Evaluation is not Hard Science

Anita Low-Lim

TOUCH Community Services

Chief Transformation Officer

How We Started ...

Collaboration with key academic partners

Development of an Adolescent Pathological Video Gaming Treatment Model in Singapore

A REPORT TO TOUCH COMMUNITY SERVICES LEADERSHIP

Principal Investigator:
Dr Timothy SIM, Assistant Professor
Department of Applied Social Sciences
The Hong Kong Polytechnic University
28 March, 2012
9.30am – 11.30am

Development of an Adolescent Pathological Video Gaming Treatment Model in Singapore (2012)

First formal evaluation project with academics

Significant Growth Experiences ...
Building Capability within TOUCH and in the community

TOUCH Community Services

Internal Workshops for TOUCH Staff

2018   2019   2020 and Beyond

External Workshops for Others

Significant Growth Experiences ...
Inculcating Use of Data in Programme's Life Cycle

TOUCH
Community Services

Low-income families struggled to stay digitally included. The challenge they face includes a lack of access to resources (both hardware and capabilities to navigate it) and strong support networks in general.

With digital inadequacy as a major stress point for vulnerable families, TOUCH created Digitally Ready Families (DRF) with support from long-time partner Facebook to holistically address the digital gap by providing devices and empowering low-income families with skills to navigate the digital space in today's new normal.

Significant Growth Experiences ...
Inculcating Use of Data in Programme's Life Cycle

DIGITALLY READY FAMILIES

THE STRAITS TIMES

SINGAPORE

Corp NLB ▾   PDF   🔍   ☰

Programme helps low-income families be digitally ready

Goh Yan Han

PUBLISHED 29 APR 2021, 5:00 AM SGT

With two teenage daughters who were always glued to their digital devices, Mr Mohamad Roslan Palil, 54, struggled daily to ensure they did their homework on time and got enough sleep.

When he took part in a pilot programme by Touch Community Services, Mr Roslan learnt how to use digital platforms and cyber-wellness tips and was able to better understand and communicate with his daughters - and ultimately get them to adopt better habits when using their devices.

As part of the Digitally Ready Families programme - aimed at teaching digital skills to low-income families - Mr Roslan and his wife learnt parenting strategies and how to have honest conversations with the teens - aged 13 and 14 - about their use of electronic devices. The couple also have a six-year-old son.

With the skills they have learnt, the family is now closer, and the daughters have become more disciplined in their device use and lead better and healthier lifestyles, said Mr Roslan, who is looking for a job.

Significant Growth Experiences ...
Inculcating Use of Data in Programme's Life Cycle

Identify and Design

Implement, Monitor and Evaluate

Stabilise and Replicate (Monitor)

Significant Growth Experiences …
Evaluating and learning with our partners

REAIM Framework

Reach

Effectiveness

Adoption

Implementation

Maintenance

Developmental Evaluation for the SPARKX Programme

For TOUCH Community Services SPARKX

Centre for Evidence and Implementation
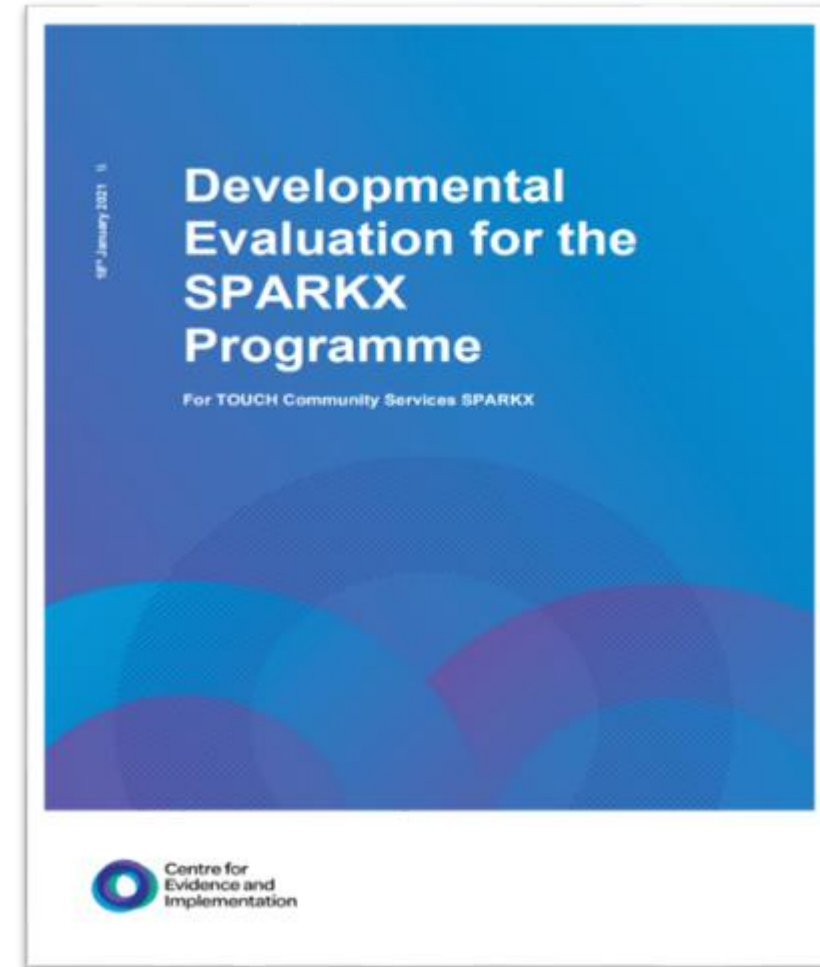
Our Significant Milestones ...
Growth through learning from others, helping others learn

TOUCH Community Services

Commissioned programme evaluation

2012

2013-2016

Research collaborations

Formalised Impact & Research as a department

2017

2018

Cultivate and build research and evidence-based mindset, capability and frameworks

Published 2 Research Journal Articles

2019-2020

2021

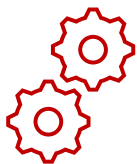**Started In-house Programme Evaluation**
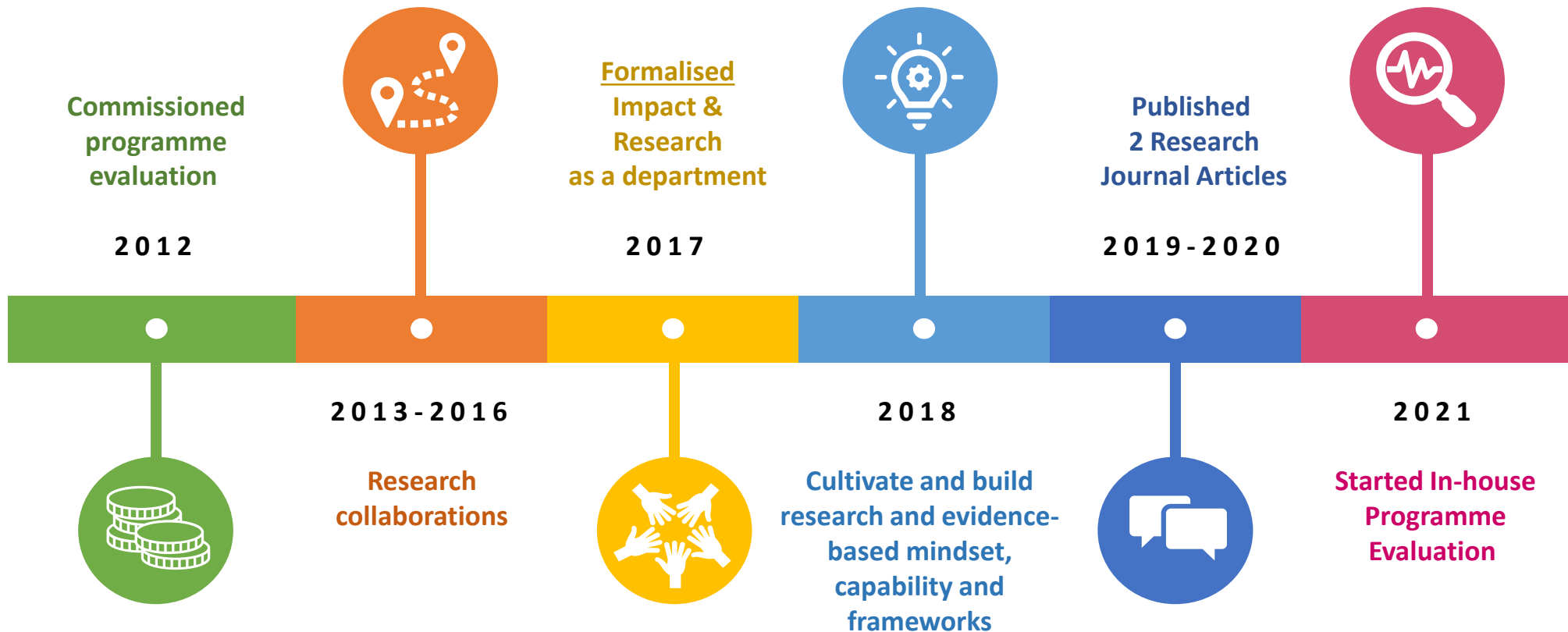
What worked for us ...

INTERNAL
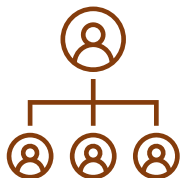
Strong Leadership Support
- Board & Management

Build Systems and Processes
- Financial resources
- Capability building

Hiring Suitable Staff
- Analytical mind and aptitude to learn
- Good communicator: Bite-size and applicable
- Relational

EXTERNAL

Learn through collaborations
- Learn from research partners

Landscape: Increasing resources available for social care sector

One by One