

(only applicable to appointed SCC enrolling students with special needs)

Annex A5- Key Performance Indicator (KPI) Requirements

XX Special Student Care Centre (SSCC) (“programme”)

The following list of indicators will be reported to MSF on a half yearly basis. The indicators will be reported through the Enhanced Programme Evaluation System (EPES) for the purpose of a yearly programme evaluation.

Table 1

Basic Programme Indicators	Annual Targets	Verification Tools	Explanatory Notes
1. Cases brought forward from the last EPES submission	Not Applicable		Clients who were registered before the start of the reporting period and are still being served by the programme (“brought forward clients”).
2. No. of new cases	X	Client Register	Clients who are newly registered into the programme during the reporting period.
3. Total cases served	X	Client Register	Total No. of clients served during the reporting period Includes brought forward clients and new cases registered by the programme.
4. No. of closed cases	Not Applicable		Clients who had left the centre during the reporting period.

Output Indicators	Annual Target	Verification Tools	Explanatory Notes
Activities that enhance the students' well-being.	X	Centre's activity plans/ timetable	This will monitor the activities the SSCC carry out to enhance clients' well-being. Examples of these activities can include, but not limited to: social skills training, recreational activities such as horticulture, sports, painting, arts & crafts, music appreciation, etc.

Outcome Indicator	Annual Targets	Verification Tools	Explanatory Notes (how the target should be met)
% of Clients who achieved at least 80% average daily attendance in the SSCC	100%	Attendance sheet	<p>This tracks the percentage of clients attending the SSCC which achieved at least 80% average daily attendance.</p> <p><u>Computation Method</u></p> <p>i. To calculate % average daily attendance for each student Numerator: Total no of days each client attended Denominator: Total no of working days that the centre was open when the client was attending the SSCC</p> <p>ii. <u>To calculate % of clients who achieve 80% average daily attendance</u> Numerator: Number of clients who achieved at least 80% attendance Denominator: Total number of clients served</p>

User Feedback Indicators	Annual Targets	Verification Tools	Explanatory Notes (how the target should be met)
Caregivers benefit from the services provided by the SSCC	70%	Caregiver Feedback Form provided by MSF (Refer to questions 1-4)	<p><u>Collection Method</u> Data is collected through the Caregiver Feedback Form (set out in Annex Ai) which is to be administered once a year. All caregivers are to be administered the Caregiver Feedback Form only once a year. The survey should also be carried out before closure of each case.</p> <p>The SSCC is encouraged to make use of platforms (e.g. Case Conferences or Appreciation Day) where it will be easier for most of the caregivers to return the completed forms so that a higher Client Feedback From response rate can be obtained.</p> <p><u>Computation Method</u> The total survey score is divided by the number of survey questions answered by the caregivers.</p> <p><u>Numerator:</u> No./% of caregivers who have reported an overall average rating of 3.5 and above.</p> <p><u>Denominator:</u> Total no. of caregivers who have completed the survey. The SSCC must provide reasons for being unable to survey some caregivers under the “VWO Comments” of the EPES system.</p>

User Feedback Indicators	Annual Targets	Verification Tools	Explanatory Notes (how the target should be met)
Clients are meaningfully engaged in the SSCC and made improvement in basic activities of daily living/ community living skills	70%	Caregiver Feedback Form provided by MSF (Refer to questions 5-7)	As above.

Annex A5i -Caregiver Feedback Form

Dear Parent/Caregiver,

In order for us to improve ourselves in providing better quality care to our clients, we need your assistance in completing this feedback form and giving us your valuable comments. Thank you for your time.

亲爱的家长/看护者,

为了提高我们的服务水平, 我们希望您能完成以下问卷并填写您的宝贵意见.

感谢您抽出宝贵的时间协助我们。

Filled in by (optional)/填写人姓名(非必须):

Date/日期:.....

Name of Client (optional)/受益者姓名(非必须):

Relationship to Client/与受益者的关系:.....

Are you the main caregiver of the client? Yes/ No

您是受益者的主要看护者吗? 是/ 否

S/N	Please tick accordingly. 请在适当的空格里打勾	Totally Disagree/ 非常不同意	Disagree/不同意	Neutral/没意见	Agree/同意	Totally Agree/ 非常同意
		1	2	3	4	5
1	The SSCC has allowed me/ my spouse/ family members to have time and opportunities to work or pursue other activities. 特殊学生托管中心让我或我的家人有时间和机会工作或参与其他活动。					
2	The SSCC has provided me an avenue to seek advice and assistance. 特殊学生托管中心提供我一条寻求建议和协助的管道。					
3	The SSCC staff has taught me how to care for my child/dependent. 特殊学生托管中心的看护人员教导我如何照顾我的亲人。					
4	The SSCC staff has taken care of my child/dependent's needs (basic needs) 看护人员照料我的亲人的需求。(精神及日常基本需求)					
5	My child/dependent has shown improvement in coping with his daily needs at home since joining the SSCC. 自从参加特殊学生托管中心的活动，我的亲人在应付他的日常生活需求上有所进步。					
6	My child/dependent has shown improvement in interacting with family/people since joining the SSCC. 自从参加特殊学生托管中心的活动，我的亲人在与家人或他人沟通上有所进步。					
7	My child/dependent is more confident of going out to the community since joining the SSCC. 自从参加特殊学生托管中心的活动，我的亲人出门在外时显得更有信心。					

8. What other areas do you think we can improve in our services?

您觉得我们能在哪些方面加强特殊学生托管中心的服务水平? (请提出您的意见)

The End – Thank You

For agency's use

	Total Score	Average Rating
Questions 1-4		Total score/4 =
Questions 5-7		Total score/3 =

For clarification on materials contained in Annex A5 & A5i, please email: SDMD_Mailbox@msf.gov.sg