

Fourth Family Research Network (FRN) Forum: “Effective Social Programme Evaluation”

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Auditorium, Level 1, Civil Service College

Family
RESEARCH NETWORK



Lee Kuan Yew
School of Public Policy
National University of Singapore

IPS Institute of
Policy Studies

FAMILY RESEARCH NETWORK
FORUM
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Evaluation Processes of NUR Drop-In-Centres: A Case Study of a Community Leaders' Forum (CLF) Project

Sharifah Sakinah Alkaff (Mdm)
Director, Youth Development
Yayasan MENDAKI

Presentation Outline

1. Yayasan MENDAKI
2. Community Leaders forum (CLF): An Overview
3. CLF Strategic Thrusts
4. NUR Drop-in-Centre: Evaluation Process
5. Evaluation Findings
6. Challenges and Learning Points
7. Moving Forward and Conclusion

Yayasan MENDAKI

- o Founded in 1982 to address low educational achievement within the community.

VISION

Community of Excellence

- o Expansion of assistance to areas of family, youth and employability.

MISSION

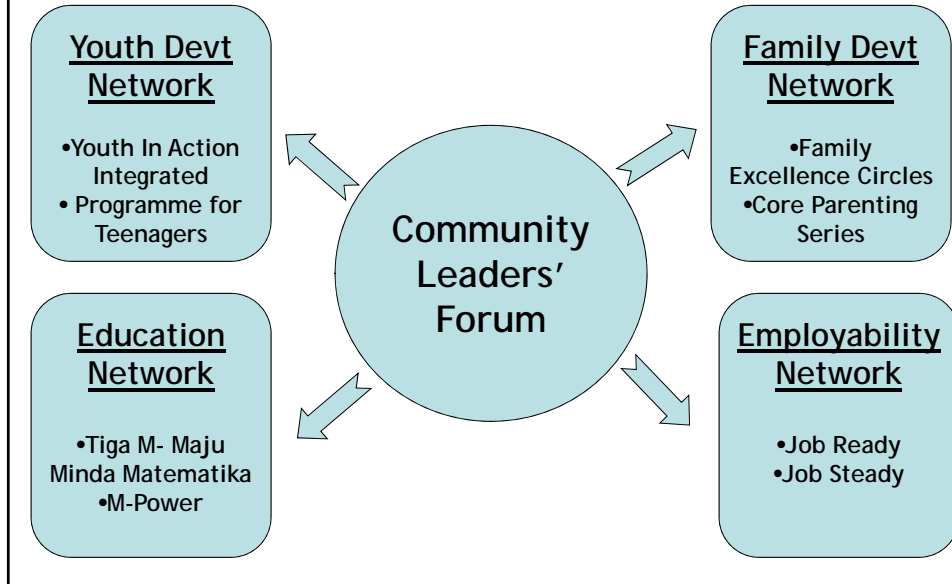
To navigate, empower and position the Malay/Muslim Community at the forefront of excellence

- o MENDAKI: agent of change in the community.

Community Leaders' Forum (CLF): An Overview

- o Set up in 2003 by Malay Members of Parliament to discuss issues and strategies to uplift the community.
- o The Community Leaders' Forum (CLF) aims to:
 1. provide a platform for collaboration within the MMVS
 2. foster community engagement
 3. enhance the capacity of the MMVS
- o The CLF is supported by the four Sectoral Networks of Education, Youth, Family and Employability.
- o Yayasan MENDAKI is Secretariat to the CLF.

CLF Programme Map



CLF - Strategic Thrusts

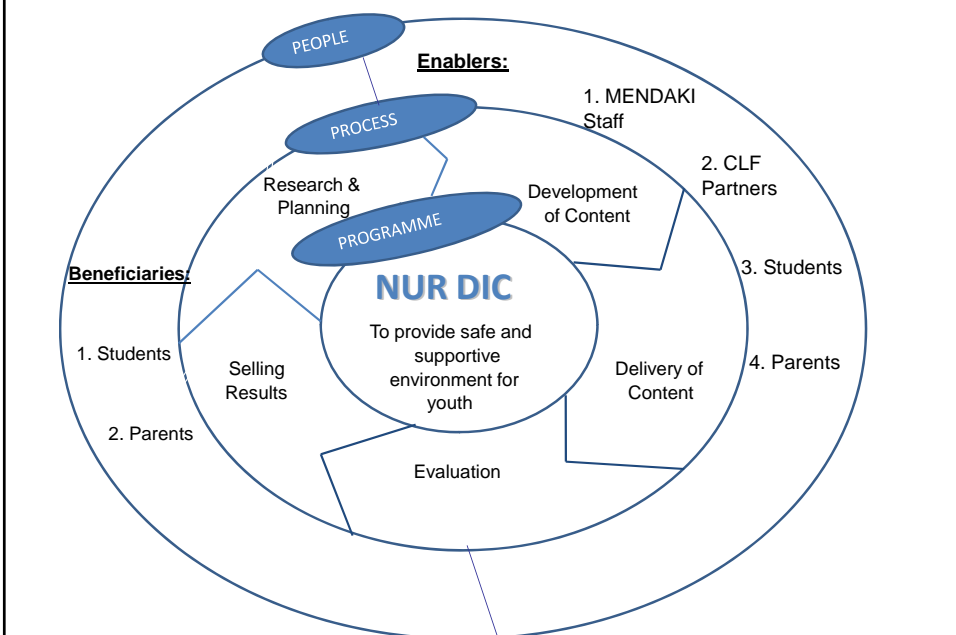
1. Maximise resources
 - o Leverage on national initiatives
 - o Align existing programmes to achieve better synergy
 - o Focus on upstream efforts
2. Build capacities
 - o Research to understand issues affecting community
 - o Conduct training and sharing of best practices
 - o Evaluate CLF programmes to determine effectiveness and relevance
 - o Empower youths and families with relevant skills

INTEGRATED PROGRAMME FOR TEENAGERS (NUR)

- o Initiated in 2006 to provide holistic intervention for teenagers & their parents
- o Services included:
 - Helpline (NURteensLINE)
 - NUR On-The-Move (Public education through road shows in schools)
 - Drop-in-Centres (NUR DIC)
 - Sheltered home for unwed pregnant teenagers



Implementation Approach



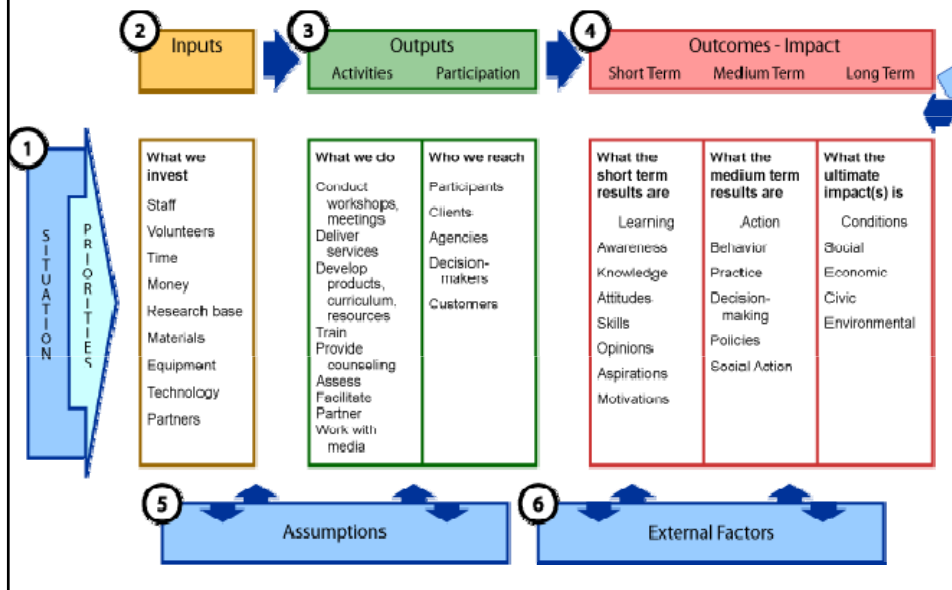
Importance of Our Evaluation

1. Support for programmes
 - o Government Grants
 - o Community Funds/Donations

2. Transparency and accountability

3. Enhance capacities
 - o Ensure relevance
 - o Identify gaps for improvements

Evaluation - Logic Model



Evaluation Process

Key Considerations

1. Criteria
 - o CLF programmes that were implemented for at least 2 years
 - o Pilot programmes
2. Data Source
 - o Enablers & Beneficiaries
3. Methodology
 - o Qualitative & Quantitative
 - o Target sample size of least 30% of beneficiaries
4. Level of Outcomes
 - o Initial Outcomes : Knowledge, attitudes, skills (1 - 6mth)
 - o Intermediate Outcomes : Behaviour (6 - 12mth)
 - o Impact Outcomes : Condition / status(> 12mth)

Evaluation Objectives

INITIAL OUTCOME (1-6mths)

- o To evaluate effectiveness of Youth Workers (YW) in NUR Drop In Centres (DIC)
 - Why ?
 - Determine the level of confidence in YWs to discuss issues
 - Identify service gaps for further improvement
 - How ?
 - Questionnaires and Feedback from clients
 - Self assessment of youth workers

Evaluation Objectives

INITIAL OUTCOME (1-6mths)

- o To evaluate effectiveness of publicity efforts
 - Why?
 - Measure the level of outreach and cases handled by NUR DICs
 - Identify relevant channels for publicity
 - How?
 - Questionnaires and Feedback from clients

Evaluation Objectives

INTERMEDIATE OUTCOME (6-12mths)

- o To measure the effectiveness of Youth Workers
 - Why?
 - Clients' compliance/commitment to counselling
 - Level of awareness on parental responsibilities
 - How?
 - Youth Workers' reports on clients

Evaluation Objectives

IMPACT OUTCOME (>12mths)

- o To determine the impact of services rendered
 - Why ?
 - Measure any positive change in behaviour
 - Measure improved communications with parents
 - How ?
 - Questionnaires and Feedback from clients

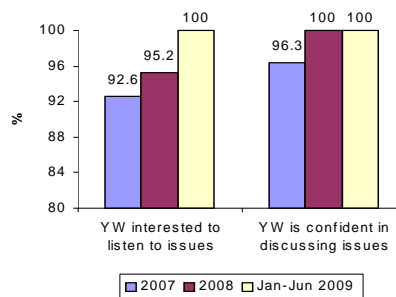
Evaluation of NUR Drop-in-Centre

INITIAL OUTCOME

- o To measure the effectiveness of the Youth Workers

FINDINGS

- o The level of service rendered by Youth Workers was rated higher in 2009 as compared to 2008.
- o This is a reflection on the level of confidence that clients placed on NUR DICs and our youth workers



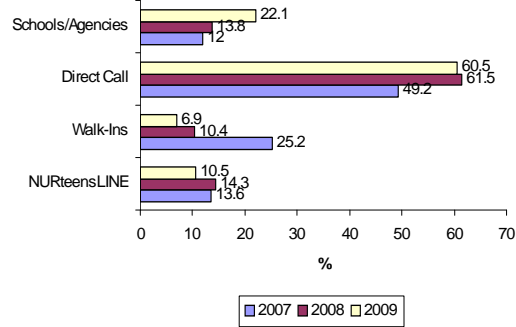
Evaluation of NUR Drop-in-Centre

INITIAL OUTCOME

- To measure the effectiveness of the publicity efforts from Jan to June 2009

FINDINGS

- Steady increase noted in the number of referrals from schools and agencies
- Indicates success in publicity efforts and confidence in NUR DICS



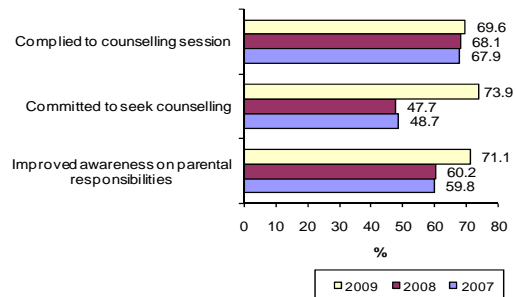
Evaluation of NUR Drop-in-Centre

INTERMEDIATE OUTCOME

- To measure the effectiveness of the Youth Workers

FINDINGS

- Improvement in the effectiveness of NUR DIC Youth Workers since 2007; the largest increase being the percentage of clients committed to seek counselling
- 100% of Clients' expectation were met whilst 97% would use the services again



Evaluation of NUR Drop-in-Centre

IMPACT OUTCOME	FINDINGS												
<p>o To measure the number of youth that turn into socially-well adjusted persons</p>	<p>o Overall, there was improvement in the services rendered since inception in 2006</p> <p>o Increase in the number of clients who managed to achieve the desired outcomes to remain in school, improved communication with parents and positive change in behaviour</p> <table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Year</th> <th>Remain in school/employment (%)</th> <th>Display improve communication with parents (%)</th> <th>Positive change in behaviour (%)</th> </tr> </thead> <tbody> <tr> <td>2008</td> <td>78.3</td> <td>58.8</td> <td>73.1</td> </tr> <tr> <td>2009</td> <td>95.5</td> <td>61.3</td> <td>70.5</td> </tr> </tbody> </table>	Year	Remain in school/employment (%)	Display improve communication with parents (%)	Positive change in behaviour (%)	2008	78.3	58.8	73.1	2009	95.5	61.3	70.5
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Challenges

No	Challenge	Measures taken
1	<p>Data Collation</p> <p>a. Collecting data from clients through youth workers</p> <p>b. Collecting data from Drop-in-Centres to MENDAKI</p>	<ul style="list-style-type: none"> ▪ Strengthen post-counselling processes ▪ Sharing of evaluation findings with partners ▪ Set and disseminate subsequent evaluation requirements

Challenges

No	Challenge	Measures taken
2	Performance Indicators a. Ensuring KPIs are relevant and benchmarked	<ul style="list-style-type: none"> ▪ On-going annual reviews to ensure relevancy of KPIs and programme

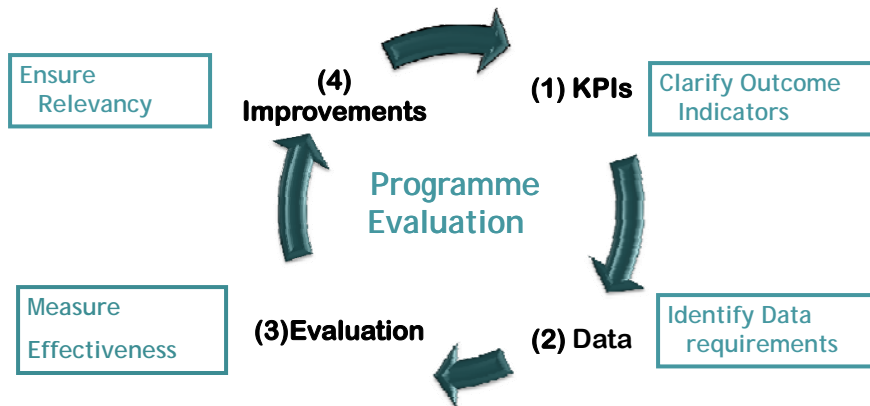
Learning Points

No	Learning Point	Action Plan
1	The need for after-service monitoring a. Tracking behavioural changes in the youths	<ul style="list-style-type: none"> ▪ Referrals to relevant CLF programmes under the four Sectoral Networks

Learning Points

No	Learning Point	Action Plan
2	The need to address disparity in the level of youth worker services a. Capacity of youth workers b. Casework management	<ul style="list-style-type: none"> ▪ Formal training/certification ▪ Monthly sharing of best practices ▪ Clinical supervision: Youth Worker Coordinator ▪ Youth worker auditor

Moving Forward



Planning is key to Programme Evaluation

In Conclusion...

Through our rigorous evaluation processes, MENDAKI ensures that NUR Drop In Centre continues to be:

1. **Relevant** to current youth issues
2. An **effective** outreach and intervention programme



Thank You!

