Sector Evaluation Framework

Updates since implementation in FY22

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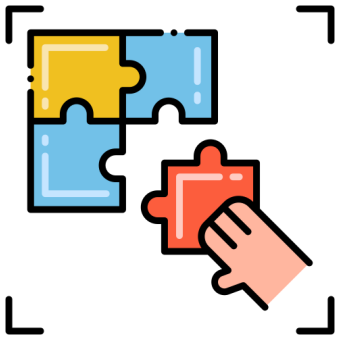
Outline

1. Recap of SEF



2. Shared outcomes

3. Implementation progress

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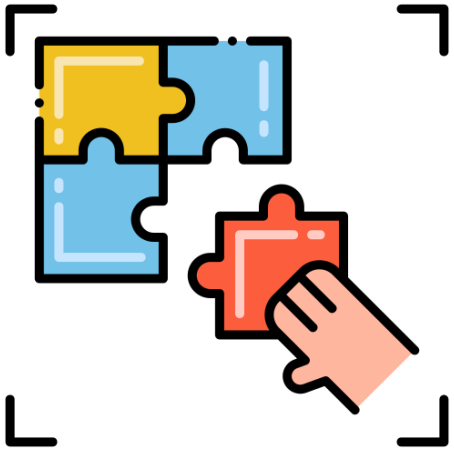

The Sector Evaluation Framework

A Recap

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The sector faces a number of challenges when it comes to evaluation

- Lack of resources, expertise or scale for evaluation and research.
- Inconsistent measures for similar programmes across different SSAs.
- Room for improvement in terms of collaboration within the sector, and with external parties.

Social Service Agencies

- Better data on impact of different programmes and services can help inform public policy.

Government

Corporate funders

- Increasing demand for accountability and evidence.

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Sector Evaluation Framework

1. **Objective.** The Sector Evaluation Framework (SEF) aims to introduce consistency in how programme outcomes are measured across the sector, and provide a common language for social service agencies (SSAs), funders, and the Government to articulate impact, as one social service sector.

2. **How?** The SEF provides a repository of **common measures** for each intervention type:
   a. Categorise programmes by their intervention types, and derive shared outcomes.
   b. Scan the literature and landscape to identify appropriate measures for each shared outcome.
   c. Provide these measurements for outcomes reporting across programmes with the same shared outcome.

3. **Quality of Life.** Alongside the common measures, we also want to collect the WHO's Quality of Life measure for service users
   a. Quality of Life measure as the common overarching goal of sector.
   b. Track progress of vulnerable segments over time.

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How SEF can be applied

Provide clear and standardised outcome indicators

- Common language to articulate impact of programmes across programme types.
- Ease of identifying core outcomes and indicators for new programmes.
- SSAs have discretion to collect other measures of interest.

Raising data collection and analysis standards, whilst reducing burden

- Reworking or co-designing data collection processes with SSAs for SEF metrics.
- Transition to cloud-based outcomes reporting system with Govt-provided data collection function, reducing burden of direct collection and data entry on SSAs.
- Standardised analysis templates developed by NCSS to expedite analysis.

Provide information for Service design and refinement

- Use of subjective indicators to track achievement of logic model milestones collected, to empirically test theories of change where possible.
- Measuring significant improvements at individual level, not arbitrary score thresholds.
- Psychometrics will provide data points for programme enhancement

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Shared Outcomes

and Corresponding Recommended Measures

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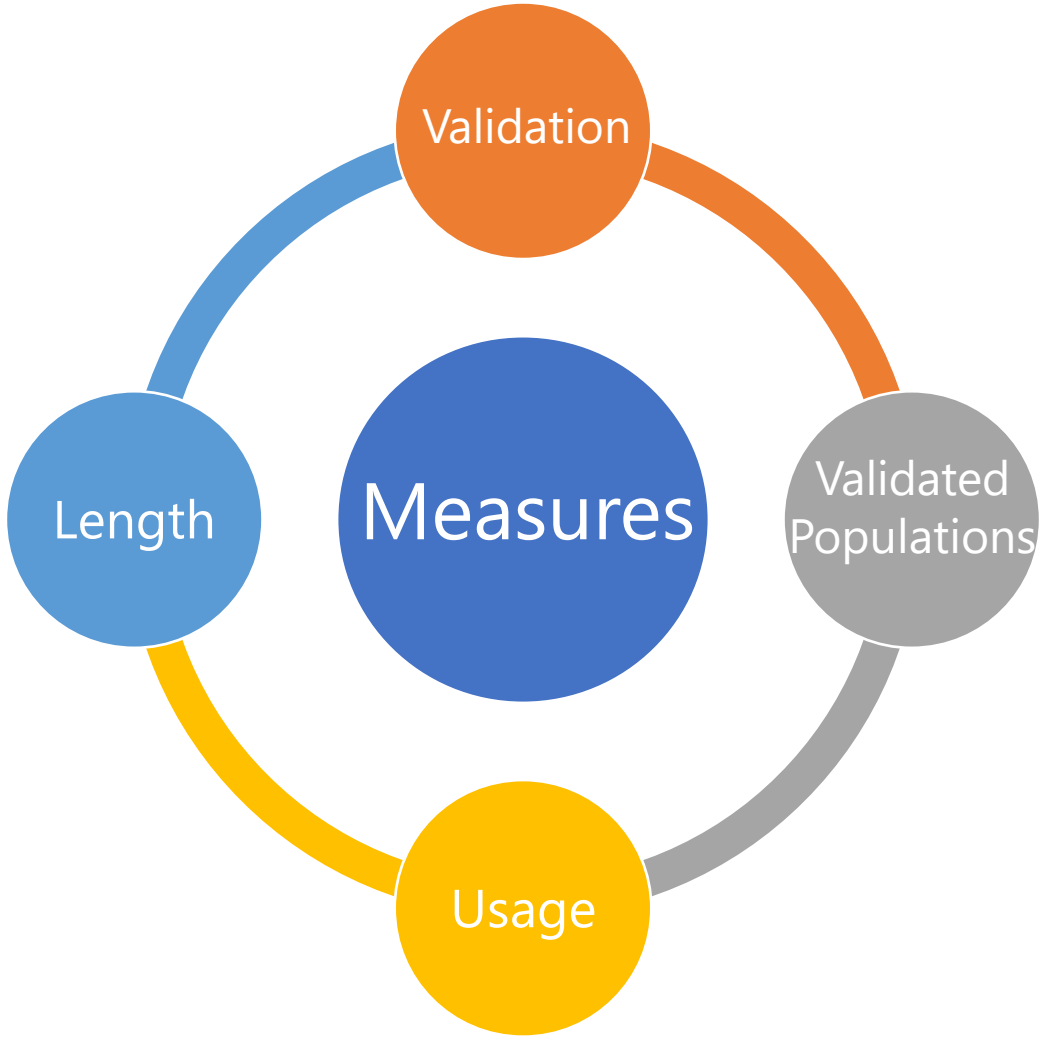
Approach to selection of measures for shared outcomes



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Shared outcomes specific to programme types

Broad Programme Group	Intervention / Shared Outcome*	Measure
Caregivers	Burden management	Zarit Burden Inventory
	Self-efficacy	Pearlin's Mastery Scale
	Social support	Social Provisions Scale
Children & Youth	Positive youth development competencies	Achieve, Thrive, Connect! SG (ACT! SG)
	Mentoring relationship	Mentor Youth Alliance Scale
Casework	Family needs and strengths	Family and Adult Support Tool (FAST)
	Family functioning	Exploring: McMaster Family Assessment Device Exploring: Walsh Family Resilience
Counselling	Common presentations of psychological distress	Clinical Outcomes in Routine Evaluation 10 (CORE-10)
	Therapeutic improvement	Exploring: Feedback Informed Therapy (FIT) tools (ORS, SRS)
Employment Support	Work self-efficacy	Work Self-Efficacy Scale
	Skills at work	Work Behaviour Inventory

Note: The Shared outcomes are grouped to broad programme group according to programmes up for renewal in FY22.
The same shared outcome and measure can be used for other programme groups.

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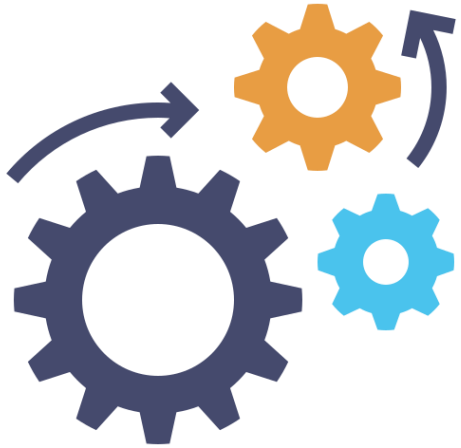

Implementation

Scope and Progress

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Scope

Solely-funded programmes onboarding in 2022 and beyond

Programme Group	No. of Prog. 2022	No. of Prog. 2023-2025
Caregivers	6	3
Child Disability & Early Intervention	3	2
Children & Youth; School Social Work	12	9
Casework	2	
Counselling	10	4
Employment Support	1	3
Integration Support	8	13
Misc, Homes, Helplines	3	5
Total	**45**	**39**

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Progress

Solely-funded programmes onboarding in 2022

Programme Group	Onboarding	Prep – Pre-Survey	Prep – Survey Testing	Data Collection
Caregivers	2		2	2
Child Disability & Early Intervention	1	1	1	
Children & Youth; School Social Work		2	9	1
Casework		1	1	
Counselling	9	1		
Employment Support		1		
Integration Support	4		3	1
Misc, Homes, Helplines	2		1	
Total	**18**	**6**	**17**	**4**

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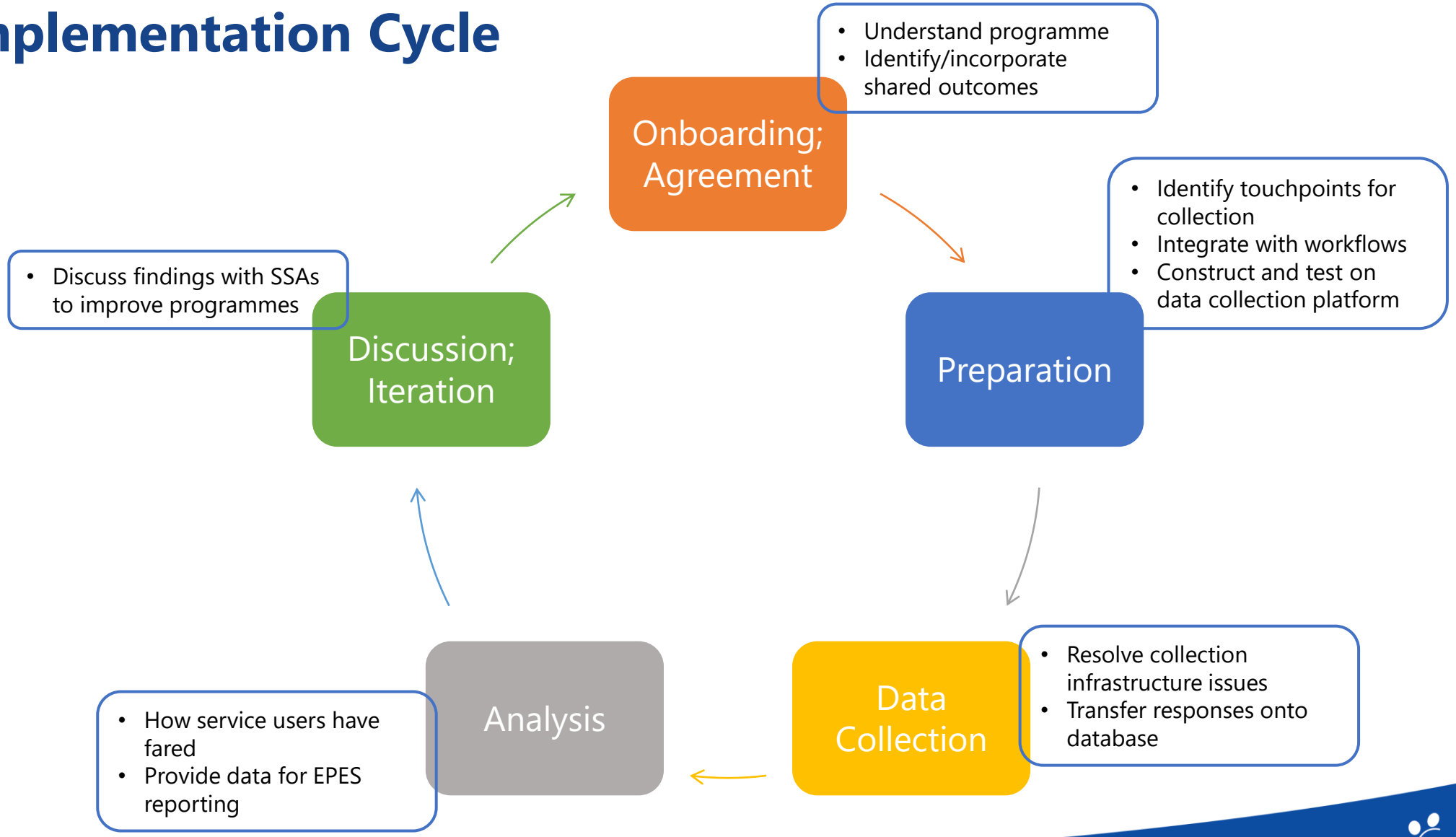
Implementation Cycle



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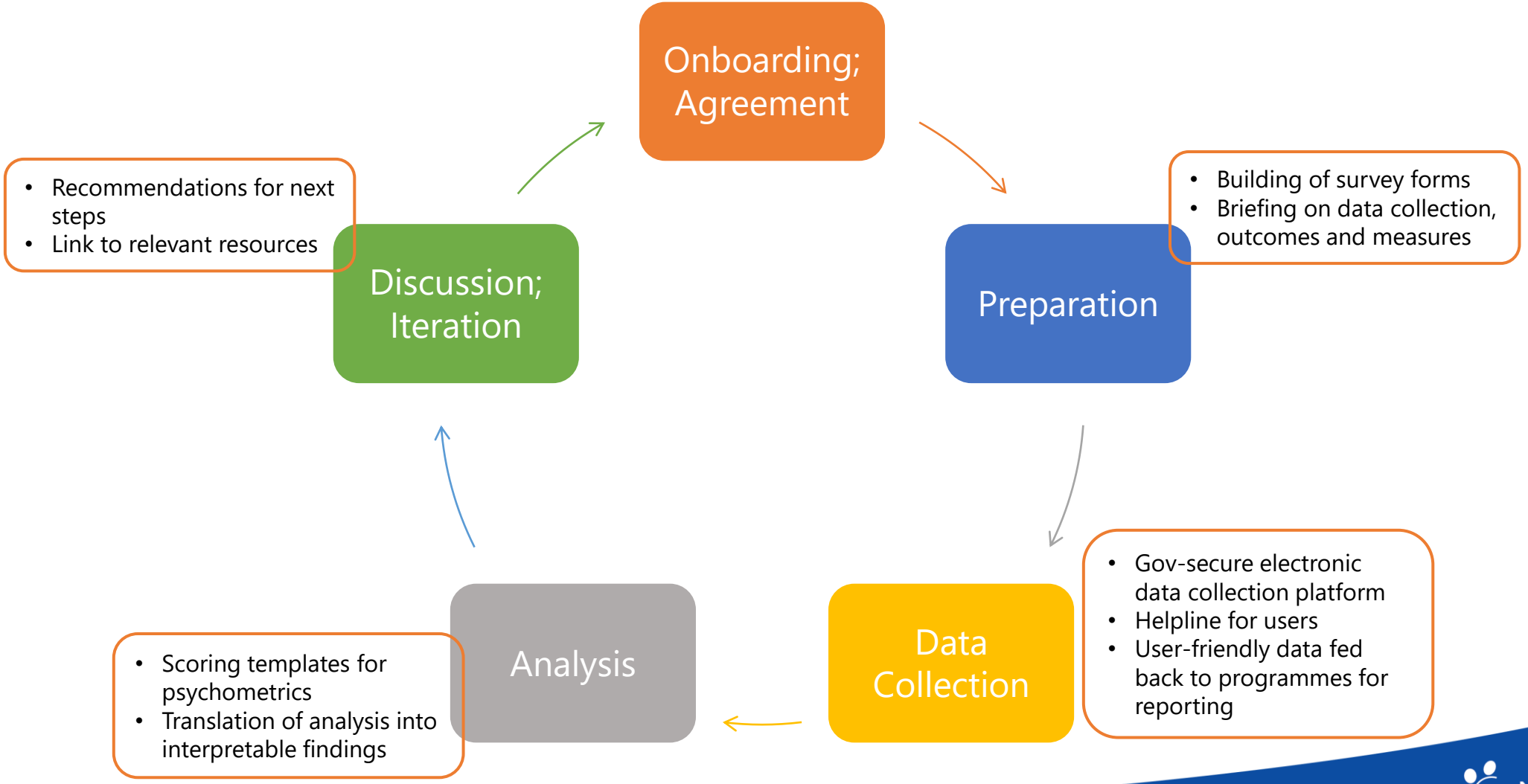
Support and Resources



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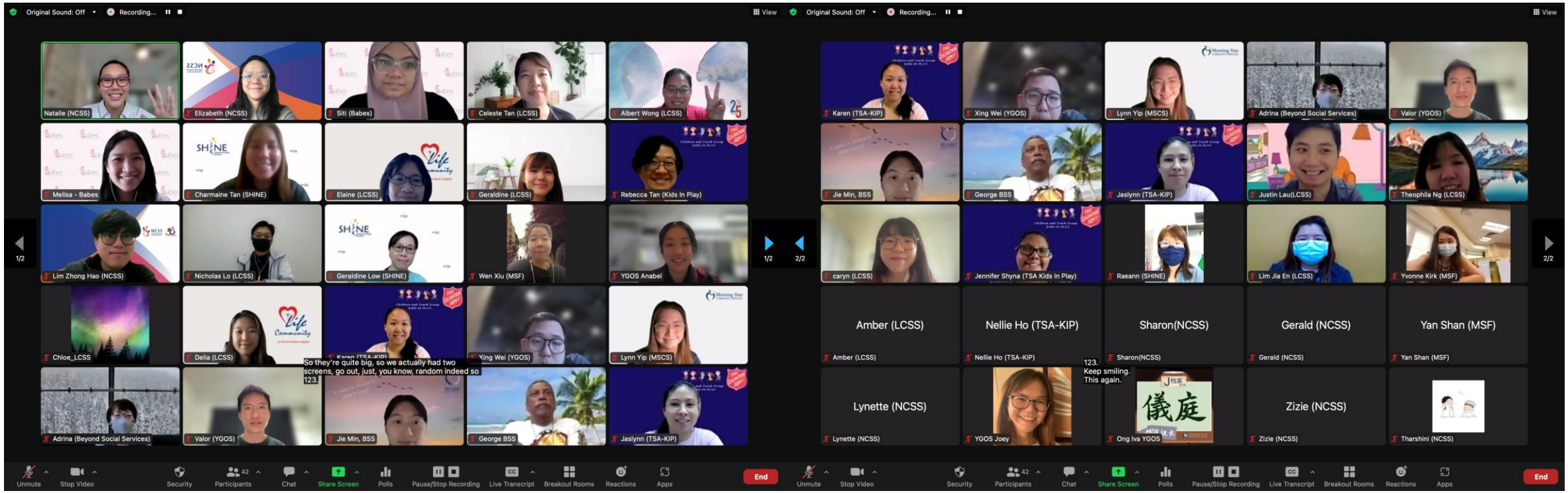
SEF Training Sessions for Children/Youth and Adults Programmes – 18 Jul to 20 Jul 2022



Total number of SSA participants:

Adult sessions – 28

Children and Youth sessions - 59

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SEF Survey Platform

Administrative Questions

1. Who is completing the survey?

- ○ I am a participant of [Programme]
- ○ I am a participant of [Programme], and my parent/caregiver/social worker is assisting me
- ○ Parent/caregiver/social worker completing on behalf of the participant

2. What is your age range?

- ○ 5 - 6 years old
- ○ 7 - 17 years old

SUBMIT

Overall Well-Being

Please listen/read all the questions carefully. What answer comes to your mind first? Choose the response that fits your answer best.

Remember: This is not a test so there are no wrong answers. It is important that you answer all the questions and also that we can understand your response clearly. When you think of your answer please try to remember the last week.

For questions that ask you about school, if you are currently on holiday or are not attending school, you can think back to when you were last in school.

This survey will use emojis to help you understand the questions. Please note that the order of emojis will change depending on the positive or negative wording of the question.

6. In general, how would you say your health is?

- ○ Poor 😟
- ○ Fair 😕
- ○ Good 😐
- ○ Very good 🙂
- ○ Excellent 😃

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Moving Forward

1. **Preparation for FY23.**
   - SEF will still be implemented gradually – only for new or programmes up for renewal in FY23
   - Consolidate learning points from FY22

2. **Continue to review shared outcomes and common metrics**
   - Cumulatively add on more shared outcomes and measures to the SEF

3. **Improve our data collection platform**

Contact us: research@ncss.gov.sg or through your NCSS contacts

SEF Website: https://www.ncss.gov.sg/our-work/translational-social-research/sector-evaluation-framework

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