

FAMILY ECONOMIC SUSTAINABILITY PROGRAMME

MEASURING IMPACT &
ENHANCING CAPABILITY

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BACKGROUND

- Started in February 2014
- Objectives
 - To measure socioeconomic outcome of low income families in AMP Adopt A Family & Youth Scheme (AFYS)
 - To enhance staff capability
- 3 components
 - Impact Assessment Tool
 - Capability Training for Caseworkers
 - On-line Blended Learning portal
- 3 year project

KEY FEATURES

1) Impact Assessment Tool (IAT)

- Customised Scorecard
- Pre & Post intervention measures based on 6 key dimensions
 - Family and social conditions
 - Job Search / Employability
 - Skills development efforts
 - Financial and savings
 - Spiritual and mindset
 - Planning for Children's Education
- 22 families (141 beneficiaries) —→ 150 families

IAT - SCORECARD

GET



INPUT FORM

- > PRELIMINARY QUESTIONS
- > 1: MANAGEMENT OF FAMILY AND SOCIAL ISSUES
- > 2: JOB CREATION FOR HOUSEHOLD MEMBERS
- > 3: SKILL DEVELOPMENT FOR WORKING ADULTS
- > 4: SAVINGS AND FINANCIAL CONDITIONS
- > 5: SPIRITUAL, MENTAL AND HEALTH COMPONENTS
- > 6: EDUCATIONAL PLANNING FOR CHILDREN

SET



REPORTS

- > SITUATIONAL ANALYSIS (OVERALL)
- > ECONOMIC STATUS REPORT
- > EMPLOYABILITY STATUS REPORT
- > SITUATIONAL ANALYSIS (TOP 50 ISSUES) TO BE ADDRESSED

GO



12-MONTH IMPLEMENTATION ROADMAP BY PHASES

1

2

3

4

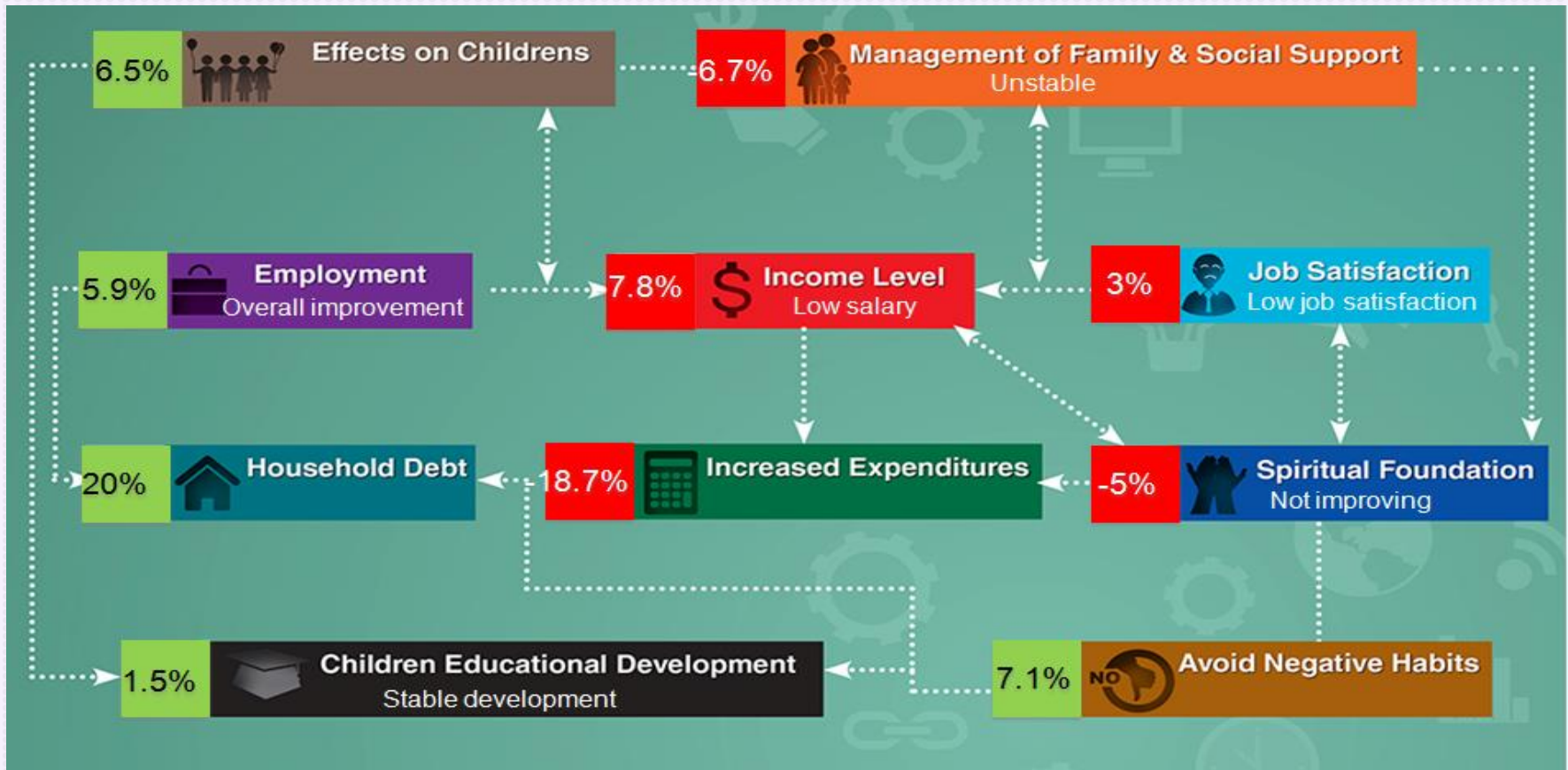
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IAT - EMERGING TRENDS

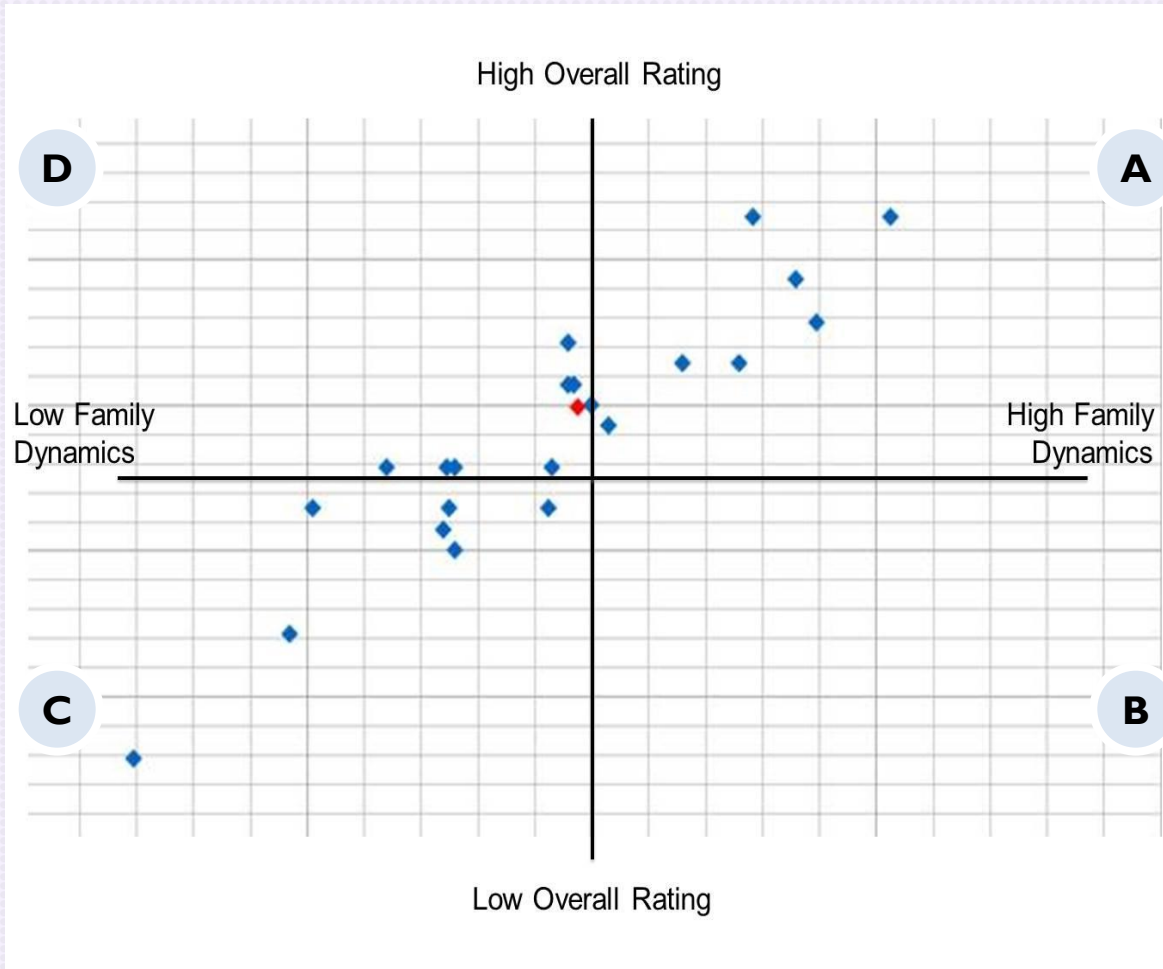
- Rise in the overall employment levels
 - lower monthly household salary
 - increased dissatisfaction on job-matching and
 - a significant increase in household expenses
- Improvements in children's education and household debts
- No major improvements in families' spiritual position
 - constrained by ability to strike a balance between duniawi and ukhrawi matters
- Negative habits have been curtailed

IAT - SCHEMATIC ASSESSMENT (OVERALL)

CAUSE-AND-EFFECT ANALYSIS



IAT – POST-INTERVENTION MATRIX



Quadrant A

- Families on track to achieve self-reliance. They have high overall rating & high family dynamics.

Quadrant C

- Families require further intervention to improve overall performance.

Quadrant D

- In general, the families need to invest more in enhancing the family bonds and marital ties.

KEY FEATURES

2) Capability Training

- Technical skills & Soft skills
- Development of scorecards
 - Linkages between dimensions
- Usage of analytics and metrics in case management
 - Scoring-based approach with human intervention
- 9 staff involved in 1st year

STRATEGIC IMPLICATIONS OF PROJECT

- **Emphasis on Quality Beneficiary Engagement**

- Provides more time for quality beneficiary engagement by removing 50% of case workers' administrative and preliminary analytical tasks
- Supported by on-line blended learning portal

- **Enhancing Capability and Building Capacity**

- System generated scores, detailed analysis and roadmaps increases accuracy and objectivity of assessment
- Speed of assessment and reports generated contributes to increased productivity
- Shorter learning curve for new caseworkers : 6 months to 3 months
- Standardised service standards

STRATEGIC IMPLICATIONS OF PROJECT

- **Systematic Approach to Enhancing Outcomes for Clients**
 - Tracking and monitoring cases – areas that have shown improvement or need more time for improvement can be better identified and addressed
 - Policies and programmes can be reviewed to map against the aggregate roadmap recommendations

- **Governance and Stakeholder Reporting**
 - Enhanced reporting tool for donors and sponsors to ensure that the Social Return on Investment (SROI) is achieved

END