

# THE HONG KONG COUNCIL OF SOCIAL SERVICE

Information Technology Resource Centre

Study Visit on Digital Transformation of Social Services

March 20 – 22, 2024; Singapore

## **BASIC INFORMATION OF THE EVENT**

### **1. Date and Location**

March 20 – 22, 2024; Singapore

### **2. Theme of Event**

Study Visit on Digital Transformation of Social Services

### **3. Objectives**

#### **Infrastructure · Big Data · Ecosystem**

- Understand **the infrastructure for digitalization of social services of Singapore**;
- How to build **proficiency in data to enhance service planning and operations**; and enhance **data governance** to address the key areas of data privacy and protection;
- How to develop **sector connectivity and leverage ecosystem partners' platform** for greater digital outreach and services delivery

### **4. Delegation Members**

Apart from the delegates quota subsidized by the Social Welfare Department, this delegation visit would also include these members.

- Mr. CHUA Hoi Wai, JP     Chief Executive, The Hong Kong Council of Social Service
- Ms. HO Mei Yee, Joyce     Acting General Manager, HKCSS-Information Technology Resource Centre
- Government Officials
- Representatives of Funders/Foundations
- Other Stakeholders
- HKCSS Committee Members & Staff

## 5. Itinerary Brief

Detailed Itinerary will be provided upon application confirmation.

Date / Time	Topic & Content	Venue
<p><b>March 20, 2024</b> 4pm – 6pm</p>	<p><b><u>Enhanced Service User Experience: Transforming Service Delivery with Digitalisation</u></b></p> <ul style="list-style-type: none"> <li>- Techbooster &amp; Robotics               <ul style="list-style-type: none"> <li>▪ Rationale of the scheme</li> <li>▪ Target SSAs</li> <li>▪ Project outcome</li> <li>▪ Learning Points</li> </ul> </li> <li>- SSA (Social Services Agency) sharing               <ul style="list-style-type: none"> <li>▪ Why digitalise?</li> <li>▪ Impact of the service delivery tech</li> <li>▪ Challenges and Learning Points</li> </ul> </li> <li>- Centre showcase</li> <li>- How the tech is being used in the centre</li> </ul>	<p><a href="#"><u>Asian Women's Welfare Association</u></a> (TBC)</p>
<p><b>March 21, 2024</b> 9am – 1pm</p>	<p><b><u>Session 1: Opening and Introduction from NCSS - Social Service Goes Digital</u></b></p> <ul style="list-style-type: none"> <li>- Overview of Singapore's social service landscape, NCSS' role and <a href="#">4ST</a> roadmap to guide sector</li> <li>- Overview of NCSS' digitalisation efforts to support the sector and our own digitalisation journey</li> <li>- Overview of the digitalisation opportunities/challenges within the sector</li> </ul> <p><b><u>Session 2: Opening and Introduction from HK Delegation</u></b></p> <p><b><u>Session 3: Digital Maturity: Digital Acceleration Index (DAI) Study</u></b></p> <ul style="list-style-type: none"> <li>- Findings</li> <li>- Social Service Digitalisation Playbook (IDPSS refresh)</li> <li>- Planned initiatives 2024-2026</li> </ul> <p>NCSS has partnered the Boston Consulting Group (BCG) to develop the Digital Acceleration Index (DAI). The DAI enables participating SSAs to evaluate and assess their organisation's digital strengths and weaknesses, and to gain a better understanding of their state of digitalisation across multiple dimensions. SSAs participating in the DAI will receive a report on how they perform across the key dimensions of digital maturity, and how they compare with peers in the same sector who have also used the diagnostic tool.</p>	<p>NCSS (The Nation Council of Social Service)</p>

	<p><b><u>Session 4: Sector Connectivity: Strengthening Social Service Delivery via System Connectivity</u></b></p> <ul style="list-style-type: none"> <li>- MSF (Ministry of Social and Family Development) Systems Overview</li> <li>- <a href="#">SSNet 2.0 Enhancement</a></li> </ul> <p>The social service is connected via a suite of applications that enables the public to access services, front-line officers to review and assess cases, as well as backend support officers to process grants and perform analytics</p> <p>SSNet (Social Service Net) is the key central system for funded programmes to collate and store client information. It was launched in 2017 and is planned for a refresh.</p> <p><b><u>Session 5: Govt Funding Schemes for SS Digitalisation</u></b></p> <ul style="list-style-type: none"> <li>- <a href="#">Tech-and-GO! funding scheme</a></li> <li>- <a href="#">Pre-Scoped consultancy</a></li> </ul> <p>NCSS supports SSAs’ digitalisation with both technology and consultancy grants, funded up to 80%. This helps to kickstart SSAs’ digitalisation journey by subsidising costs as well as providing the needed expertise in the tech domains.</p>	MSF (Ministry of Social and Family Development)
<p><b>March 21, 2024 3pm – 6pm</b></p>	<p><b><u>Session 6: Data Proficiency &amp; Governance</u></b></p> <ul style="list-style-type: none"> <li>- <a href="#">Better Data-Driven Charities (BDDC) Templates</a></li> </ul> <p>Data Security Instructions (DSI) Implementation</p> <p>To uplift SSAs in their data proficiency and to enable them to actively use data to drive ops efficiency and service planning decisions, NCSS has launched a set of dashboard templates built on the Power BI platform that are free to download by SSAs. Users may gain insights to common metrics in the areas of HR, case management, volunteer management and donor management.</p> <p><b><u>Session 7: Data Proficiency &amp; Governance: Providing Insights of Research Studies to the Public</u></b></p> <ul style="list-style-type: none"> <li>- Quality of Life (QoL): Creating interactive dashboards</li> </ul> <p>To enable more targeted and data-driven service planning in the social service sector, NCSS is developing a series of interactive dashboards using data from previous research studies. This provides social service agencies (SSAs) easy access to insights on service users studied and supplements findings released in our study reports. The dashboard also allows SSAs to compare data and identify potential areas of needs that can be addressed through programmes and services. More information</p>	NCSS (The Nation Council of Social Service)

	<b><u>Session 8: Exchange and Discussion Session</u></b>	
<b>March 22, 2024 9am – 12noon</b>	<b><u>Session 1: Foundational Solutions: Building a Digital Foundation</u></b> <ul style="list-style-type: none"> <li>- Back to Basics <ul style="list-style-type: none"> <li>▪ Rationale of the scheme</li> <li>▪ Target SSAs</li> <li>▪ Project outcome</li> <li>▪ Learning Points</li> </ul> </li> <li>- SSA sharing <ul style="list-style-type: none"> <li>▪ Why digitalise?</li> <li>▪ Impact of the service delivery tech</li> <li>▪ Challenges and Learning Points</li> </ul> </li> <li>- Centre showcase <ul style="list-style-type: none"> <li>▪ How the tech is being used in the centre</li> </ul> </li> </ul> <b><u>Session 2: Foundational Solutions: 1 – 2 NGO Sharing from HK Delegation</u></b>	SSA (Social Services Agency) (TBC)
<b>March 22, 2024 PM</b>	<b>Departure</b>	

## **6. Visiting Social Service Agencies**

### **Asian Women's Welfare Association** (*visiting on March 20, 2024*)

AWWA was founded in 1970 by a group of volunteers supporting low-income families, and has since evolved into one of Singapore's largest multi-service social service agencies. AWWA's multi-professional team supports the integration and inclusion of children with developmental needs, families with complex social issues, the elderly, and persons with additional needs so that they may live out their various dreams and aspirations. AWWA's mission is to empower the disadvantaged to maximise their potential to lead dignified and independent lives. (<https://www.awwa.org.sg/>)

### **SSA (TBC)** (*visiting on March 22, 2024*)

## **7. Coordinating Organizations:**

### **The Nation Council of Social Service**

NCSS is a statutory board under the Ministry of Social and Family Development of the Government of Singapore. NCSS is the umbrella body for over 500-member social service agencies in Singapore. Its mission is to provide leadership and direction in enhancing the capabilities and capacity of our members, advocating for social service needs and strengthening strategic partnerships, for an effective social service ecosystem. Community Chest is the fundraising and engagement arm of NCSS and Social Service Institute (SSI) is the human capital development arm of NCSS. (<http://www.ncss.gov.sg>)

### **The Hong Kong Council of Social Service**

The HKCSS is a statutory body established in 1947. Together with our Agency Members, we uphold social justice and equality in our mission to advance the well-being of the Hong Kong community. The HKCSS is committed to building an impact-oriented, collaborative and innovative social service sector, and co-creating a better society with stakeholders across different sectors. The HKCSS has over 510 Agency Members, with service units throughout Hong Kong, providing high-quality social services to those in need. (<https://www.hkcss.org.hk/>)

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