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An Ecosystem of Care:

The Integration of Healthcare & Social Services in Singapore

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Reaching Out, Changing Lives

AGENDA

1



What does the social service sector look like?

2



What do we do at the National Council of Social Service?

3



How are healthcare & social care integrated?

A FEW STATS

There are **458** NCSS member organisations*.

Their total social spending is **>\$700 million***.

*published 23 July 2014

There are **16,000*** workers in the social sector. This has **TRIPLED** in the last 10 years.

*published 19 May 2015

ComCare Fund stands at **\$1.5 billion***

*as of 30 July 2014

In FY14,

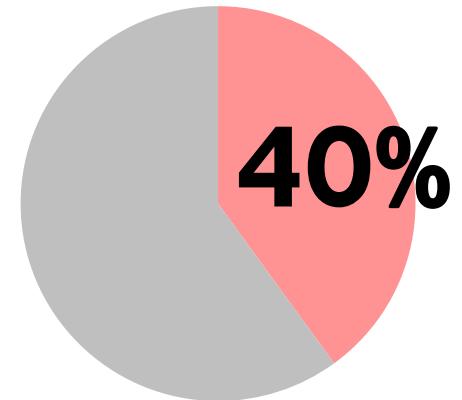


\$116 million

ComCare payments were made



to benefit **>91,000** individuals



of the workforce in the social service sector are **PROFESSIONALS***.

*Manpower and Salary Survey 2013

SOCIAL SERVICE PROGRAMMES

PERSONS WITH MENTAL HEALTH ISSUES

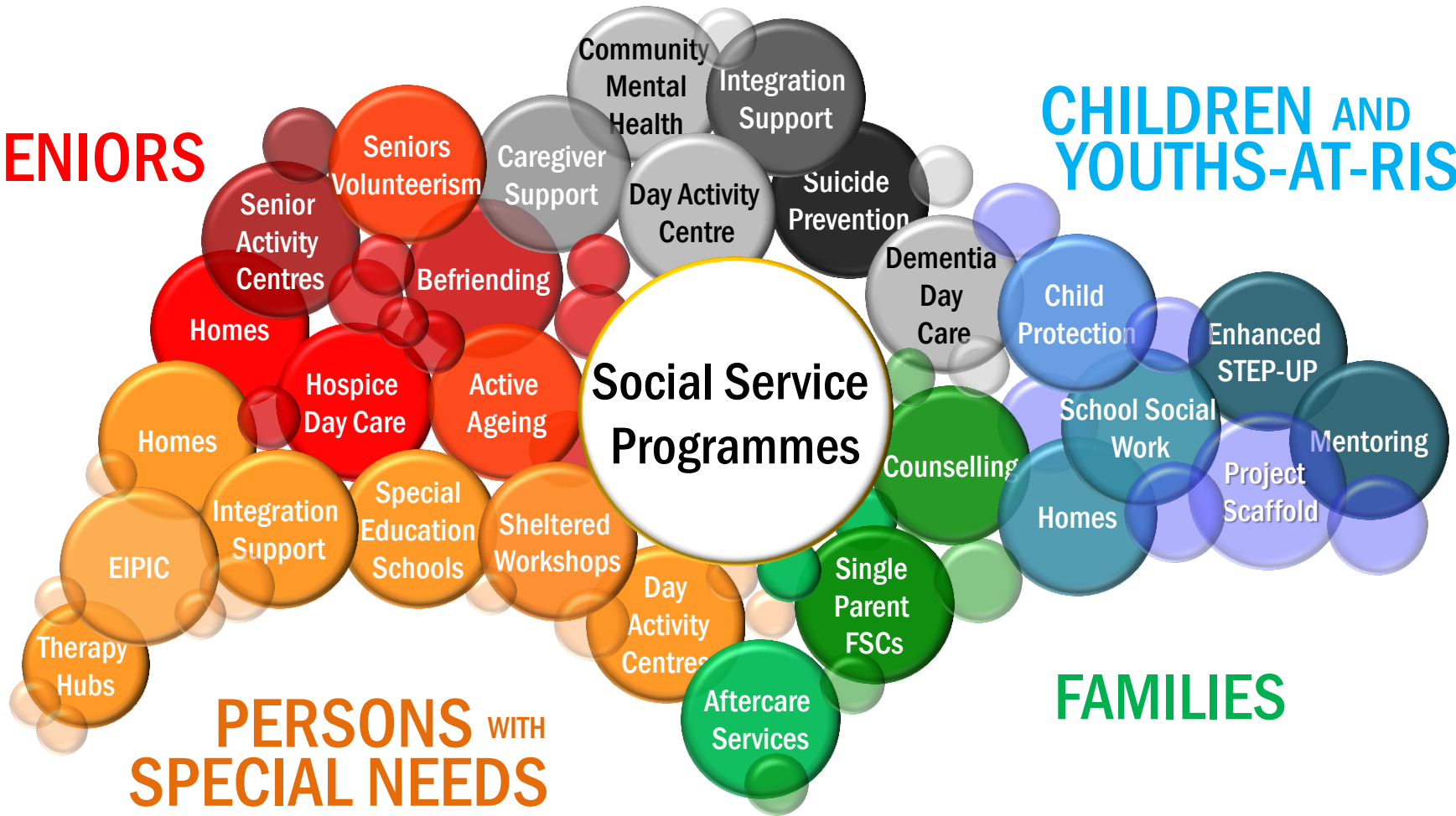
CHILDREN AND YOUTHS-AT-RISK

SENIORS

Social Service Programmes

PERSONS WITH SPECIAL NEEDS

FAMILIES



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WHAT DRIVES US?



VISION

Compassionate Society. Impactful Sector. Dignified Lives.

MISSION

To provide leadership & direction in social services, enhance the capabilities of social service organisations, and promote strategic partnerships for social services.

PURPOSE

To ensure that every person has the opportunity to live a life of dignity to his or her fullest potential within society.

WHO DO WE WORK WITH?

Ministry Of Health

Ministry of Education

Ministry of Social and Family Development

Ministry Of National Development

Agency of Integrated Care

Hospitals

MNCs

SMEs

Institute of Mental Health

Ministry of Culture Community & Youth

Foundations

Health Promotion Board

Public



Private

Singapore Prison Service

Ministry Of Finance

People

National Volunteer & Philanthropy Centre

Tote Board

Ministry Of Home Affairs

Singapore Police Force

Social Service Organisations

Community Organisations

People's Association

Housing Development Board

Social Enterprises

Self Help Groups

Central Narcotics Bureau

SG Enable

Non-Governmental Organisations

WHAT DO WE DO?



National
Coordinating
Body



Membership
Organisation



Mobilise
funds and
resources



Build Sector
Manpower

WHAT GUIDES US?



**Identify & Meet
Social Needs**



**Capability building for
Effective Social
Service Organisations**



**Attract & Engage the
Wider community**

INCREASING SECTOR APPEAL & WORKFORCE CAPACITY AND CAPABILITY



**HR
CONSULTANCY
SERVICES**



**SUN RAY AND LEADERSHIP
PROGRAMMES**



**VOLUNTEER
RESOURCE
OPTIMISATION**



**CORPORATE DEVELOPMENT
FUNDING SCHEME**



**SECTOR
BRANDING**

SALARY GUIDELINES FOR SOCIAL SERVICE PROFESSIONALS

- Compensation and benefits consultancy
- Salary guidelines adjusted annually

SALARY GUIDELINES FOR THE SOCIAL SERVICE SECTOR

HEAD OF AGENCIES

(Positions include Executive Director, Organisation Head/Manager etc)

Job Level	Starting Salary	Reference Point
Managing Operation Budget of up to \$25m	10,820	13,520
Managing Operation Budget of \$5m to \$10m	8,260	10,330
Managing Operation Budget of up to \$5m	6,540	8,180
Managing Operation Budget of up to \$1m	5,350	6,690

EXECUTIVE

Job Level	Starting Salary	Reference Point
Senior Executive	4,210	5,260
Executive	3,560	4,450
Executive (Fresh Degree Graduate)	2,930	3,660
Executive (Diploma Graduate)	2,110	3,230
Executive ('A' level Graduate)	2,000	3,230

EXECUTIVE (CONT'D)

Job Level	Starting Salary	Reference Point
Executive ('O' level Graduate)	1,890	3,230

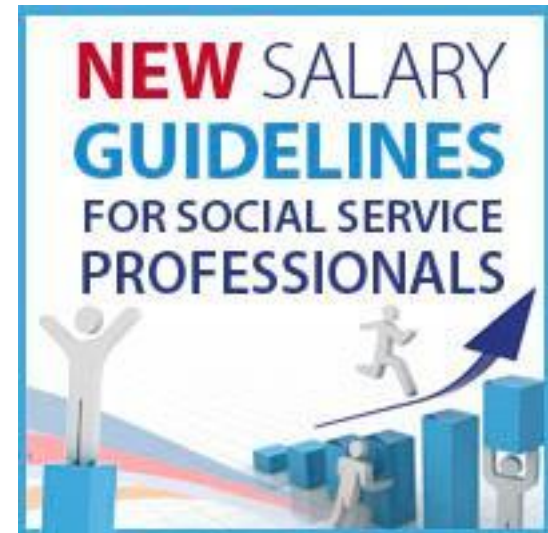
SPED TEACHER

Job Level	Starting Salary	Reference Point
School Leaders	5,470	6,840-8,560
Head of Programme*	4,430	5,880
Senior Teacher*	3,660	4,880
Trained Teacher* with DISE	2,180-3,320	3,170-4,440
Untrained Teacher*	1,890-2,270	2,850-3,470

*Includes minimally a Diploma in Special Education

SPED TEACHER ASSISTANT

Job Level	Starting Salary	Reference Point
Senior SPED Teacher Assistant	1,550	2,560



SUN RAY



Sun Ray aims to:

- Groom future-ready leaders.
- Provide Social Service Organisations access to professionals for leadership positions.
- Improve the career proposition.



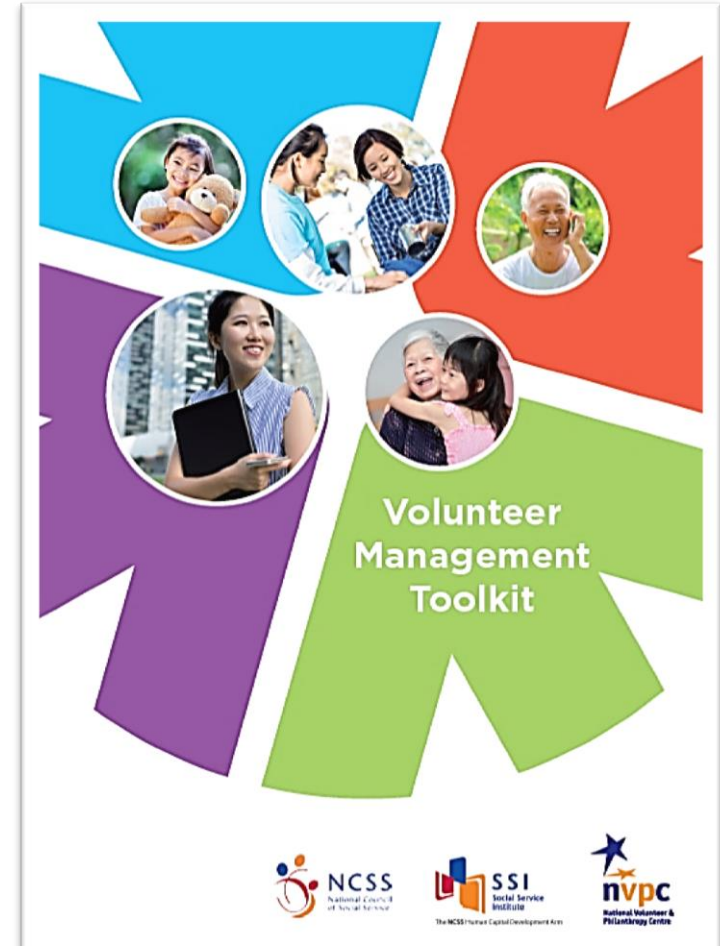
BE THE LEADING LIGHT THAT TOUCHES LIVES

VOLUNTEER RESOURCE OPTIMISATION

“Volunteers are not paid - not because they are worthless, but because they are priceless”

– Sherry Anderson

- Enhanced service delivery at Social Service Organisations
- Improved beneficiary satisfaction via good matching
- Positive experience for volunteers & Social Service Organisations
- Increased community engagement



WHAT GUIDES US?



**Identify & Meet
Social Needs**



**Capability building for
Effective Social
Service Organisations**



**Attract & Engage the
Wider community**

COMMUNITY CHEST

- Established in 1983 to raise funds for charities so they can focus on delivering critical social services to those who need them
- **EVERY DOLLAR DONATED** goes directly towards supported charities
 - In FY14, disbursed **\$57.3 million*** to support **87 charities** running **227 social service programmes**



MORE THAN JUST A FUNDRAISER



Strategic & Sustainable Giving

Advise & recommend to corporate to support & donate to the areas of greatest needs



Employee Volunteering

Facilitate meaningful engagement with supported Social Service Organisations & beneficiaries



Create Collective 3P Impact

Collaboration through NCSS-Community Chest, Companies & Social Service Organisations for more impactful projects

CONFERENCES & SEMINARS

Convene platforms and organise conferences where like-minded partners can forge common understandings and work towards a common goal



Seniors Empowered! Seminar 2016



We Are Able! 2016 Conference



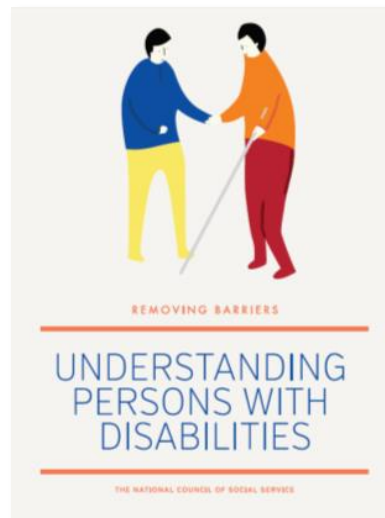
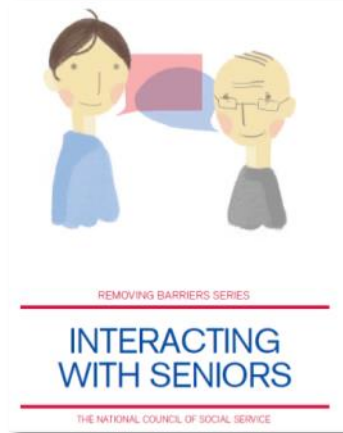
NCSS Members Conference 2015



Throughcare LaB 2015

PUBLIC EDUCATION

- Shift public perceptions
- Drive community-based support and awareness of issues



SEE THE TRUE ME: a social experiment video



WHAT GUIDES US?



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FOCUS AREAS

Children, Youth & Family



Mental Health



Disability



Seniors





1 in 9 adolescents experienced cyber-bullying

1.5x more new drug abusers below 20 years old arrested in 2015



Key Trends in Children & Youth Sector



In 2014,  **DIVORCE** affected:

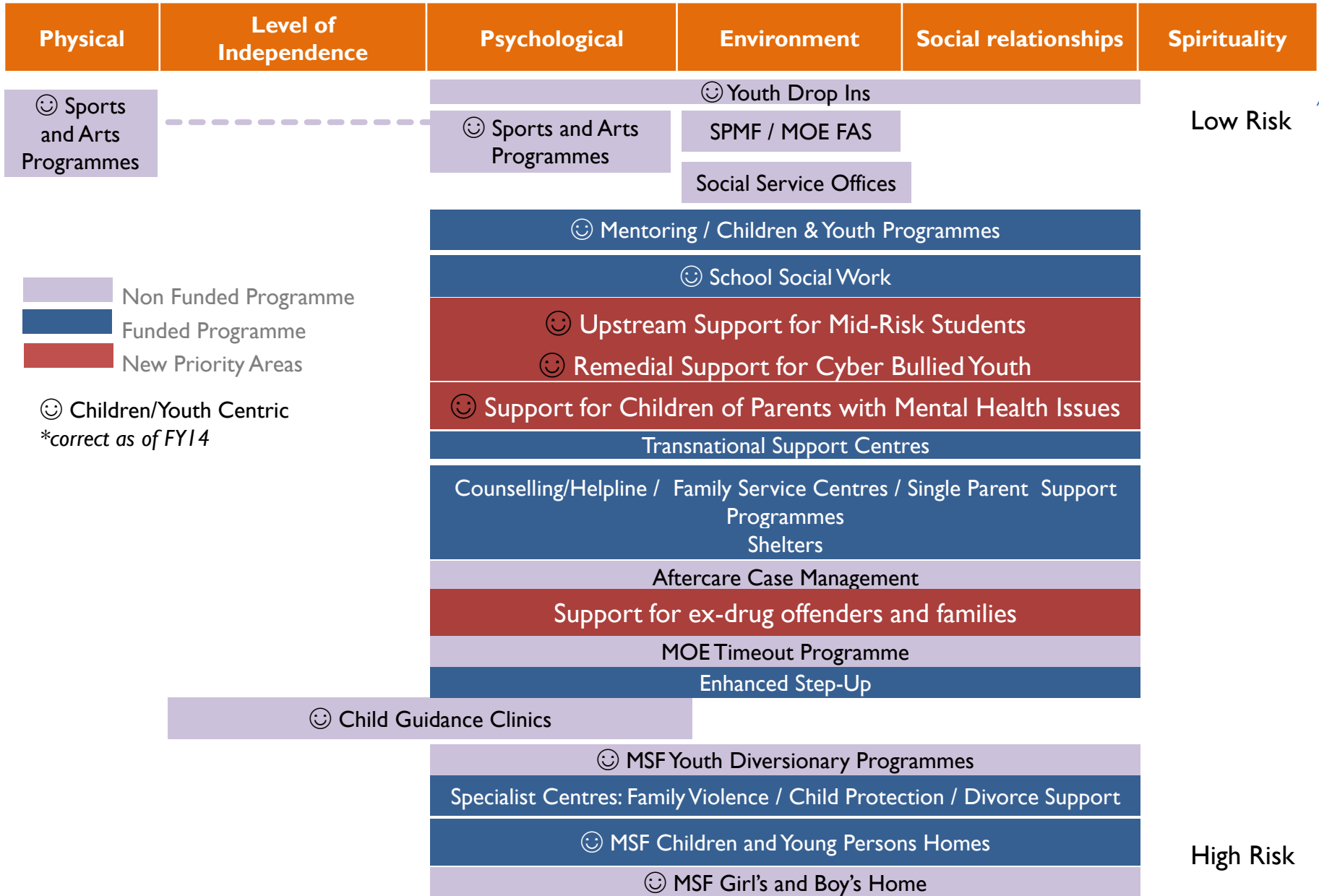
- >7,000 families
- >5,000 children



Sharp rise in number of **Transnational Marriages**
(43.2% increase from 2003-2013)

Key Trends in Family Sector

Services for Children, Youth & Families



Non Funded Programme
 Funded Programme
 New Priority Areas

Children/Youth Centric
**correct as of FY14*

AFTERCARE SUPPORT FOR EX-OFFENDERS AND FAMILIES

- Facilitate reintegration of ex-offenders into families and the society through support in:
 - attaining employment/job training
 - securing accommodation
 - developing social support and coping skills
 - attaining a positive lifestyle



UPSTREAM SUPPORT FOR MID-RISK YOUTH



- Early intervention for mid-risk youth
→ better school outcomes
- Target group: vulnerable youth due to presence of risk factors



Photo courtesy of Students Care Service

FOCUS AREAS

Children, Youth & Family



Mental Health



Disability



Seniors





> 110,000

Singaporeans have some sort of disability



1,400 children below 6 years old are diagnosed to have patterns of developmental problems **every year**

Key Trends In Disability Sector

Total or partial loss of bodily functions e.g. Muscular Dystrophy, stroke
 / Total or partial loss of a part of the body e.g. amputation



Physical Impairment



Significant limitations in adaptive functioning
 IQ < 70

Intellectual Disabilities

Affects “processing” of info (not thinking / reasoning)
 e.g. dyslexia



Learning Difficulties



e.g. hearing impairment, visual impairment

Sensory Impairment



Multiple Disabilities

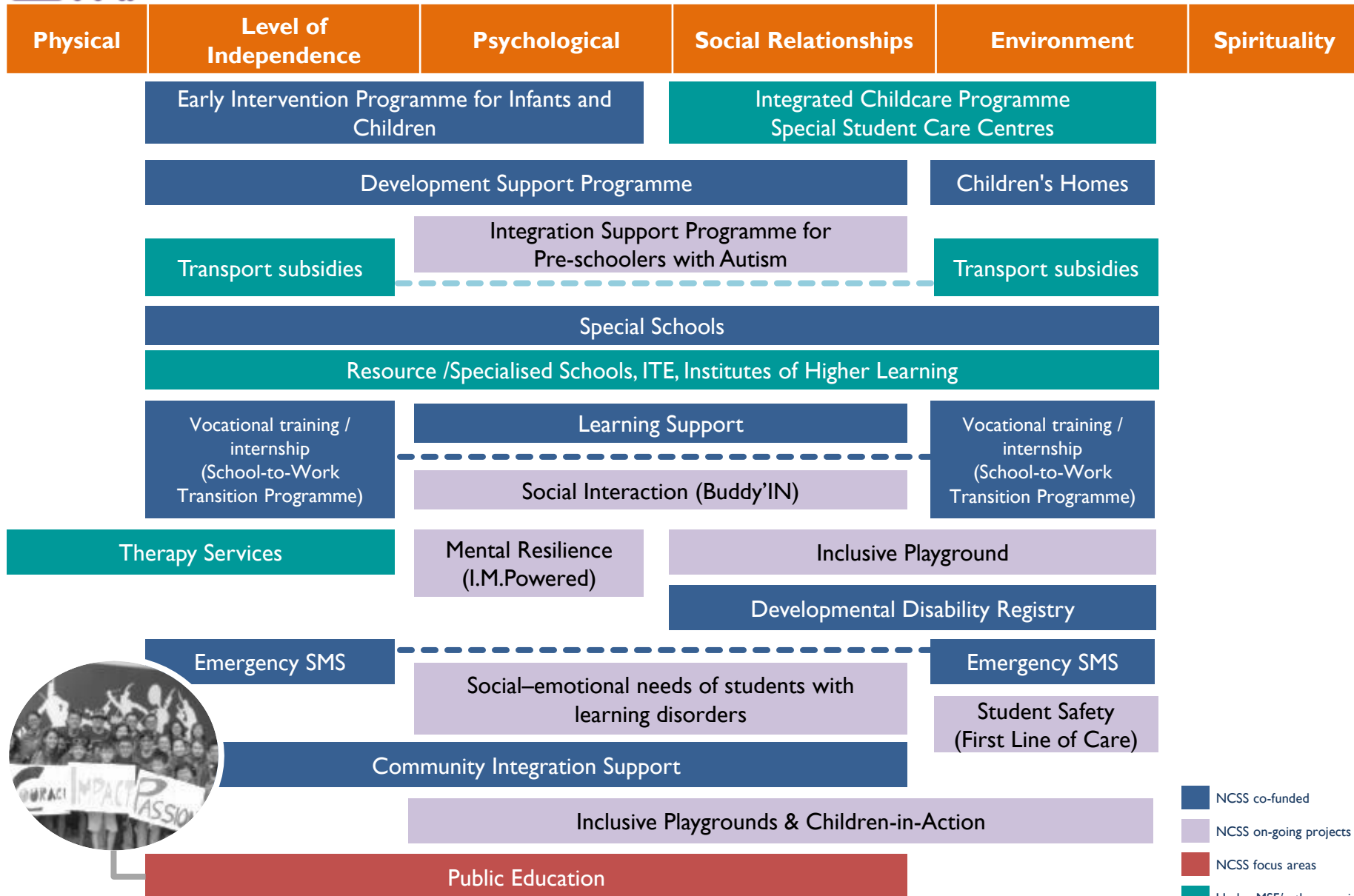


Originated at birth / childhood & substantially restricts function in major life activities
 e.g. Autism Spectrum Disorder, Down Syndrome

Developmental Disability



Services for Children with Special Needs (0-18 years old)



- NCSS co-funded
- NCSS on-going projects
- NCSS focus areas
- Under MSF/ other purview

EARLY INTERVENTION PROGRAMME FOR INFANTS AND CHILDREN (EIPIC)

- Targets children aged 6 and below who are *diagnosed with special needs or developmental delays*, and their families
- Programme aims to develop:
 - language and communication
 - social interaction and behaviour
 - perception and cognition skills



Photo courtesy of We Can



Photo courtesy of SPD

SPECIAL EDUCATION SCHOOLS

- Providing education and intervention for children with special needs
- Develop their potential and enable them to live independent lives
- There are 20 SPED Schools in Singapore



Photo courtesy of Pathlight School



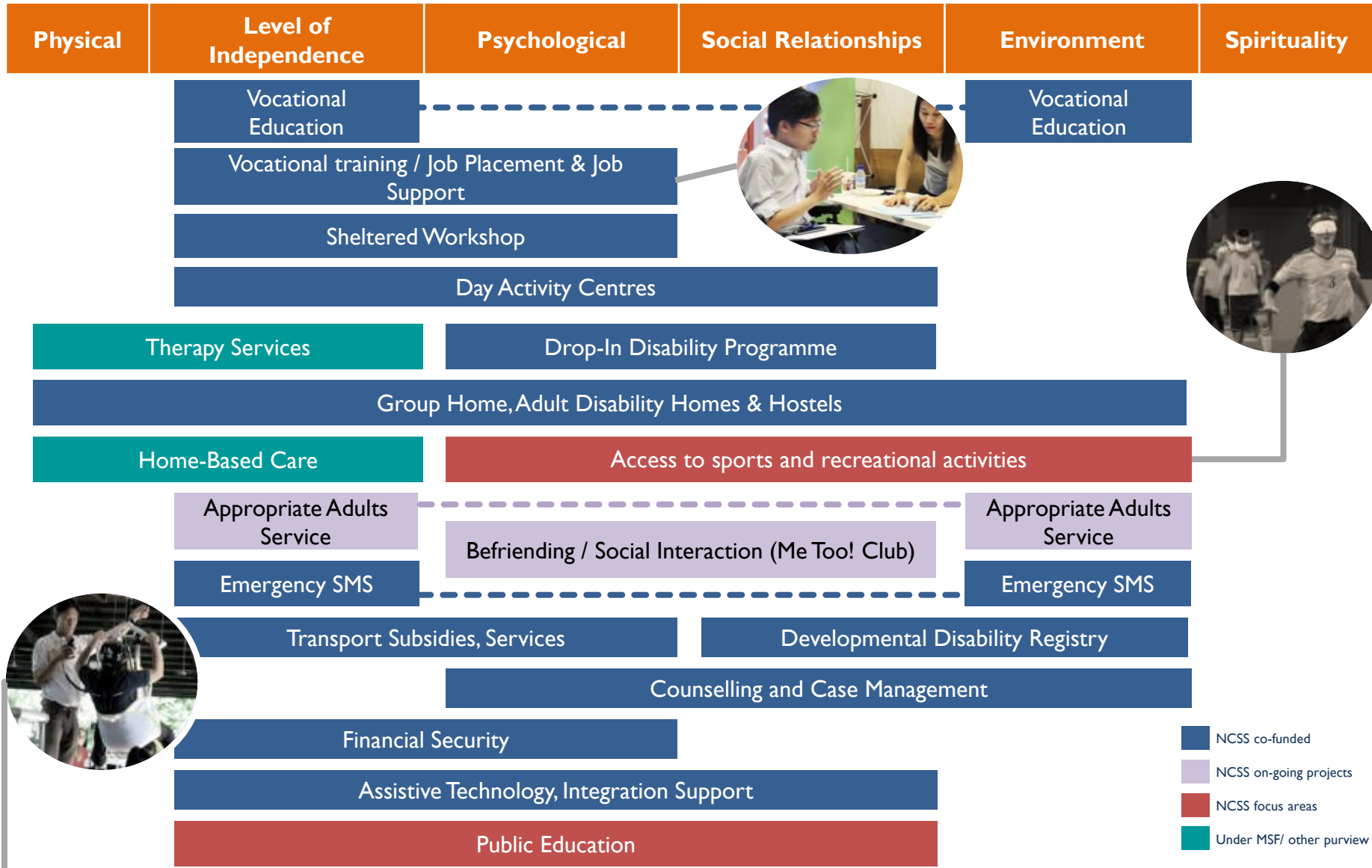
Photo courtesy of schoolbag.sg



Photo courtesy of schoolbag.sg



Services for Adults with disabilities (≥19 years old)



- NCSS co-funded
- NCSS on-going projects
- NCSS focus areas
- Under MSF/ other purview

Services for adults with moderate-severe disabilities and seniors who acquire disabilities

REHABILITATION & THERAPY SERVICES

- Provides outpatient rehabilitation services such as
 - Physiotherapy
 - Occupational therapy
 - Speech therapy
- Clients are referred from the Agency for Integrated Care (AIC) through a Registered Medical Practitioner



Photo courtesy of SPD

INTEGRATION & EMPLOYMENT SUPPORT

Enhancing employability and employment options for persons with disabilities through vocational training and job matching



Photo courtesy of Today Online



Promote physical and psycho-emotional well-being of persons with disabilities through befriending services and social activities

FOCUS AREAS

Children, Youth & Family



Mental Health



Disability



Seniors





More than 1 in 10 people

would have a mental health condition at some point in their lifetime (aged 18 years and above)

86.5% of people with mental health issues (PMHIs) who are employed do not seek help

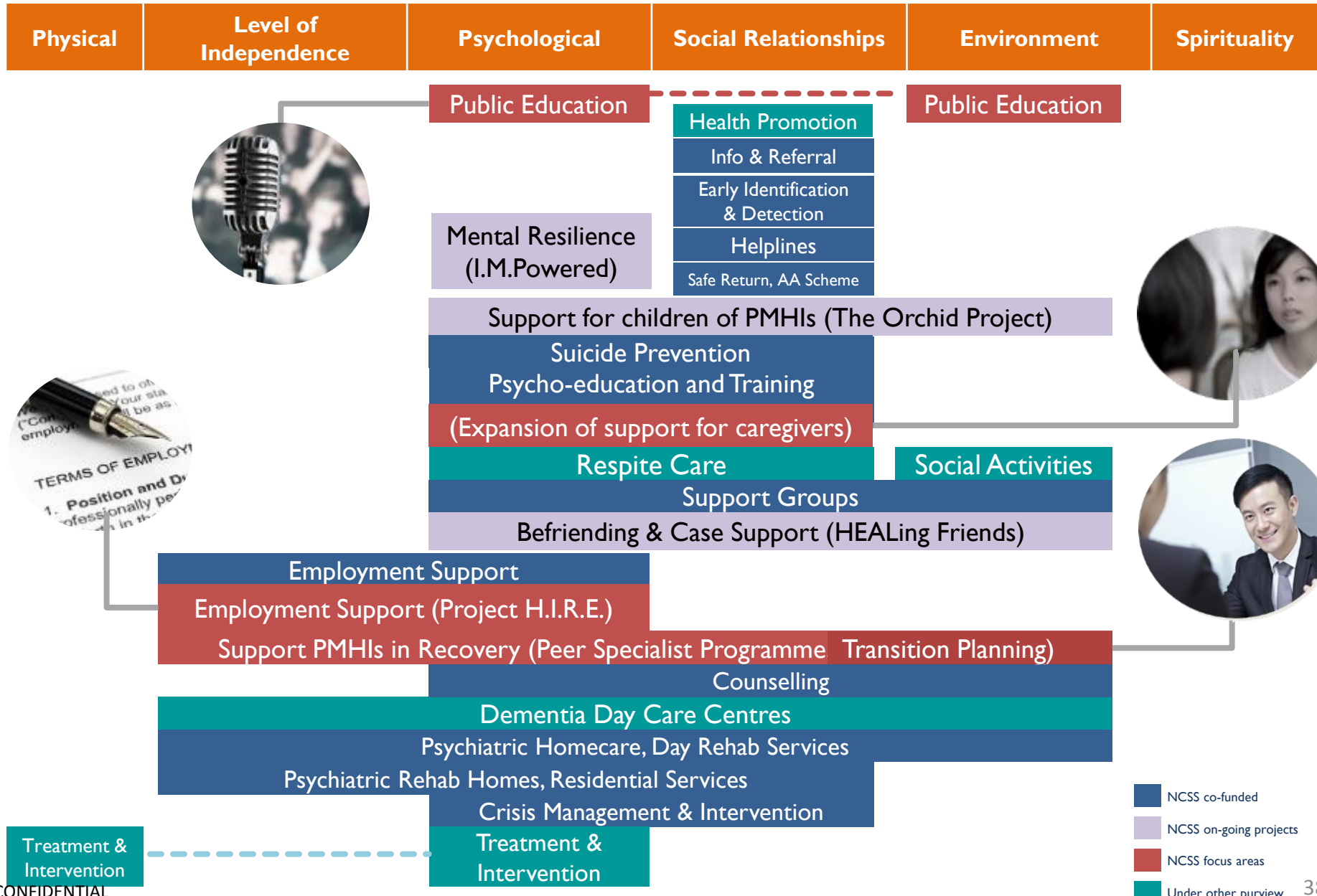


Major Depressive Disorder

is the most prevalent mental health condition

Key Trends In Mental Health Sector

Services for Persons with Mental Health Issues



- NCSS co-funded
- NCSS on-going projects
- NCSS focus areas
- Under other purview

REHABILITATION SERVICES

Supports and empowers persons with mental health issues to:

- Manage and understand their mental health conditions and symptoms
- Acquire vocational and social skills
- Achieve a holistic balance in their quality of lives



Photo courtesy of IMH



Photos courtesy of SACS

PEER SPECIALISTS



- Recovering Persons with Mental Health Issues (PMHIs)
- Trained to provide formalised and structured support through the sharing of their lived experience of recovery



KATE LORETO
Peer Specialist, Singapore Association for Mental Health

FOCUS AREAS

Children, Youth & Family



Mental Health



Disability



Seniors



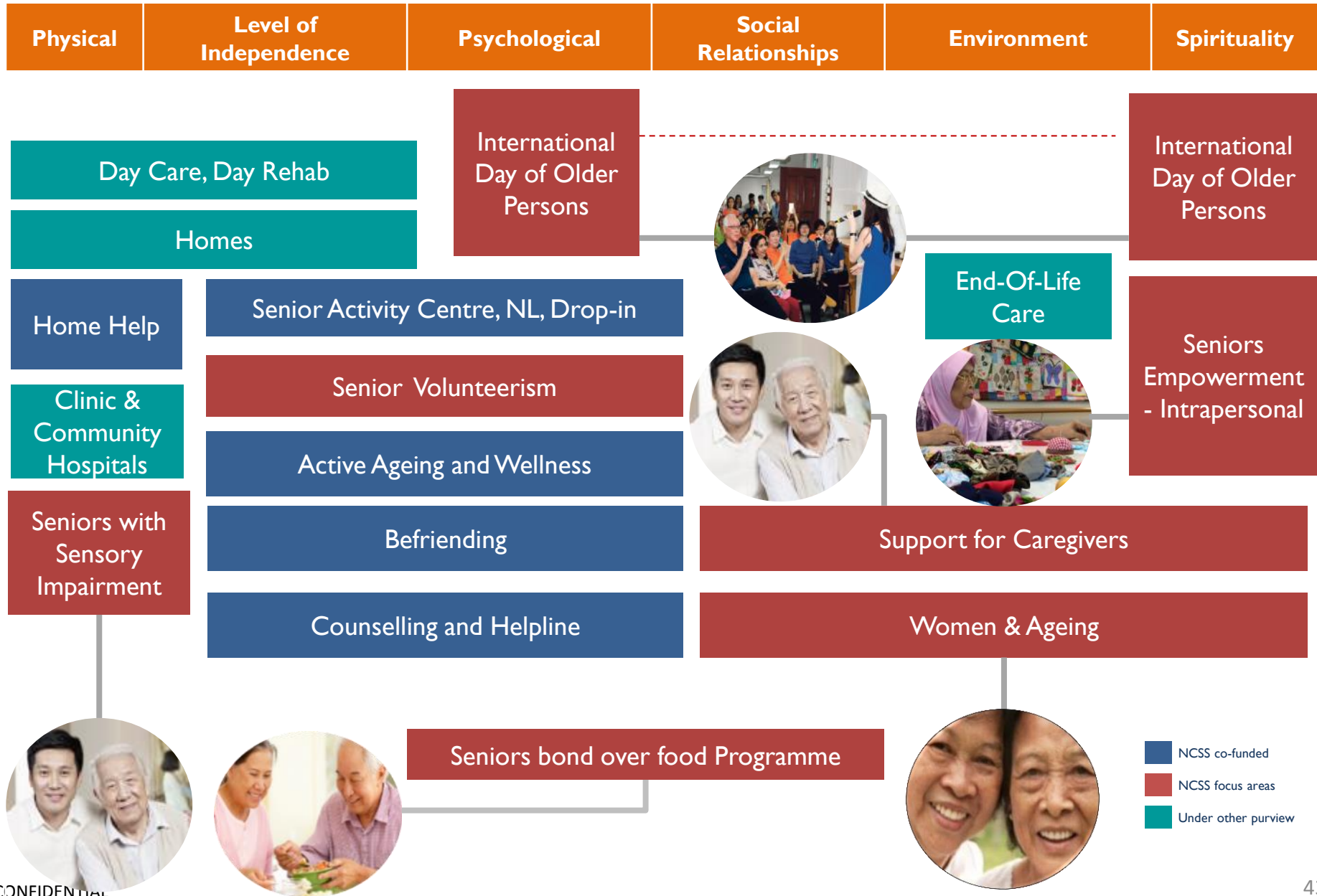
By 2030,
 number of Seniors projected to
DOUBLE from 450,000-900,000



70% of deaths and ill-health
 caused by **non-communicable diseases**
 (heart disease & stroke, cancer, diabetes, mental
 disorders and chronic respiratory disease)

Key Trends in Eldercare Sector

Services for Seniors



- NCSS co-funded
- NCSS focus areas
- Under other purview

HOME HELP SERVICE

- Support and enable seniors to age in place
- Services include:
 - Meals delivery
 - Escort service for medical appointments
 - Personal hygiene care



Photo courtesy of Sathya Sai Social Service



Photo courtesy of THK

ACTIVE AGING & WELLNESS



Senior Volunteerism
Encourages seniors to continue contributing and staying involved in the community

Befriending
Promotes physical and psycho-emotional well-being of vulnerable seniors through community participation



Photo courtesy of Straits Times

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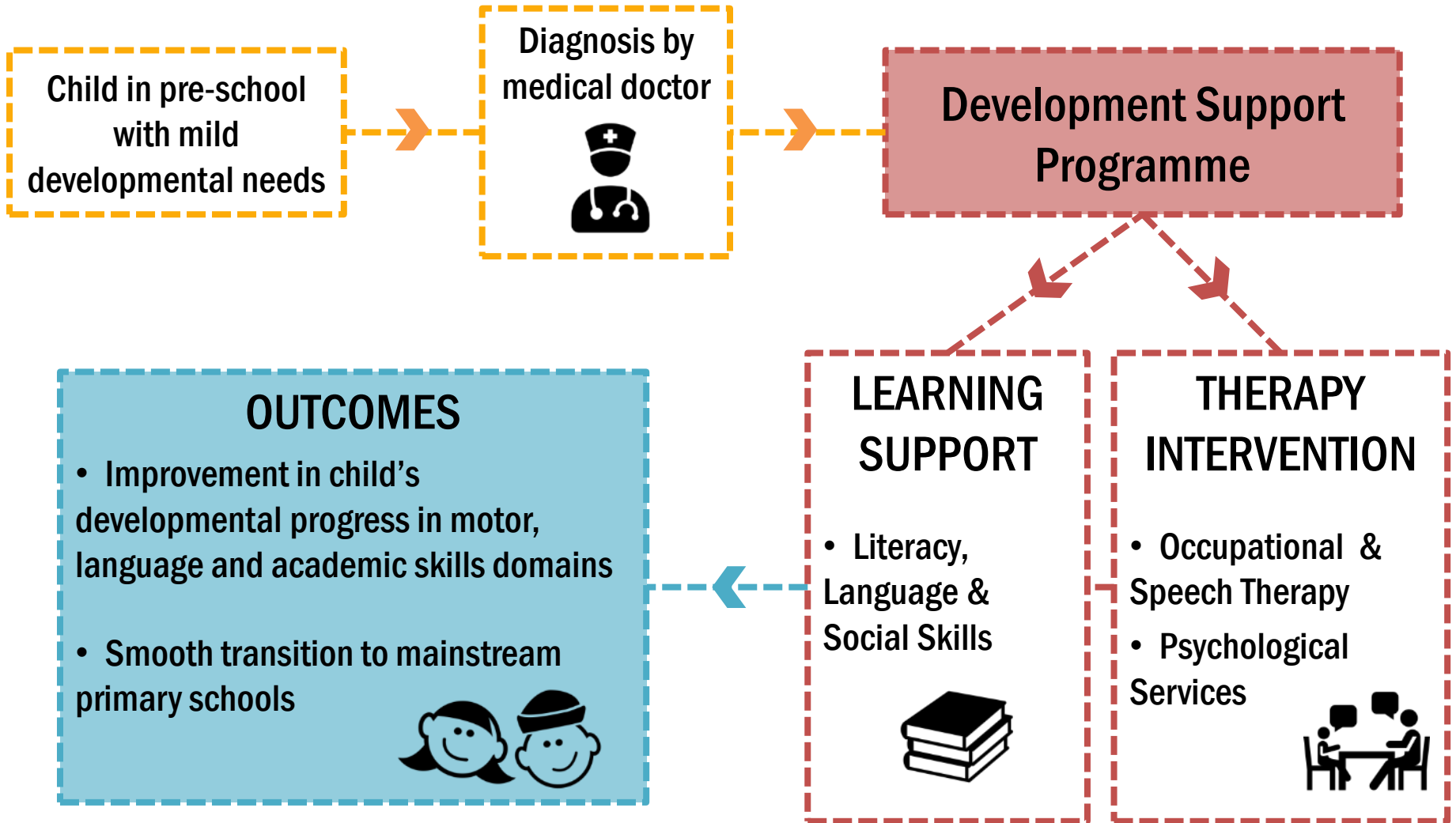
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How are healthcare & social care integrated?

EXAMPLE #1

Development Support Programme



EXAMPLE #2

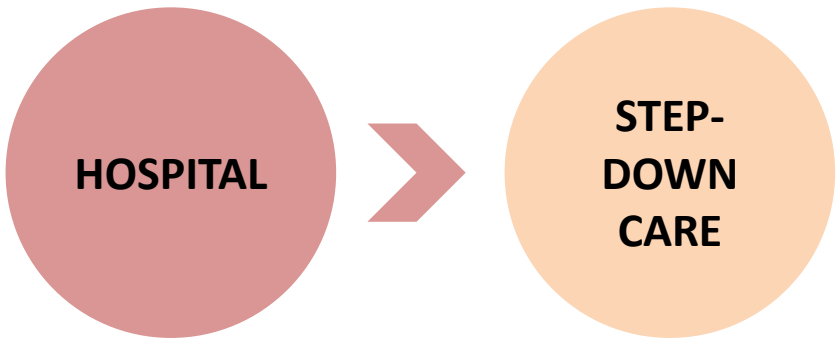
Inclusive Playground

- Provides a platform for healthy interaction between children with special needs and their non-special needs peers or siblings
- Opportunity for children with special needs to play like any other child – **vital for child's social, emotional, physical and creative development**
- Complements therapy and other interventions to ensure children with special needs are supported holistically to:
 - Participate actively in the community
 - Develop self-esteem and self-perception



EXAMPLE #3

Ecosystem of Care for Persons with Mental Health Issues (PMHIs)



HOSPITAL

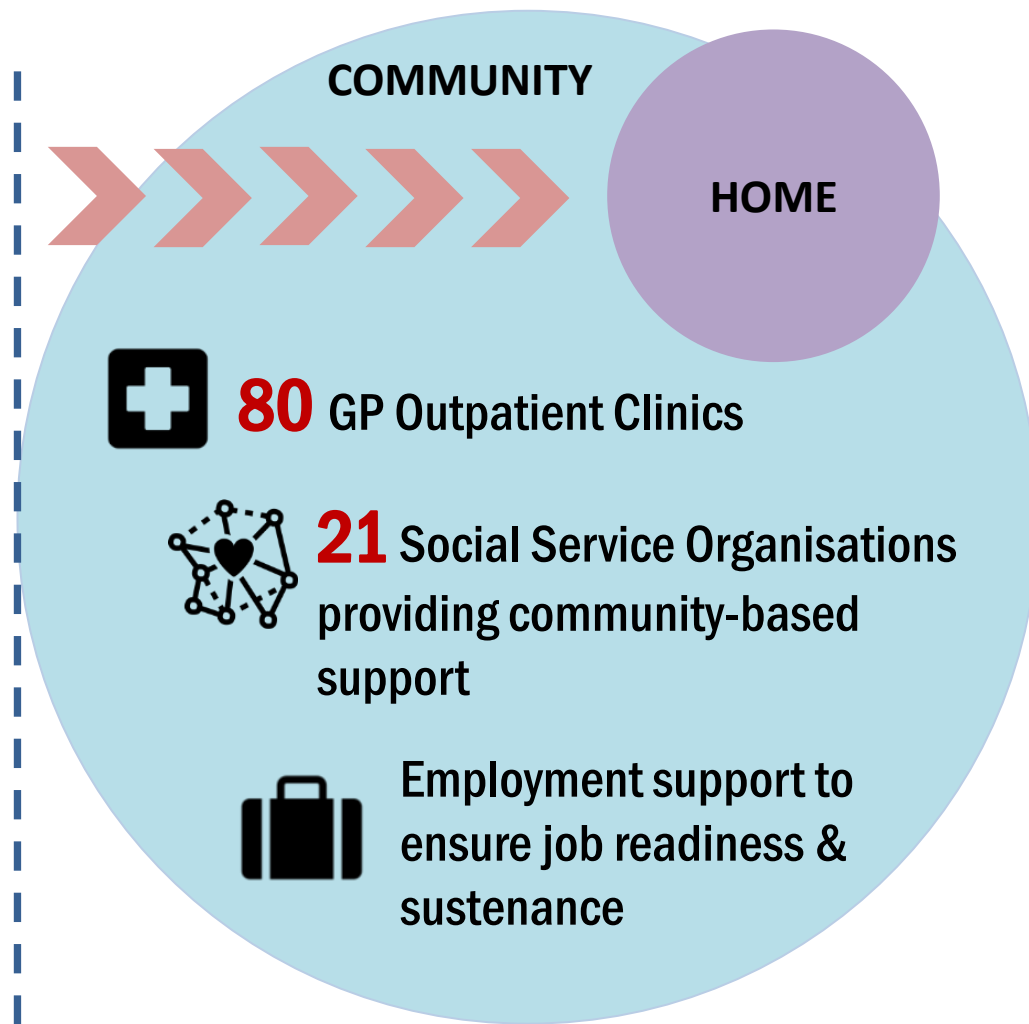
STEP-DOWN CARE



1 Psychiatric Hospital

2 Step-down Care Centres

INSTITUTIONAL / RESIDENTIAL SERVICES



COMMUNITY

HOME



80 GP Outpatient Clinics



21 Social Service Organisations providing community-based support



Employment support to ensure job readiness & sustenance

COMMUNITY-BASED SERVICES

EXAMPLE #4

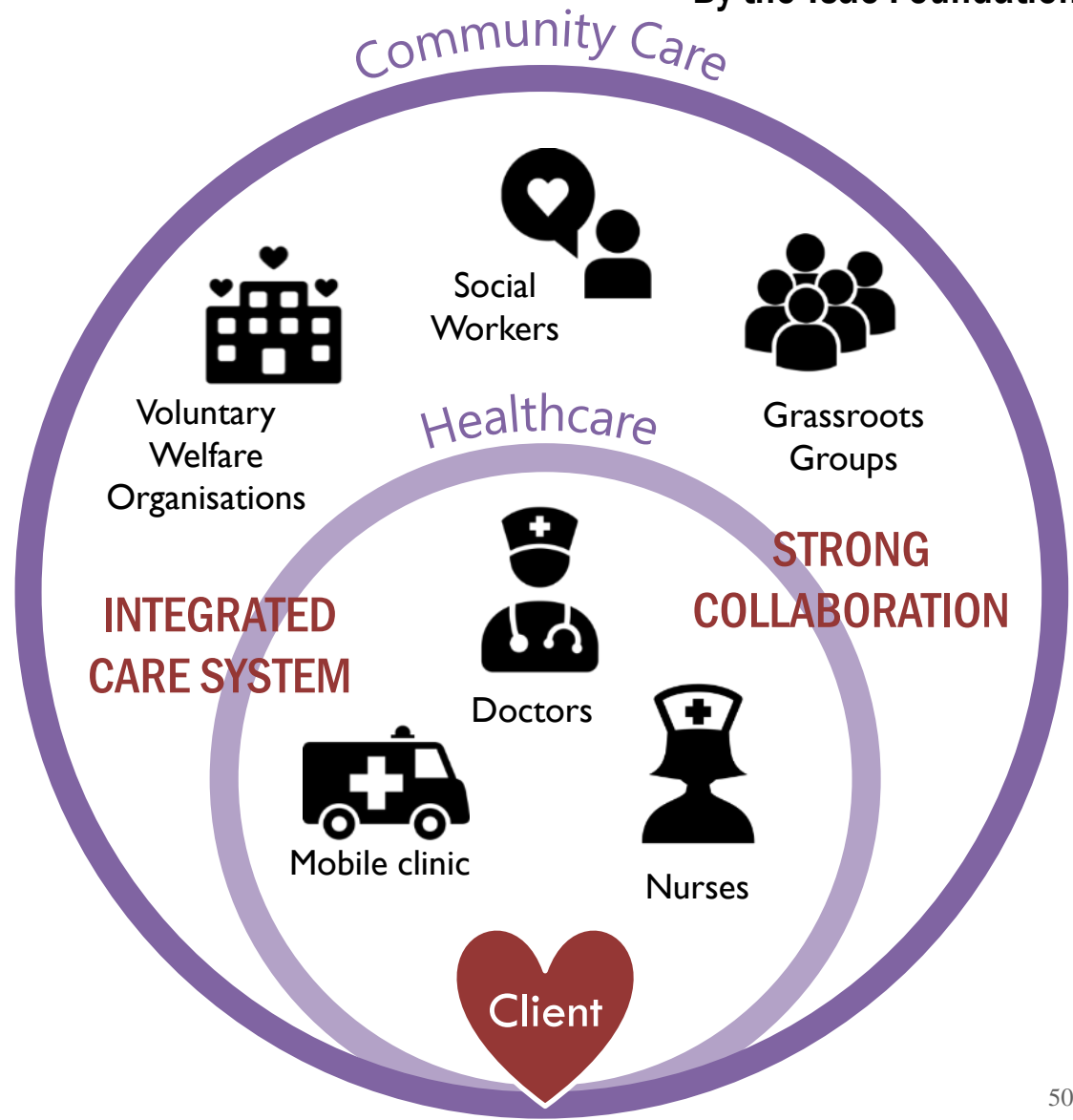
Community For Successful Ageing (ComSA)

By the Tsao Foundation

In Whampoa, Seniors are supported to age in place through an integrated system of health and social care services.

ComSA's multi-disciplinary community care system addresses needs of seniors holistically:

- Medical
- Functional
- Psycho-social



HEALTH is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

World Health Organization



Photo courtesy of The Straits Times





Thank You