Institute of Policy Studies

NCSS National Council of Social Service

SOCIAL SERVICE RESEARCH NETWORK (SSRN)

"Building a Conducive Ecosystem for Research in the Social Service Sector: From Findings to Solutions"

Monday, 31 March 2014

Auditorium, Level 1

Civil Service College

Lee Kuan Yew School of Public Policy

National University of Singapore

From Research to Solutions: The Role of the VWOs-Charities Capability Fund (VCF)

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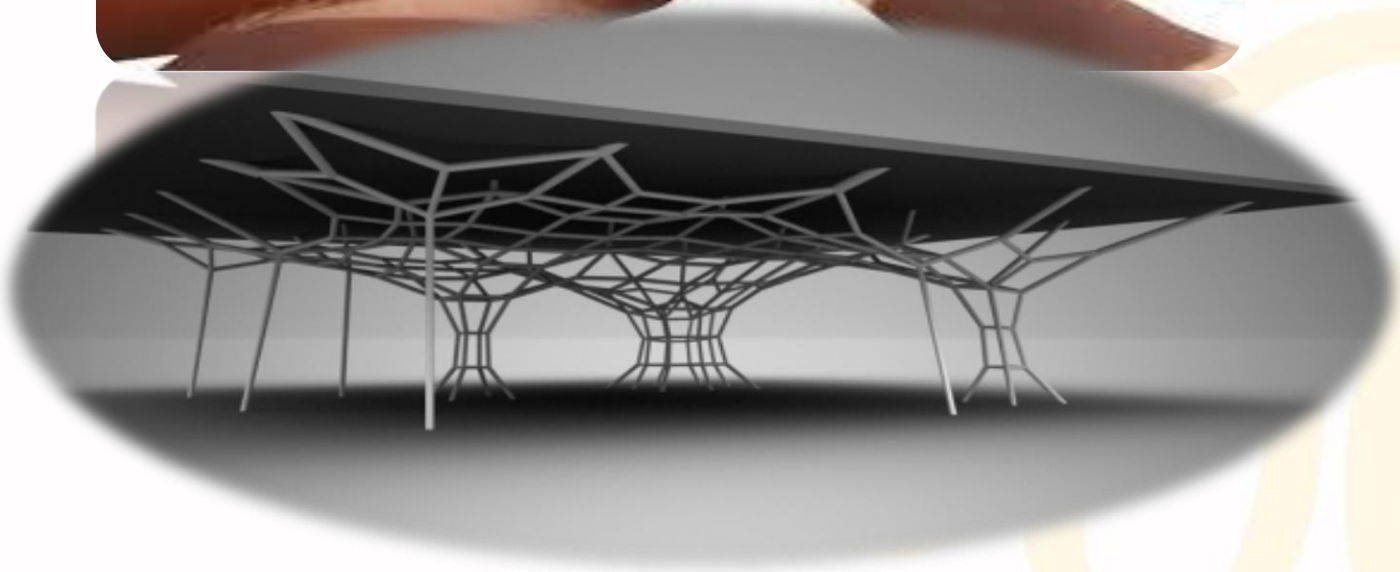
From Research to Solutions: The Role of VCF

Presented by Mr Loh Chin Hui, DD/SPDD, MSF at
Social Service Research Network
31 March 2014

VCF Helps to Raise VWOs' Capability



VCF Tranche III (FY12 to FY16)

Professional Capability Grant (PCG)

- Local Training
- Overseas Training
- Scholarships/ Study Awards

Innovation & Productivity Grant (IPG)

- IPG that leads to improvement in services (including pilot projects, technology, research, consultancy)

Organisational Development Grant (ODG)

- ODG (including consultancy, ICT)
- Shared Services

What VCF Seeks to Achieve

Key Strategic Thrusts for the Sector

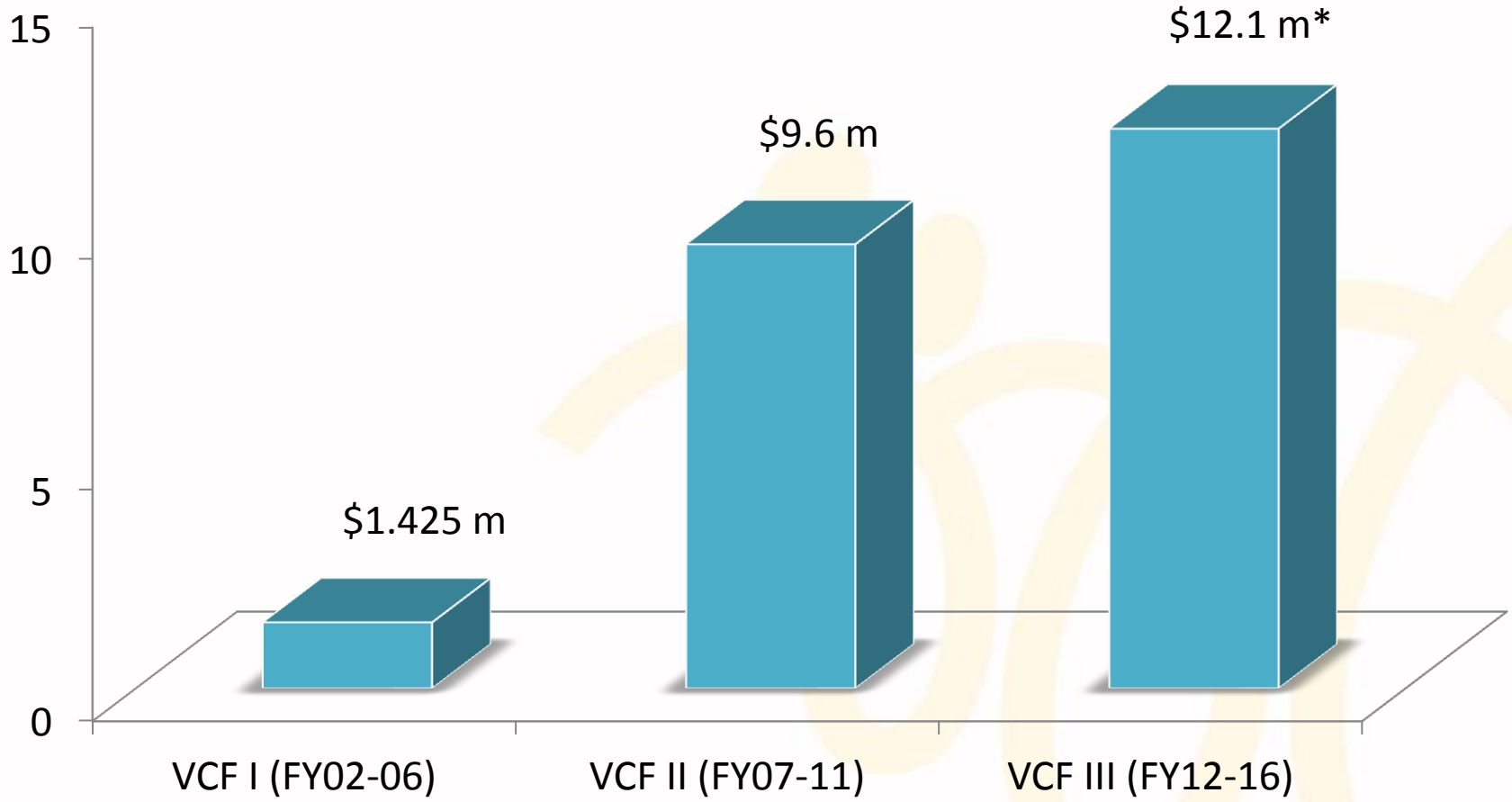
VCF Supports Research

- VCF funding has enabled VWOs to undertake research to:
  - Support and validate service improvements
  - Enhance current service delivery to better meet social needs
  - Project emerging social trends to help in the planning of prevention/ intervention services

- To-date, 41 research projects were supported.
  - Some examples:
    - Baseline Study on Early Intervention Programme for Infants and Children (EIPIC)
    - Research to Ascertain Assistive Technology Needs and Utilisation in Singapore
    - Expectation of Ageing in Singapore

Increasing VCF Support for Research

- VCF support for research-related items has been increasing.



* There are ongoing discussions with MOF on increasing the IPG budget

Ensuring Research Translates into Outcomes

To better ensure research findings lead to tangible improvements in social services

Research to bring about:

- Innovation in social services
- Service quality improvements
- Productivity enhancements

Research needs to be part of service delivery value chains

findings → pilot → evaluation → scale

Solutions following Research

Before introducing VMS

Pre and Post Comparison

After introducing VMS

Desired Research Outcome

- Measure efficiency in service
- Measure client satisfaction
- Identify most suitable client profile
- Establish best combination to optimize outcome

- **Enhance care & support for elderly & PWD with complex needs**
  - –Medication compliance
  - –Mental/emotional well-being
  - –Basic health monitoring (e.g. wound, tongue, skin, etc)
- **Improve productivity output**
  - –Complementing physical visits with virtual ones
  - –Higher worker/client ratio

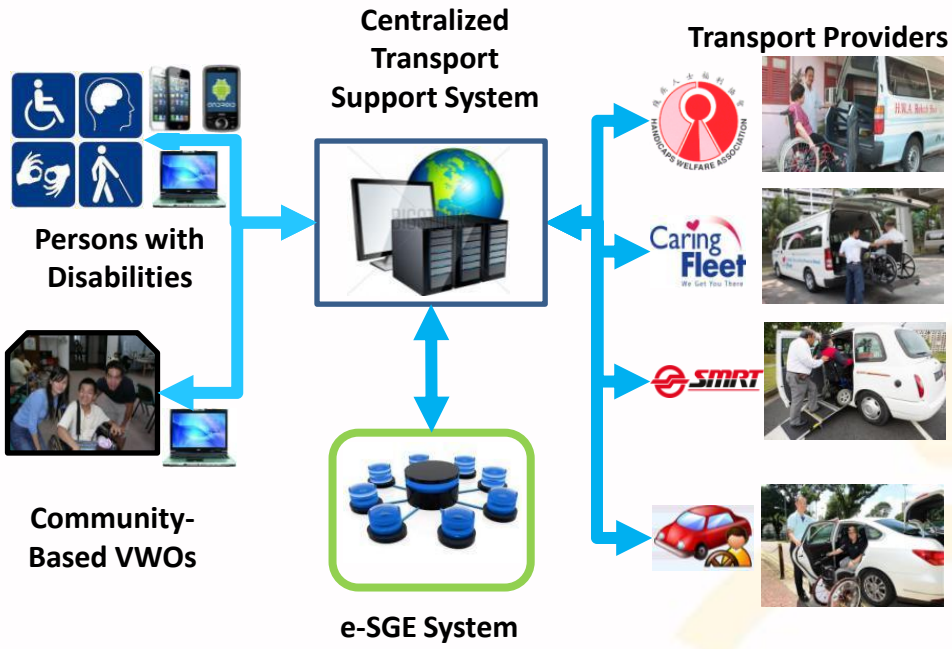
Video Monitoring Support (VMS) System

More Effective Use of Resources

To better ensure alignment, scale and mitigate resource constraints

Leveraging both grounds up and centrally driven approach to have the "best of both worlds"

Examples of Centrally Driven Projects



Centralized Transport Support System

For Persons with Disabilities, VWO Transport Providers and Community-based Service Providers

Promoting a Safe Environment in Residential Homes via Video Analytics and Facial recognition Technology

Camera

Face Recognition System

Thank you