books for children



Well-Being Workshop



Provide Volunteers



Family Befriending



Sponsorship-in-kind & Christmas gift boxes project



Produced a Health resource booklet & conducted Health Webinar



Tuition & Sports Programme



Financial Literacy



Science, Techonology, Engineering, Arts Mathematics (STEAM)



Family Profile

Mr R (41 yrs old)

- In stable employment
- Malaysian
- Provides caregiving of the children while wife (Mdm S) attends courses on weekends



Mdm S (40 yrs old)

- Self-Employed as a Tutor
- Attends online courses and trainings on weekends to upgrade herself
- Previously had to stop work due to caregiving issues



Child A
(13 yrs old)

- Sec 1
- Has been attending ComLink programmes for Teens



Child B
(10 yrs old)

- Pri.4
- Has achieved almost full attendance for all the ComLink programmes participated



Child C
(7 yrs old)

- Pri 1
- Has achieved full attendance for all the ComLink programmes participated



Child E (3yrs)

- Childcare



Strengthening Social Service Delivery

(1) Comprehensive and Targeted Support for the Low-Income and Vulnerable

Community Link (ComLink)

Family was proactively outreached to through ComLink Outreach and needs, strengths and resources were identified following the needs assessment.

Close monitoring and Support

During COVID-19 pandemic, SSO reached out to the family via phone to check in on the well-being as well as financial situation of the family and COVID support assistance was rendered to the family.

(2) More Convenient for Vulnerable Households to Receive Help

Laptop Assistance

Family's only laptop provided by the School broke down. SSO loaned a laptop to the family so the children continued to attend online programmes while their laptop is being repaired.

Children's Programmes

SSO regularly updates Mdm N and help to sign the children (of different age groups) up for the various educational support and enrichment programmes that the family have expressed interest in.

(3) Better Coordination and Link-Ups across Agencies

Case Master Action Plan

SSO works closely with the community partners to identify needs of the family through observations made during their participation in the programmes.

Community Involvement

Mdm S and her children stepped forward to volunteer and join the grassroots in distributing Back-To-School packs for ComLink families, giving back to the Community

Enablers

ComLink Programmes

The family participated in several health and children programmes (e.g. Health Webinars on Common Childhood Conditions and Community Recipe Contest) carried out by community partners such as Neighbourhood Health Service Kids (NHS Kids)

End
Thank You