

Leap Initiative

– a journey in design research by Muis



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Background

- review of EPS

Empowerment Partnership Programme (EPS)

- Muis disburses supplementary monthly zakat financial assistance (FA) & provide support programmes.
- EPS was targeted at profile of clients that are deemed “empowerable” (able to get off Muis FA)
- Partnership with SSAs
- Individual Care Plan - activities that are able to upgrade clients’ professional skills and prospects, provide strong socio-religious, educational as well as a tailored plan to get off Muis FA that takes into account each family’s unique needs and circumstance
- Grants provided – training, education, start-up, cash incentives for graduates, admin grant to partner agencies

EPS Review - in a Glance

EPS

- Financial assistance & casework model that focuses on correcting the weakness of clients
- Stigma of requiring & asking for help
- Clients have to go through standard casework & training sequence
- Limited service providers engaged to deliver programme
- Resources expended even if clients don't complete programme
- An individual level solution to a structural problem

New EPS

- **Radical innovation** that focuses on drawing out the strengths of participants
- **Dignity of participation**, even opportunity to contribute back to community
- **Participants choose** what activities are beneficial & meaningful to them
- Allows a constant flow of **diverse partners** offering new ideas and a range of resources
- Resources expended for right purposes, and only if participants compelled to do what it takes to unlock them
- A **community-wide approach** that focuses on families as a whole, and on forming strong relationships across families

Decision

→ the new programme will be managed internally because

- we will have better control of outcome
- we have had experience in EPS5
- it's an opportunity to build internal capabilities in this area and consequently contribute to the sector

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Design Process

- What outcomes should EPS focus on?
- What should MUIS' role be?
- What are the possible measurements of outcomes?
- What are the possible options for future collaboration?

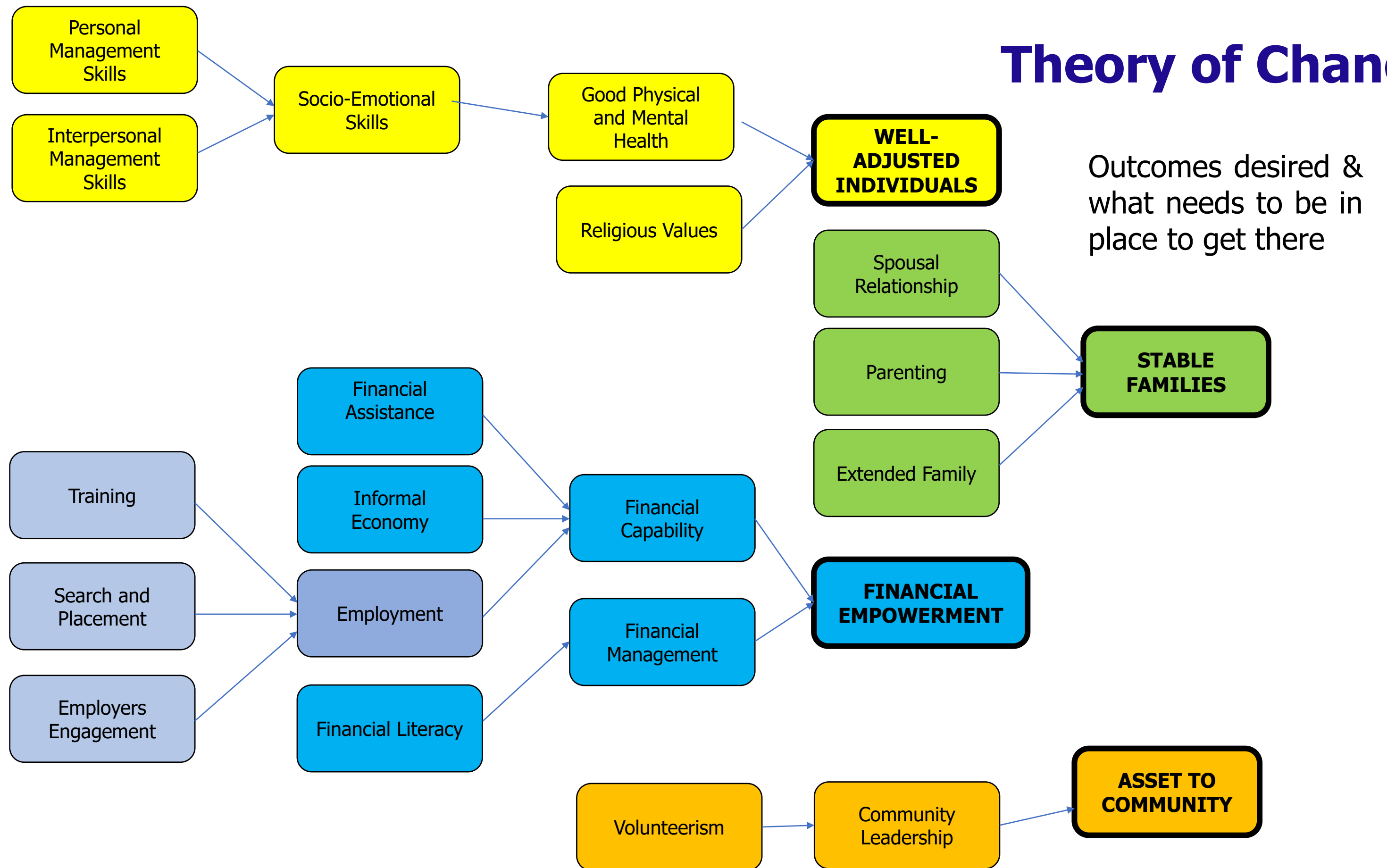
Benefits for Participants & Community

- 1) CHOICE, AUTONOMY & FLEXIBILITY:** Choose only challenges they think are relevant, allow them to assess merits themselves.
- 2) CLEARLY DEFINED GOALS & FEEDBACK MECHANISMS:** know what one is supposed to do, and clear feedback on how one is doing, and what to expect at each stage and the next
- 3) MINIMISED STIGMA:** Participants do not receive grades like previously to reflect their performance. Challenge pathways structure experience this way: 'not yet complete' instead of 'fail'.
- 4) BUILDS SOCIAL CAPITAL:** Group facilitation allows participants to build relationships amongst themselves, feel like they are in same boat
- 5) CONTRIBUTE INSTEAD OF JUST RECEIVE:** See themselves as assets, able to help others. Can build esteem and confidence.

Advantages for MUIS

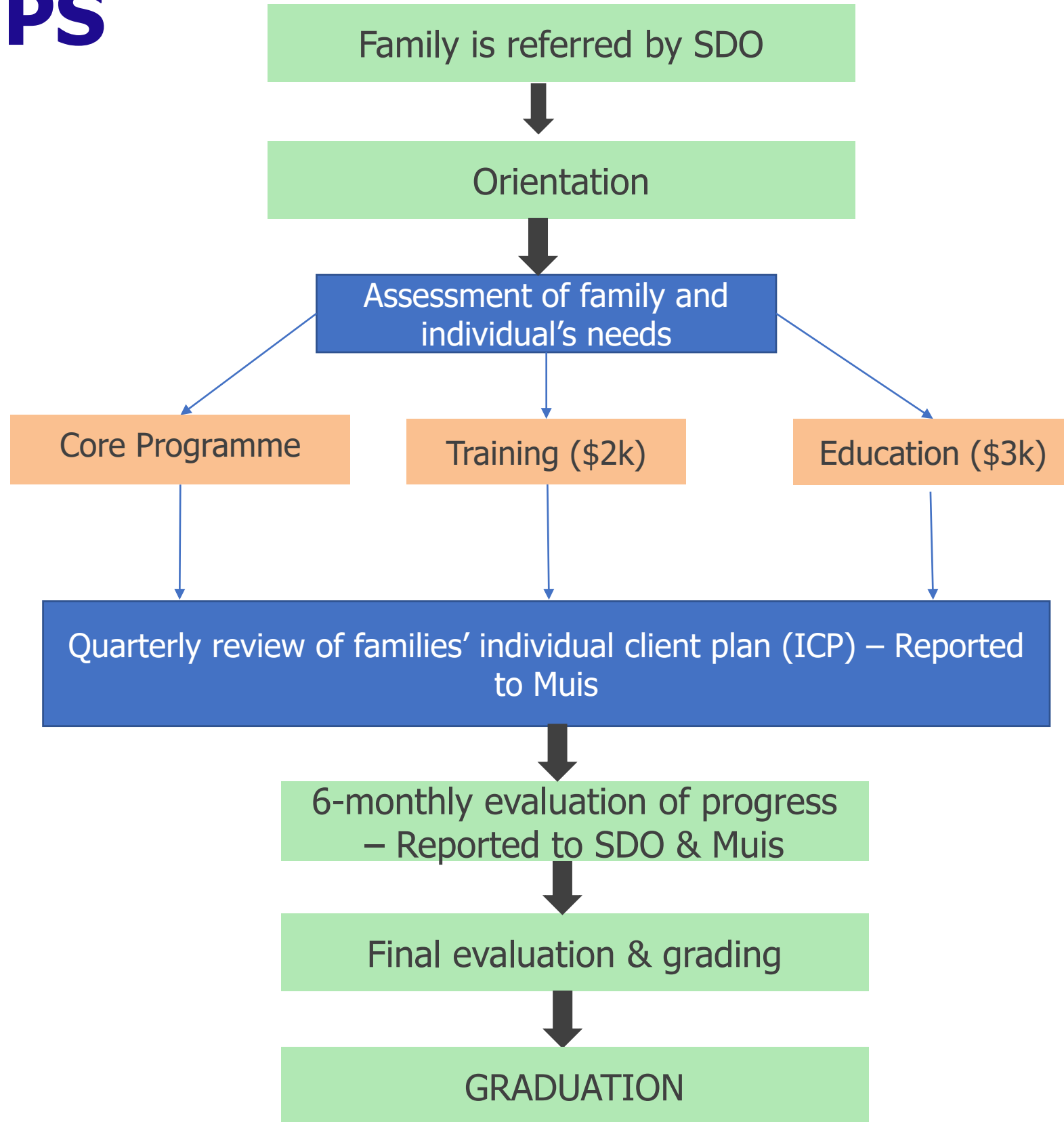
- 1) NO WASTAGE:** If participants do not continue the journey, they do not unlock further resources.
- 2) REDUCED STAFF TO CLIENT RATIO:** Group facilitation instead of individual casework. This cuts manpower requirements but also relieves the emotional burden on caseworkers.
- 3) JOB GROWTH FOR STAFF:** From caseworker to coach, from counsellor to designer / talent manager.
- 4) FLEXIBILITY IN PROGRAMMING:** Admission and duration can be more flexible given there is little resource implications if people stayed longer in the programme. Similar structure can support changes in focus: e.g. child development as core challenge.
- 5) COLLABORATION IS DESIGNED INTO THE SYSTEM:** Easy for different agencies and partners to bring resources and ideas into the platform to host a challenge that also serves their needs.

Theory of Change



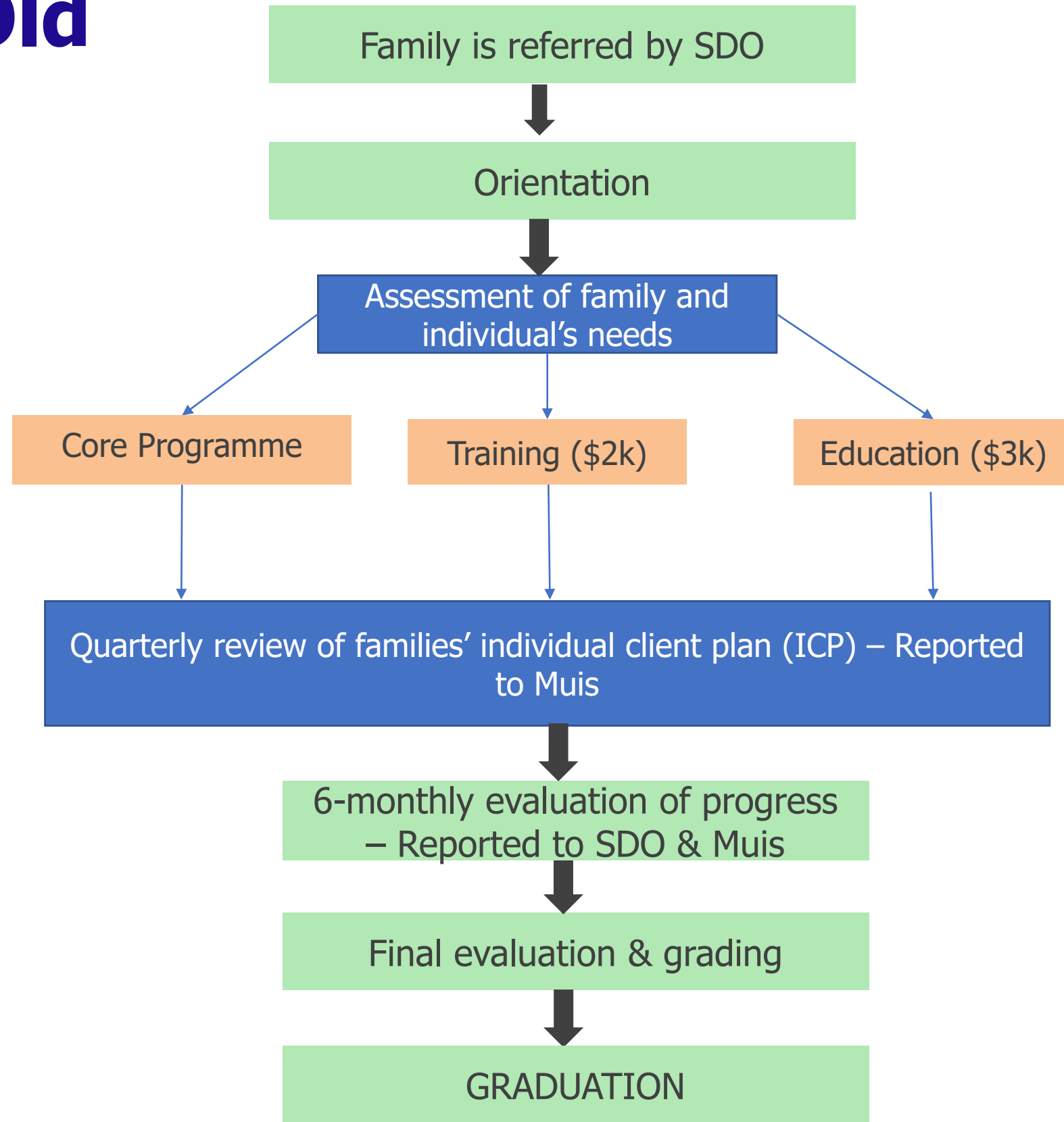
Outcome

The concept experiments with a gamified way to support low-income families that **destigmatises help and provides meaningful choice**. There will be a variety of core challenges (“family challenge” and “community challenge”) and bonus challenges whereby rewards are unlocked when participants complete tasks designed to **strengthen family ties, contribute towards financial independence or generate more volunteerism**.



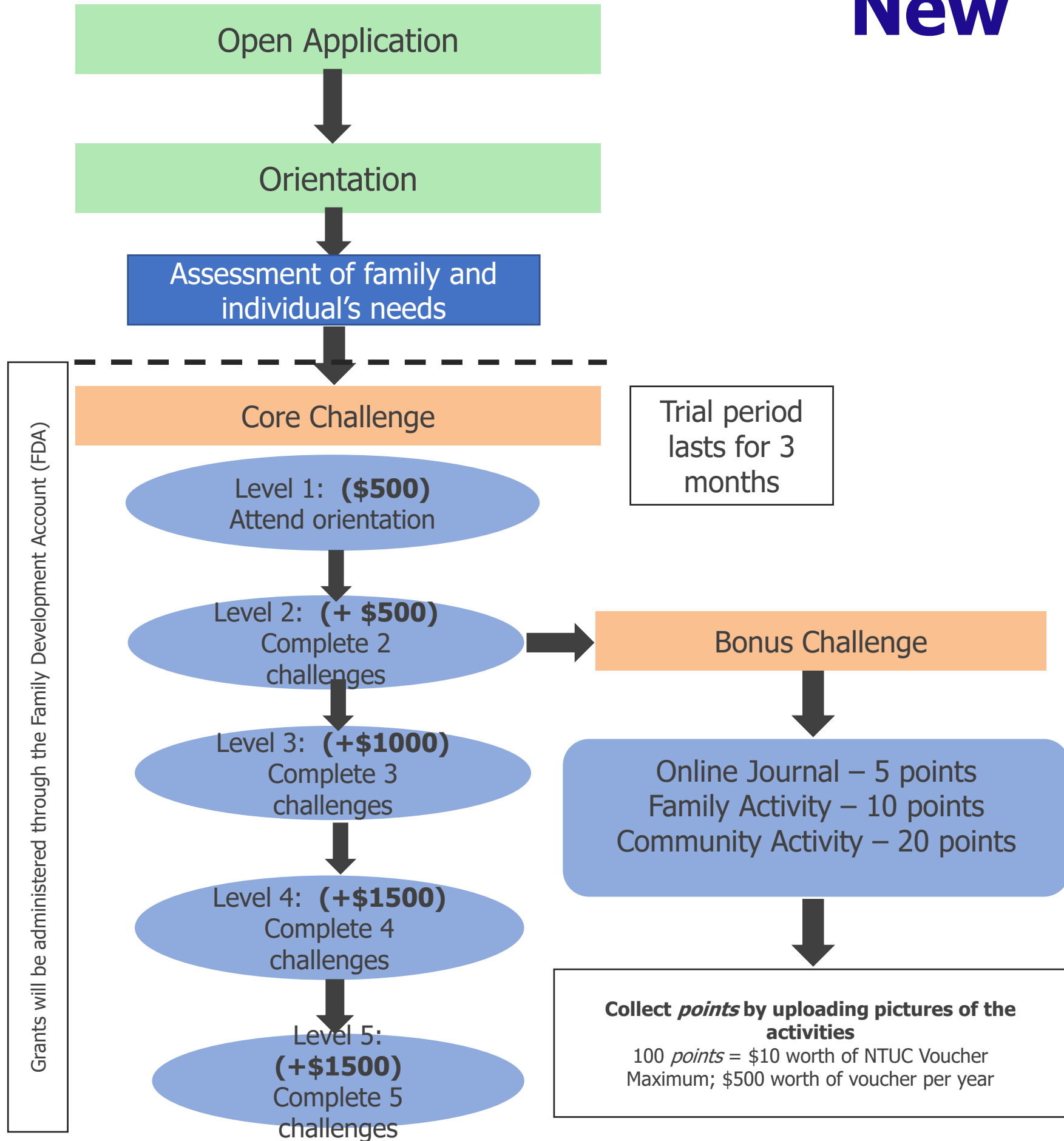
Utilization of EPS GRANT (\$5K annually for 2 years)

Old



Utilization of EPS GRANT (\$5K annually for 2 years)

New



Grants will be administered through the Family Development Account (FDA)

Proposed Work Streams & Its Objectives

Designing Core & Bonus Challenges

To design appealing, gamified programmes to achieve each 'Track's' objective

Training of Programme Partners (Muis, agency partners)

To build capacity in Muis Project Team and possible agency partners in designing challenges and implementing programme

Designing the App

The App will be a database of 'core and bonus challenges' for participants to refer to, track participation rate, utilization of Family Development Grant (FDG), and 'Online Journals'.

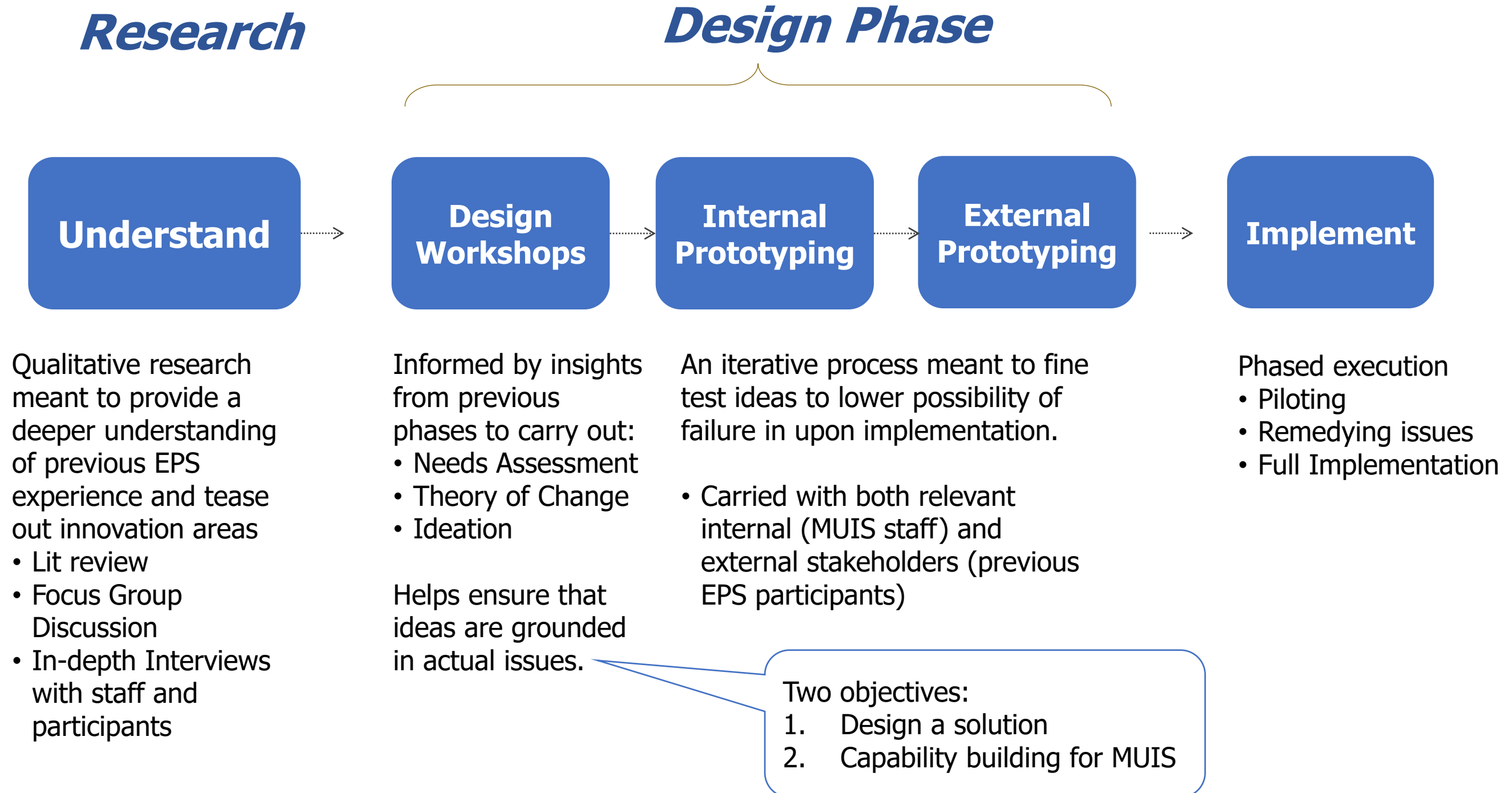
Programme Tracking and Evaluation

*To ensure outcomes are measureable and that data is collected at every quarter of the pilot.
To review and analyse effectiveness of programme and pilot using the data tracked.*

Supervision of Casework

To supervise and manage check-ins with cases

The Design Process



leap

Initiative



What Is Leap Initiative?

“Leap Initiative works **with you and your family to invest and build on your good efforts, encourages peer-support and building of communities** so that you and your families are able to **thrive collectively.**”



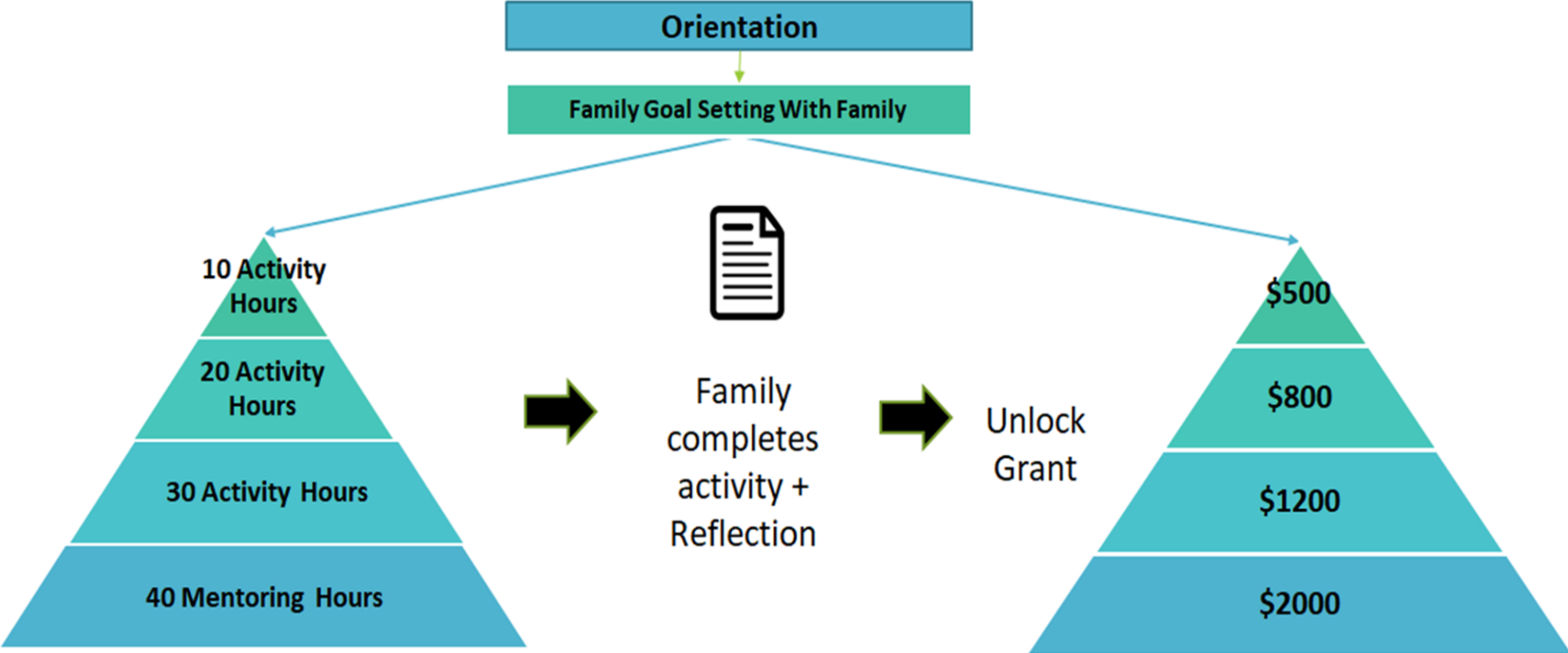
Guiding Philosophy



We believe, trust and support families as the best decision makers in addressing challenges that they face.



The Programme



Targeted Activities



Family Strengthening



Community Development



Employment



Islamic Education



Financial Literacy



Children and Youth



Intended Outcomes



Achieve Goals Set



Asset to the Community



Stable Families



Increase in
Religious Knowledge



Improvement in
Financial Empowerment



Progress in
Children and Youth






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Leap App

Family Journey (In A Glance)

-  Family Strengthening
-  Employment
-  Financial Literacy
-  Community Develop
-  Islamic Education
-  Children and Youth




Mr. Muhd Nurilhayat's Family




Leap Orientation




Set Family Goals



Attend Activities



Journal Activities



Unlock Grant



Utilize Grant



Achieve Goal
#Success

Family is able to **Unlock Grants.**

Family submits its Free Activity journal to "Clock in Hours".

Utilize \$\$ for family goals.

Family Journey (Goal Setting)



Mr. Muhd
Nurilhayat's
Family



Set Family
Goals

Pending Goals	Completed Goals
For Approval	Ongoing
<p>Sewing is my new best friend.... Since i went to the introduction course and tried sewing my own things such as pillow, bags n pouches, i realised i enjoy sewing... at the same time i could earn income from home by sewing things..</p> <p>i have already started taking small orders for "bantak busuk", newborn pillows set, pouches for teachers day, tote bags, bags for doorgifts...</p> <p>I also wish i could get in depth in sewing like tailoring clothes... would loves to have my own range of dresses, baju kurung, pants that i made myself and sell it...</p> <p>I also need a slightly advance sewing machine that can do overlock, different type of stitches and also some simple embroidery that will really help me in my sewing journey... it can help me add in wider range of products...</p> <p>the current sewing machine i have is picked up from the dustbin... it can only do 1 stitching and have no accessories... plus other functions cannot be used...</p> <p>my target is to earn at least \$300 in 2months time... starting small and slowly 1st... as weekdays im attending to my schooling kids but i can slot in some sewing time in between... but in terms of searching for fabric and etc, i can only do it over the weekend....</p> <p>View Less</p> <p> North_Muhammad Nurilhayat bin Mansor</p>	

Wife's long term goals:

- 1. To purchase sewing machine.**
- 2. To improve family's finances.**

Family Journey (Activity Hours)

- Family Strengthening
- Employment
- Financial Literacy
- Community Development
- Islamic Education
- Children and Youth



Mr. Ahmad's Family



Attend Activities



Journal Activities

Family submits its Free Activity journal to "clock in hours"

Saifulrizal Suhaini
44 weeks ago ·

Alhamdulillah for today's rezeki that we managed to settle our lunch by having steamboat in our own abode. All of us started our day by going to wet market to buy the ingredients, followed by preparing it in the kitchen as 1 family. Upon preparations for lunch, both of us realise that our 3 children had really grown. They managed to accommodate to our simple instructions examples by washing, cutting, and stirring. Nonetheless, we are totally bless to have always our children by our side although at a times they can be very handful. However, having them in the kitchen can be really fun and exciting when we as a parent really get them involved in certain things that we do. By that too, we family managed to spent our time today on school holidays during weekdays. Maha syukur for everything.

[Read less](#)

Family Activity - to clock in hours!

Nurlydiana Nordin
1 yr ago ·

Date: 15 May 2020
Zoom
Activity: Reading & story telling class...

Kids has been bored... I sign up my older kids for reading class since my 2nd girl not very good at reading.... During that class that also has a story telling session.... The learn rhyming words during the story telling session... They get to interact with other children too...

[Read less](#)

2 Likes 0 Comments

Children Activity - to clock in hours!

Family Journey (Grant Utilization)



Families being
as **mentors**
community



Mr. Muhd
Nurilhayat's
Family



Unlock
Grant



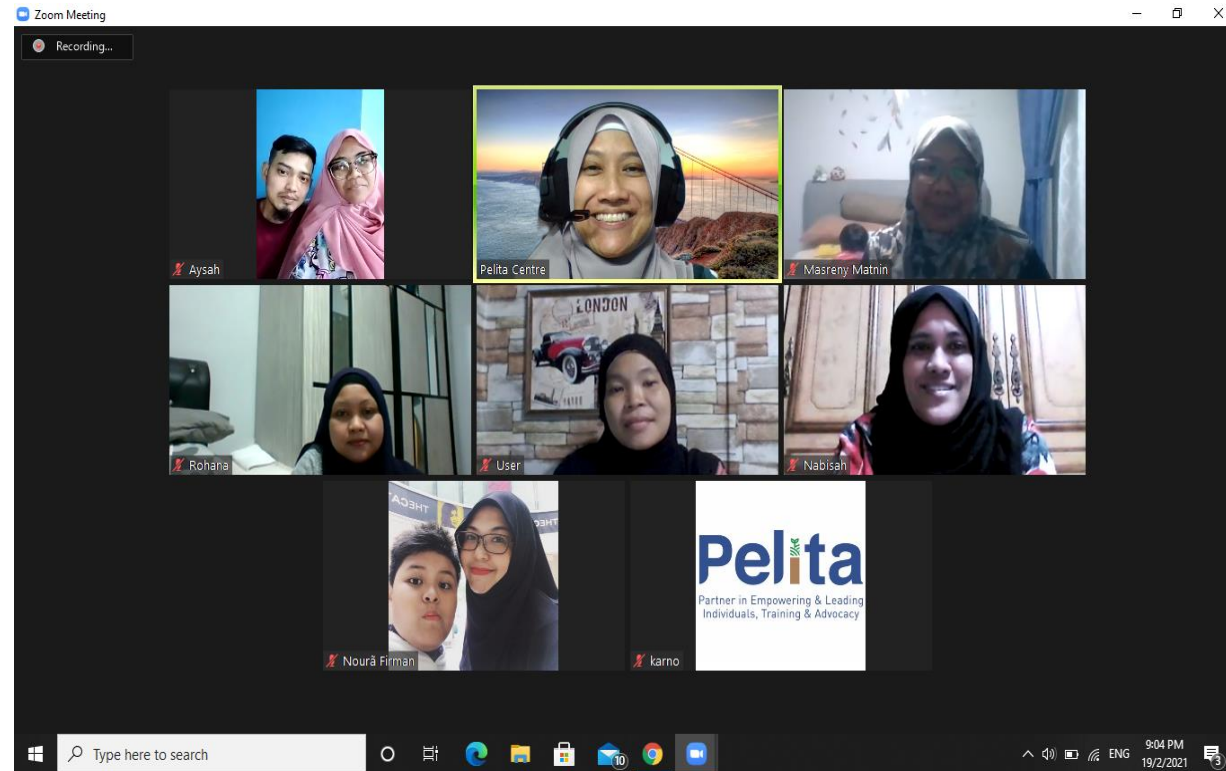
Utilize
Grant



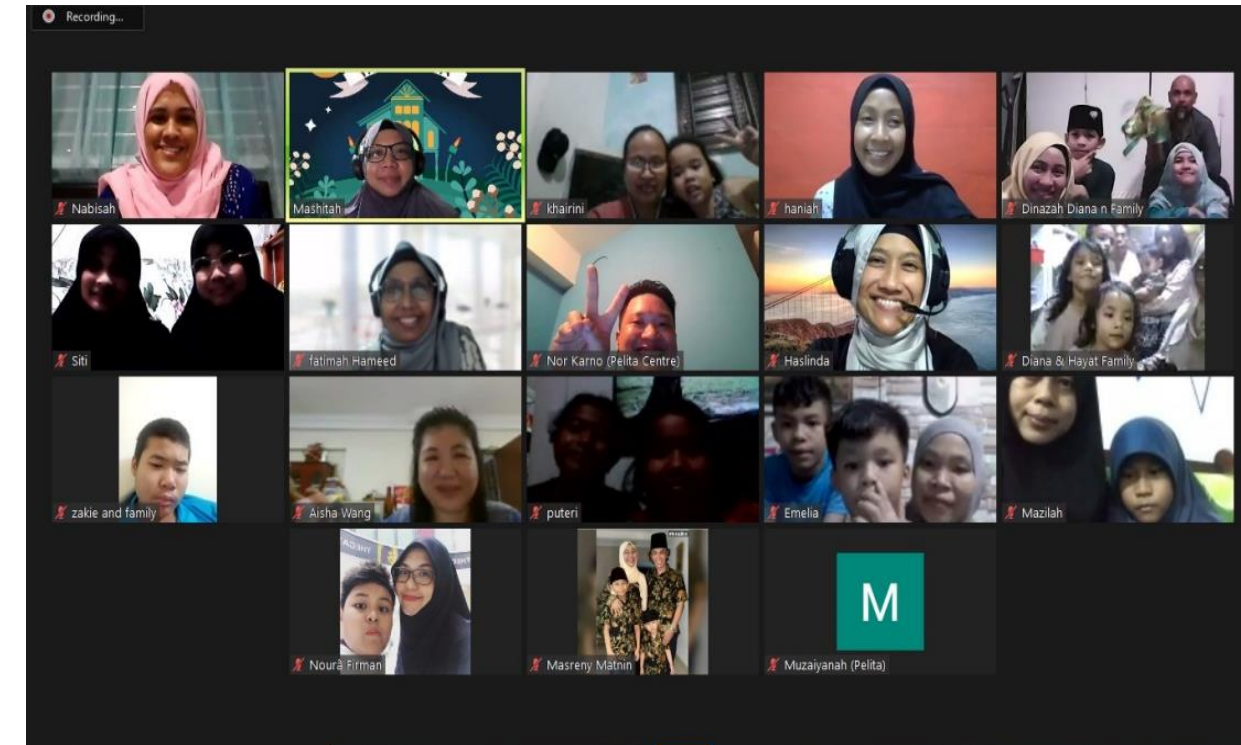
**Achieve
Goal
#Success**



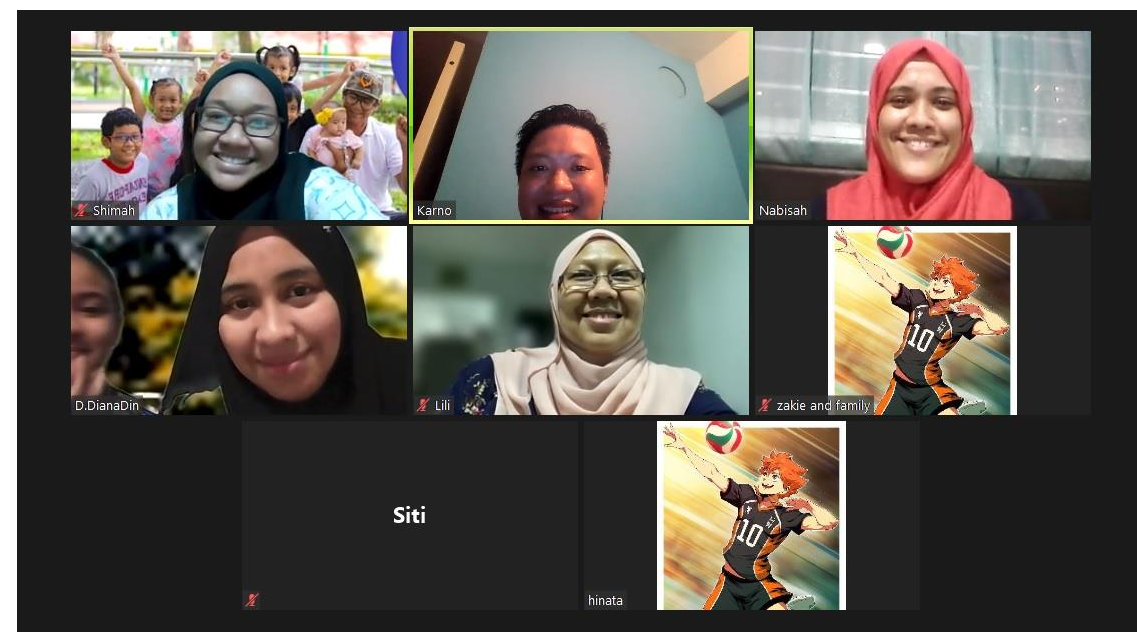
Activities



Check-in sessions



Zoom Raya



Mentor sharing sessions



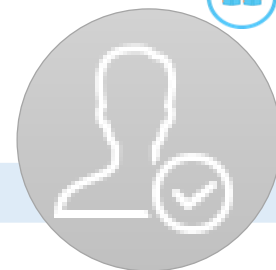
Thank You

Family Journey (Activity Hours)

- Family Strengthening
- Employment
- Financial Literacy
- Community Develop
- Islamic Education
- Children and Youth



Mr. Muhd Nurilhayat's Family

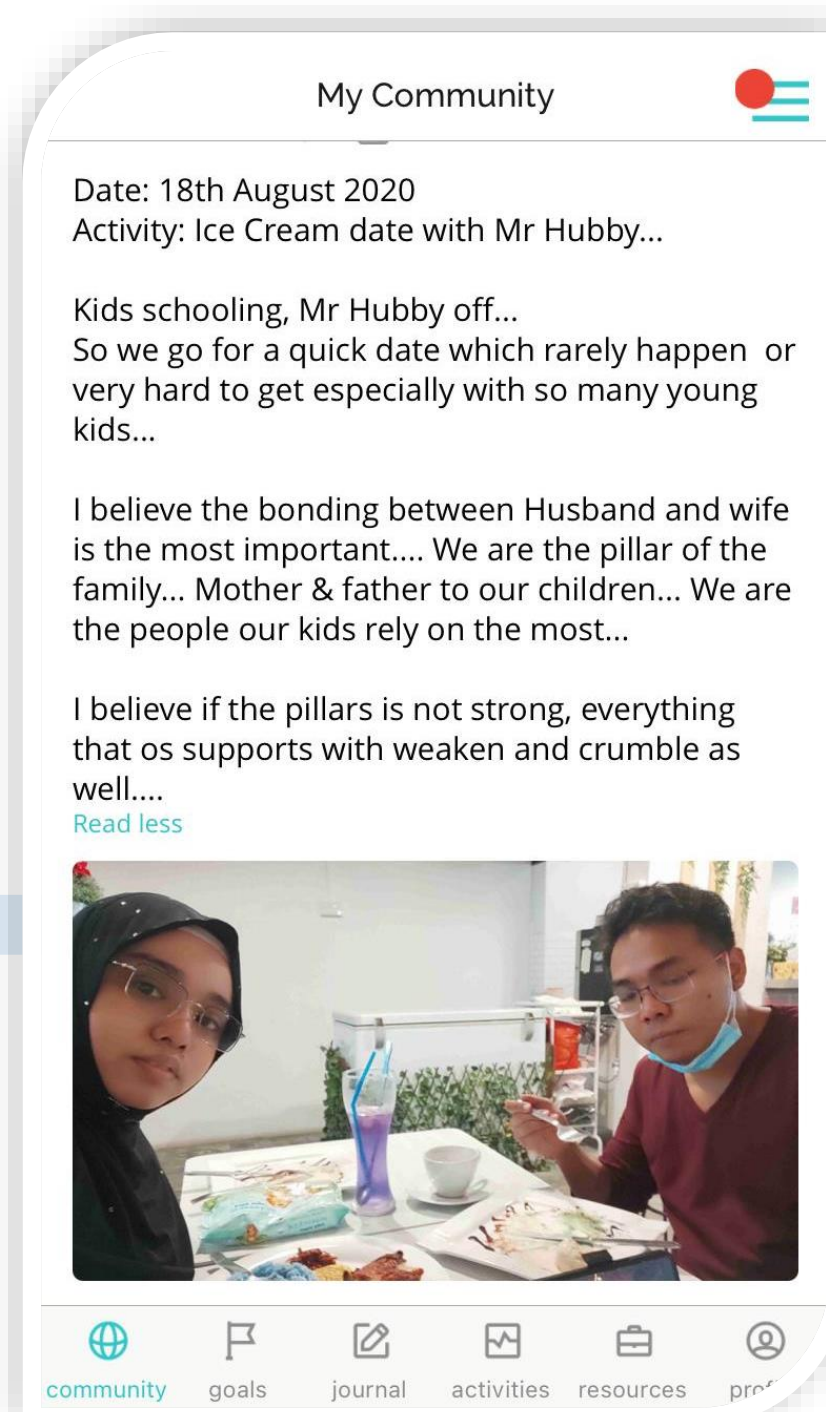


Attend Activities



Journal Activities

Family submits its Free Activity journal to "clock in hours"



Family Activity - to clock in hours!



Children Activity - to clock in hours!