FREQUENTLY ASKED QUESTIONS

FUNDING

Q1 What is the funding framework from April 2016?

A1 The current funding cycle for FamilyMatters@Schools will end on 31 March 2016. As MSF will be aligning future funding cycles to calendar instead of financial year, the next funding period in 2016 will be from April to December 2016 (9 months). Thereafter, the funding cycles for FamilyMatters@School will start in January and end in December. Please see table below for details:

<table>
<thead>
<tr>
<th>Funding Period: 1 April – 31 December 2016 (9-month period)</th>
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<tbody>
<tr>
<td>Item</td>
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<tr>
<td>Programme Funding to conduct at least 10 hours of programmes from MSF’s Programme Menu</td>
</tr>
<tr>
<td>Funding for Fathers’ Programmes</td>
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<tr>
<td>Funding for school coordinators</td>
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<tr>
<td>Evidence-Based Programmes</td>
</tr>
<tr>
<td>Programme Funding - covers refreshments, courier charges and miscellaneous costs incurred for implementing evidence-based programmes</td>
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</tbody>
</table>

**Q2** Is my school still required to achieve 100 hours of programme?

**A2** No. Schools should carry out at least 10 hours of programmes with 10 new parents attending each programme.

**Q3** One of the requirement is that school must conduct at least 10 hours of family life education programmes from the programme menu, with 10 new parents attending each programme. How does MSF define new parents?

**A3** New parents refers to parents who are attending a FamilyMatters@School programme for the first time.

**Q4** If my school refers parents to attend programmes at another school which is also under FamilyMatters@School, can I include the programme in my school’s yearly report?
A4 No. School A should only report the programme that was conducted for parents of School A, even if there could have been a few parents from School B who attended the programme. School A should report programmes which it had selected from MSF’s Programme Menu and which will be paid using the $5,000 provision. Likewise, if parents of School A attend national family programmes like Singapore Parenting Congress, Marriage Convention and Transition to Secondary School (co-organised by the Ministry of Education and MSF), School A should not include the programmes in its school yearly report as these are not programmes conducted by School A using its yearly budget.

Q5 For parenting programmes organised in the community or events such as Singapore Parenting Congress, can the school tap on the funding for the purchase of the tickets?
A5 The $5,000 programme funding is primarily meant for schools to conduct programmes from the MSF programme menu to meet the needs of its parents. As such, it will not cover costs of tickets for events such as Marriage Convention and Singapore Parenting Congress.

Q6 Are there changes to the guidelines for fathers funding?
A5 Guidelines for fathers funding remain unchanged.

Q6 If we have far and few fathers programmes in our school, can we use the fathers funding for other parenting programmes?
A6 No. The intent of father funding is to encourage more fathers to be involved in their children’s lives as generally most programmes are already attended by mothers.

Q7 What are the items that are not funded under FamilyMatters@School?
A7 The following items will not be funded under FamilyMatters@School:
- Equipment/furniture (e.g. laptops, projectors, cameras, tables and chairs, etc.);
- Prizes and door gifts;
- Printing of collaterals (e.g. T-shirts, caps, etc.);
- Gift vouchers; and
• Venue rental and set-up.

Exception: Schools are allowed to claim for venue rental and set-up costs only for father bonding activities conducted outside school premises (under Funding for Fathers Programmes).

Q8 One of the ways the coordinator outreaches to parents is via sms. Can the coordinator claim for the sms charges?
A8 Coordinator may tap on the programme funding for the sms charges, subjected to the availability of the funds (i.e. school must ensure that they can fulfil at least 10 hours of programme from the menu with $5,000 funding). School to request for coordinator’s handphone bill for verification.

Q9 Can the coordinator be paid if he/she were to conduct a programme from the menu for Fathers’ Programmes?
A9 The coordinator can be paid $300 so long as the programme is from the programme menu. Do note that if the school were to tap on fathers funding to conduct programmes from the menu, the school has to adhere to the guidelines for fathers’ programmes.

Q10 How will funding be disbursed to schools?
A10 IFAAS Schools
All Government and Government-aided Primary and Secondary Schools, Junior Colleges and Centralised Institutes will continue to receive FamilyMatters@School funding in their schools’ account through the Integrated Financial Administration and Accounting System (IFAAS). There will be no change in the Project Description and Code in IFAAS:

<table>
<thead>
<tr>
<th>FamilyMatters@School Funds</th>
<th>Project Description and Code in IFAAS</th>
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</thead>
<tbody>
<tr>
<td>Programme Funding</td>
<td>“FM@School Programme”</td>
</tr>
<tr>
<td></td>
<td>500080</td>
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<tr>
<td>FamilyMatters@School for Fathers Funding</td>
<td>“FM@School for Fathers”</td>
</tr>
<tr>
<td></td>
<td>500086</td>
</tr>
<tr>
<td>School Coordinator Funding</td>
<td>“FM@School Coordinator”</td>
</tr>
<tr>
<td></td>
<td>500081</td>
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</tbody>
</table>
For the funding period of April - December 2016, all payments must be made in IFAAS system and approved by school’s approving officer by 24 December 2016, 1pm.

Non-IFAAS Schools
For non-IFAAS schools, we will work with them to download the funding in the schools’ authorised bank accounts.

**EVIDENCE-BASED PARENTING (EBP) PROGRAMMES**

Q12 Are schools required to procure the EBP programmes?
A12 No. Procurement and payment of EBP programmes will be done by MSF. Once the service providers have been confirmed, MSF will assign them to the schools.

Q13 Are the Strengths and Difficulties Questionnaires (SDQs) administered in English?
A13 Each invitation package contain SDQs printed in four languages.

Q14 What is the school counsellor’s role in the implementation of evidence-based parenting programmes?
A14 Should the school counsellor encounter families (from the targeted cohorts) that may benefit from the evidence-based parenting programmes, he/she can strongly encourage the parents to participate in the EBP. Following the agreement of the parent, the school counsellor may obtain the Strengths and Difficulties Questionnaire (SDQ) from the school coordinator and pass it to the parent to complete. Once the parent completes the SDQ, the school counsellor should hand over the sealed envelope that contains the SDQ to the school coordinator for follow up. The coordinator will assist the school counsellor by liaising with the trainer for the arrangement of the programme runs. Throughout the whole process, MSF recommends that the school counsellor be the main contact person for the parent.

Q15 Where would the Triple P seminars and consultations be conducted?
A15 The programmes should be held in school premise, as it is a venue that parents may find most convenient. However, if the school is unable to cater to the parents’ schedule for
the consultations, the sessions can either be held at service provider’s office or community spaces that are situated near the school or parent’s residence. Please note the consultation sessions should not be held in the parent’s home.

**Q16 Can the Triple P Level 2 seminars be conducted in vernacular languages?**

A16 The seminars can be conducted in vernacular languages and at cluster level upon request by schools.

**Q17 Do the parents have to be Singaporeans in order to benefit from Triple P and Signposts?**

A17 No. As long as they are parents of Pri 3/4 and Sec 1/2 children in the school, they may participate in the EBP, regardless of their nationalities.

**Q18 What if a parent is unable to attend all 3 seminars of Triple P Level 2 in the school?**

A18 We will share with the schools and coordinators the seminar schedules for all schools on board the EBP programmes. If a parent misses a seminar in his/her school, he/she can make up for the seminar in another school. It is important for parents to attend all the required sessions in the correct order to get the right dosage of intervention so that they can benefit from it.

**Q19 What happens if a parent is unable to attend all 5 sessions of Signposts?**

A19 Parents are strongly recommended to attend all the 5 sessions in the same run as each session is built upon the previous session.

**Q20 Should a parent undergo the Triple P L3 programme and a school counselling session at the same time, and would he or she be receiving an overdose of interventions?**

A20 The focus of Triple P L3 programme is to teach parents how to use specific parenting skills to tackle specific behavioural issues of their children. This is different from counselling sessions, which is to address issues that parents face in greater depth. Further, a Triple P practitioner will focus on the parenting skills only and will not address any marital or family issues. If a parent is assessed to require counselling, it will be complementing, not conflicting, with his/her participation in Triple P.
Q21  Can parents of other cohorts attend the evidence-based programmes?
A21  Schools may refer parents from the non-targeted cohorts to MSF for the evidence-based programmes. However, this is subject to the availability of spaces in view that priority will be given to parents of the targeted cohorts (P3/P4, Sec 1/Sec 2). Parents of other cohorts who are referred by the school or school counsellor are required to complete the Strengths and Difficulties Questionnaire (SDQ), following which MSF will process and inform the school counsellor of the appropriate EBP programme for the parents.

Parents who are recommended to attend Triple Level 2 may join in the seminar series conducted for the targeted cohorts. Should the parent be recommended Triple Level 3 or Signposts, and when there is an available run, the school counsellor may then contact the parents accordingly for the programme. The coordinator will assist the school counsellor by liaising with the trainer for the arrangement of the programme runs. Throughout the whole process, MSF recommends that the school counsellor be the main contact person for the parent. One contact point provides clarity to the parents.

Q22  Can we tap on the $500 programme funding to pay overtime hours for our security guard?
A22  Yes, schools may use the $500 programme funding to pay overtime hours for the security guard as part of miscellaneous costs of implementing evidence-based programmes in schools.

Q23  How does MSF intend to close the loop with schools after parents attend the EBP?
A23  MSF can share overall and aggregated findings of the SDQ scores with schools. We will not be sharing individual family scores or progress in programmes to protect the family’s confidentiality.

Q24  Is our participation in the EBP on a yearly auto-renewal basis?
A24  No. You can opt to renew when the agreement is near expiry.
Q25  Is there a selection criteria for schools who are keen to come on board the EBP for 2016?
A25  MSF will accept schools on first-come-first-serve basis. All selected schools must be able to fulfil the logistical requirements as listed in page 3 of the Application Form for Funding under FamilyMatters@School.

Q26  What are challenges faced by pilot schools?
A26  Two main challenges are engaging hard-to-reach parents and availability of school venue after office hours to conduct programmes. Schools that have good participation rates tend to be those with strong presence and support from school leaders.

Q27  Can the SDQ be digitised and emailed to parents?
A27  Currently, there are no plans to have the SDQ digitised. MSF may look into the feasibility of doing so and take into consideration of parents who may not IT savvy or access to computers or smart phones.

Q28  What is the support for parents who fall under Triple P Level 4?
A28  Parents of children in primary schools whose SDQ scores indicate the need for Triple P Level 4 intervention will be referred to MSF. Parents of secondary school students who need a similar level of support will be linked up with community resources and relevant service providers.

COORDINATORS
Q29  If my school is on board EBP, does my school need to put up an ITQ for the engagement of a coordinator?
A29  Government agencies are subjected to government procurement guidelines. As such, schools will be required to put up an Invitation To Quote to procure an coordinator as the estimated procurement value will be above $5,000.
Q30  Can a coordinator serve more than one EBP school?
A30  Other than the coordinators who had served in EBP schools during the pilot period of 2014-2015, each coordinator should only take on one EBP school in 2016. Coordinators in EBP schools will need to do greater outreach and sustain parents’ participation. For non-EBP schools, a coordinator may serve up to 3 non-EBP schools.

Q31  Does the coordinator need to be stationed full-time in school?
A31  We leave this to schools and coordinators to work out an arrangement that best meets the objectives of the programme.

Q32  Are the coordinators required to be present for the Triple P Level 3 consultations?
A32  It is recommended that coordinators are present to ensure that the venue has been set up for the consultations, and that the parents turn up for the sessions. However, coordinators are not allowed to sit in for consultations as these one-to-one sessions are private.

Q33  Is the coordinator still required to clock in 78 working hours per month, if he/she is serving in EBP school?
A33  From 2016, EBP school coordinators are no longer required to clock in 78 working hours per month. Instead, he/she would have to fulfil the project milestones KPIs which we will share with the schools/coordinators when details have been finalised.

Q34  Can schools be given a transition period to train new coordinators?
A34  Yes, schools implementing evidence-based programmes are allowed to retain their current parent coordinator till end 2017. From January 2018, all evidence-based schools should only hire non parents as coordinators.

Q35  I have school staff who can help to organise parenting programmes. Can I use the coordinator funding (which we do not need) for more parenting programmes?
A35  No, the coordinator funding is intended for the engagement of manpower to assist the school in the implementation of FamilyMatters@School programmes.
Q36  How is the $300 non-EBP coordinator allowance computed?
A36  The allowance of $300 per programme is pegged to market rate. Private service providers charge a similar amount for admin costs of running a programme.

ADMINISTRATIVE-RELATED MATTERS

Q37  What are required documents to be submitted to MSF?
A37  Coordinator needs to submit the following documents on a half-yearly basis* to MSF:
   (i)  Yearly Report of programmes conducted and list of parents attended
   (ii) Evaluation Summary of Participant Feedback Forms
*For the period of April - December 2016, please note that the following deadlines for submissions:
   - 29 July 2016
   - 30 December 2016
For the period of January - December 2017, please note that the following deadlines for submissions:
   - 30 June 2017
   - 29 December 2017

PROGRAMME MENU

Q38  Will there be bonding activities in the new programme menu?
A38  The menu will include programmes that include activities that reinforce learning. These activities aim to help participants practise the skills taught in the programme.

Q39  Can the programme menu cater to caregivers or parents with special needs children?
A39  Yes. There will be some programmes for parents with special needs children.

Q40  When and where will the new programmes be published?
A40  The new programme listing will be published in the first quarter of 2016 and the URL is www.msf.gov.sg/familymatters.