

**Client Profile Analysis Report for FY 2015  
(1 April 2015 – 30 March 2016)**

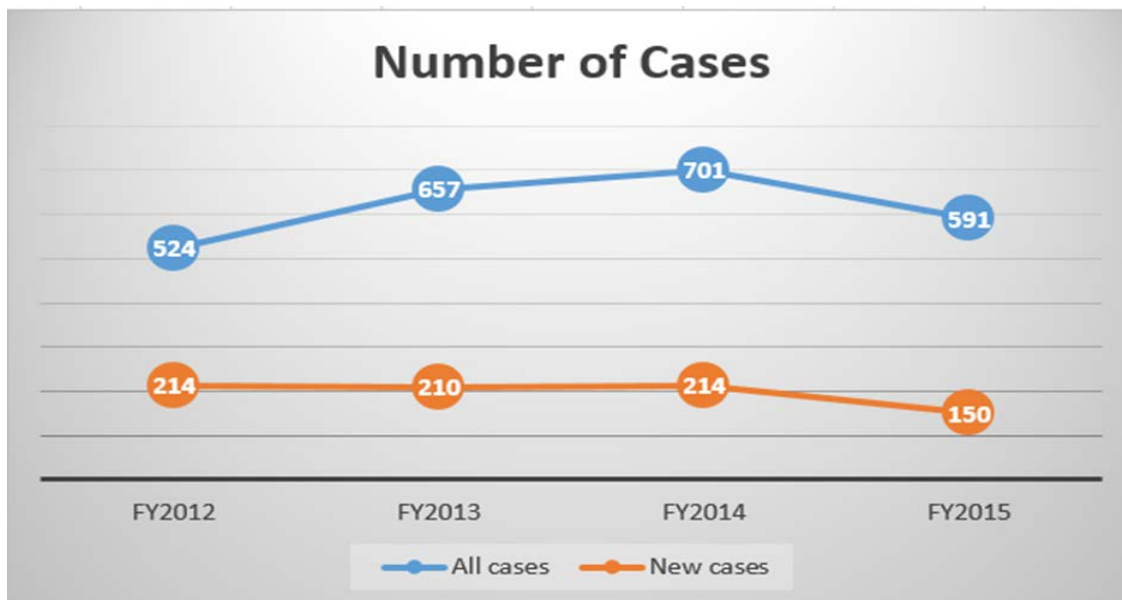
**BACKGROUND**

This study helps us to identify emerging trends in the community and their implications to our future service provisions. In FY2014, Rotary FSC compared and analyzed the profile of our clients for the period of FY2012 to FY2014.

In FY2015, Rotary FSC compared the data for the period of FY2012 and FY2015. The comparison was made for ALL and NEW cases opened during the respective financial years. 'ALL' cases refer to the total cases processed in that year while 'NEW' cases are those opened in the same period.

**NUMBER OF CASES**

The number of cases had been on the rise since FY2012 but dropped to 591 in FY2015. This is significantly low when compared to the total number of cases in the past 3 financial years. In addition, the number of new cases opened in FY2015 also declined when compared to the past financial years.



**GENDER**

Clients attended to by the FSC remained predominantly females. However, there seemed to be an increase in the number of new male clients from FY2014 to FY2015 implying that males were beginning to come forward to seek social services.

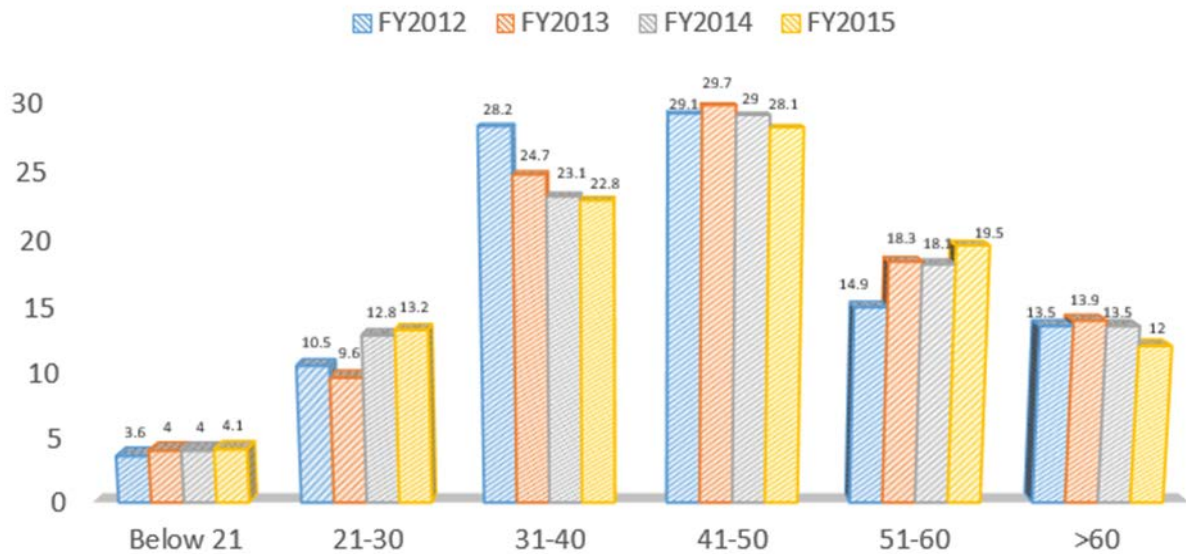
ALL CASES				
Gender/N (%)	FY 2012	FY 2013	FY 2014	FY 2015
Female	342 (65.3%)	441 (67.1%)	492 (71.1%)	409 (69.2%)
Male	182 (34.7%)	216 (32.9%)	202 (28.9%)	182 (30.8%)

NEW CASES				
Gender/N (%)	FY 2012	FY 2013	FY 2014	FY 2015
Female	139 (65.0%)	148 (70.5%)	153 (72.2%)	88 (58.7%)
Male	75 (35.0%)	62 (29.5%)	59 (27.8%)	62 (41.3%)

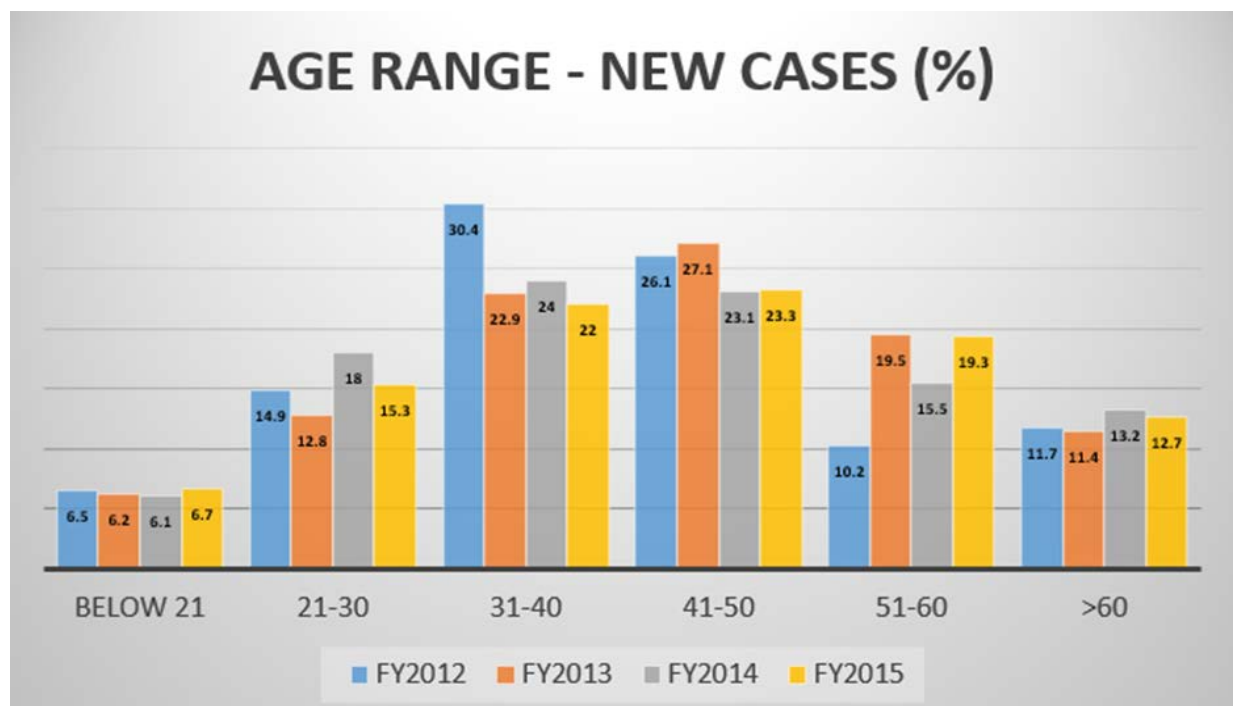
## AGE DISTRIBUTION

Although the number of clients aged between 31 and 50 years old were the main clientele group, there was a significant drop in the total and new clients belonging to that age group from FY2014 to FY2015. It was also observed that the number of clients aged between 51 and 60 years old increased in FY2015. Despite an increase in aging population nationwide, the number of cases above 60 years old was stable over the four financial years.

## AGE RANGE - ALL CASES (%)

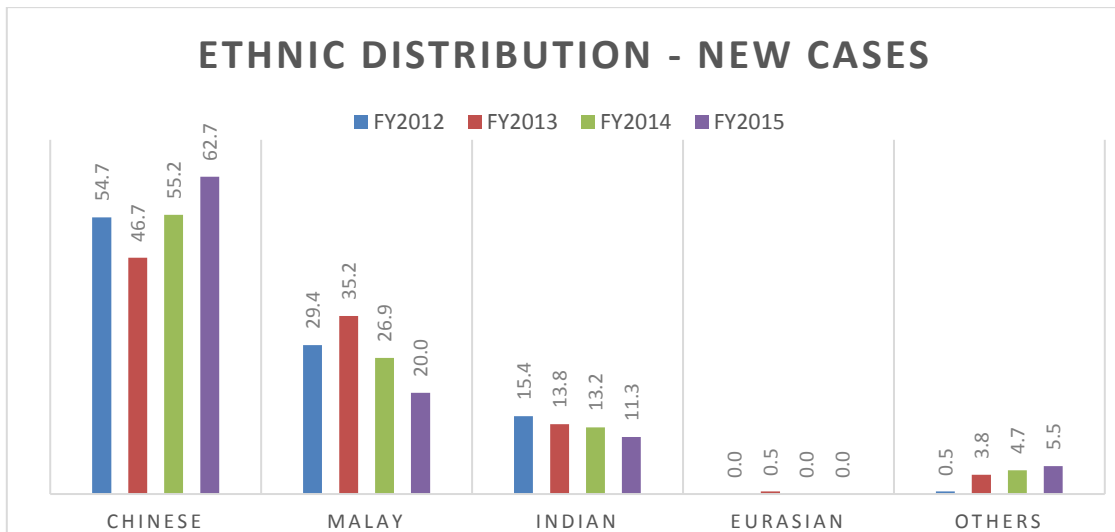


## AGE RANGE - NEW CASES (%)



**ETHNIC DISTRIBUTION**

The proportion of Chinese clients remained at 45-48%, Malays 33-35% and Indians 13-14%. For new cases, it was noted that the proportion of Malay and Indian clients decreased over the years whereas the proportion of Chinese clients showed an increase.



**MARITAL STATUS AND FAMILY TYPE**

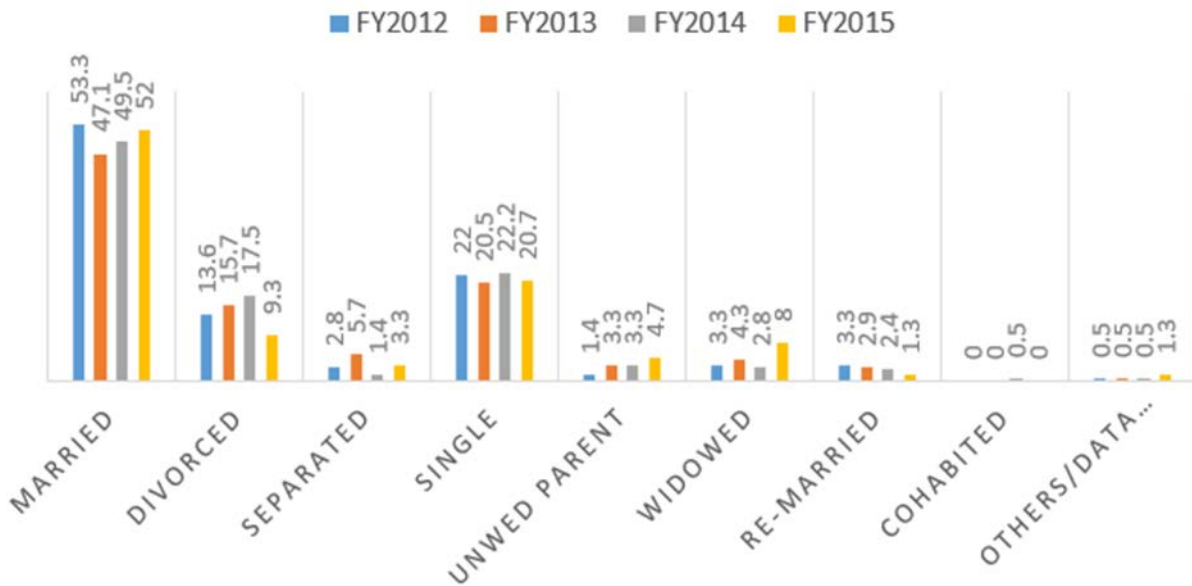
Clients who were married still made up more than 50% of the total number of cases who received services from Rotary FSC. Although the total number of clients who were divorced appeared to be stable over the four financial years, the number of new clients who were divorced actually dipped from 13.6% in FY2012 to 9.3% in FY2015.

A significant increase was seen in the number of cases involving unwed parents, from 1.5% in FY2012 to 3.9% in FY2015 for all cases and 1.4% in FY2012 to 4.7% in FY2015 for new cases.

**MARITAL STATUS - ALL (%)**



## MARITAL STATUS - NEW (%)



### INCOME DISTRIBUTION

Similar to previous years, more than half of the families that received our services reported a monthly household income of below \$1,500. However, it was noted that the number of such cases declined gradually. For cases that reported of having no income, the number of all and new cases increased over the four financial years. The number of new cases almost doubled from FY2012 to FY2015. There was also a noticeable increase in the number of cases whose monthly household income was more than \$3,000. This was an indication that there could be more clients who sought non-financial related services.

Income/ N (%)	FY2012		FY2013		FY2014		FY2015	
	ALL	NEW	ALL	NEW	ALL	NEW	ALL	NEW
No income	56 (10.7)	29 (13.6)	75 (11.4)	27 (12.9)	99 (14.1)	42 (19.6)	101 (17.1)	40 (26.7)
Below \$500	52 (9.9)	22 (10.3)	65 (9.9)	21 (10.0)	61 (8.7)	14 (6.5)	36 (7.8)	9 (6.0)
\$500-\$999	112 (21.4)	30 (14.0)	140 (21.3)	39 (18.6)	128 (18.3)	18 (8.4)	100 (16.9)	16 (10.7)
\$1,000-1,499	107 (20.4)	38 (17.8)	128 (19.5)	27 (12.9)	110 (15.7)	17 (7.9)	82 (13.9)	15 (10.0)
<b>Income&lt;1.5K</b>	<b>62.4%</b>	<b>55.7%</b>	<b>62.1%</b>	<b>54.4%</b>	<b>56.8%</b>	<b>42.9%</b>	<b>55.7%</b>	<b>53.4%</b>
\$1,500-1,999	53 (10.1)	17 (7.9)	62 (9.5)	19 (9.0)	65 (9.3)	20 (9.3)	58 (9.8)	11 (7.3)
\$2,000-2,499	32 (6.1)	16 (7.5)	45 (6.8)	18 (8.6)	47 (6.7)	10 (4.7)	40 (6.8)	10 (6.7)
\$2,500-2,999	24 (4.6)	13 (6.1)	28 (4.3)	10 (4.8)	26 (3.7)	5 (2.3)	12 (2.0)	2 (1.3)
>=\$3,000	73 (13.9)	39 (18.2)	79 (12.0)	26 (12.4)	90 (12.8)	40 (18.7)	87 (14.7)	21 (14.0)
Data unavailable	15 (2.9)	10 (4.7)	35 (5.3)	23 (11.0)	75 (10.7)	48 (22.4)	65 (11.0)	26 (17.3)
<b>Total</b>	<b>524 (100)</b>	<b>214 (100)</b>	<b>657 (100)</b>	<b>210 (100)</b>	<b>701 (100)</b>	<b>214 (100)</b>	<b>591 (100)</b>	<b>150 (100)</b>

## HOUSING TYPE

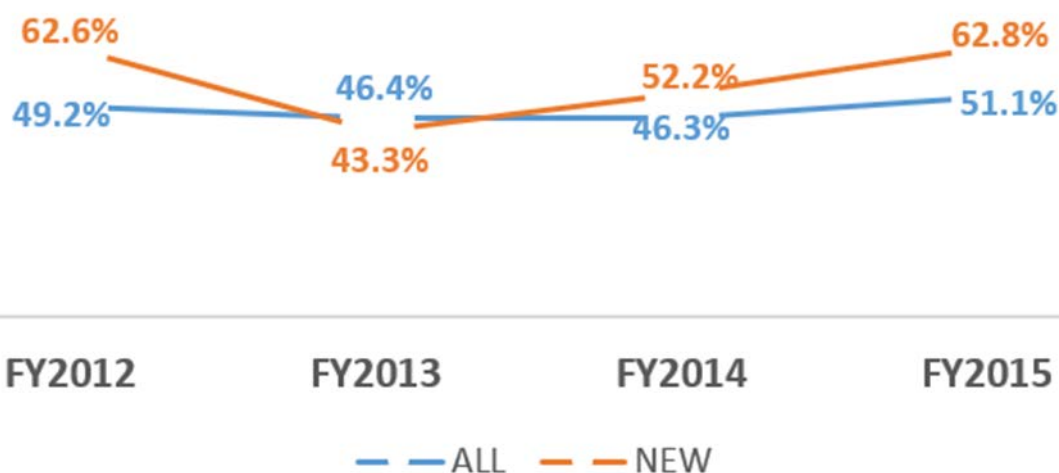
Over the four years of FY2012 to FY2015, the number of clients living in 1-room and 3-room flats declined for both all and new cases. However, for the same period, there seemed to be a steady increase in homeless cases from 1.5% in FY2012 to 2.4% in FY2015 for all cases. Other housing types did not show any clear trend.

Flat type/ N (%)	FY2012		FY2013		FY2014		FY2015	
	ALL	NEW	ALL	NEW	ALL	NEW	ALL	NEW
HDB 1 Room	50 (9.5)	17 (7.9)	62 (9.4)	19 (9.0)	56 (8.1)	13 (6.4)	46 (7.8)	7 (4.7)
HDB 2 Room	75 (14.3)	17 (7.9)	97 (14.8)	32 (15.2)	114 (16.5)	25 (12.3)	94 (15.9)	12 (8.0)
HDB 3 Room	223 (42.6)	87 (40.7)	269 (40.9)	79 (37.6)	271 (39.3)	64 (31.5)	205 (34.7)	41 (27.3)
Homeless	8 (1.5)	6 (2.7)	14 (2.1)	6 (2.9)	12 (1.7)	6 (3.0)	14 (2.4)	5 (3.3)

## SOURCES OF REFERRAL

Based on the findings, the number of self-referrals continued to be the main source of referrals for Rotary FSC. In fact, the number had been increasing over the past four financial years. This could possibly be due to more public awareness on services available in a family service centre.

### SELF-REFERRAL



## PRESENTING ISSUES

'Presenting issue' is the primary concern that client sought help from Rotary FSC. Comparing the changes in presenting problems over the past four financial years, the prominent changes were the decline in the number of all and new cases seeking financial help, and the increase in the number of cases with emotional issues.

Despite the hike in the number of all cases with no income, from 10.7% in FY2012 to 17.1% in FY2015, the number of all cases requesting for financial assistance, dropped from 52.9% in FY2012 to 40.2% in FY2015. On the other hand, the number of all cases seeking emotional help increased notably from

2.5% in FY2012 to 11% in FY2015. This was an indication that people were beginning to seek help when under emotional distress.

The number of new cases requesting for childcare-related assistance dropped from 5.1% in FY2014 to 2% in FY2015. This could be due to client's awareness that additional childcare subsidy could be applied through respective childcare centres and the close working relationship between Rotary FSC and most childcare centres within the service boundary.

Presenting Problem/ N (%)	FY2012		FY2013		FY2014		FY2015	
	ALL	NEW	ALL	NEW	ALL	NEW	ALL	NEW
Basic Sustenance	0 (0)	0 (0)	2 (0.3)	2 (1.0)	3 (0.4)	1 (0.5)	2 (0.3)	0 (0)
Caregiving Issues	2 (0.4)	2 (0.9)	5 (0.8)	4 (1.9)	9 (1.3)	4 (1.9)	11 (1.9)	5 (3.3)
Child Behaviour	8 (1.5)	2 (0.9)	9 (1.4)	4 (1.9)	11 (1.6)	5 (2.3)	14 (2.4)	6 (4.0)
Child Issues	8 (1.5)	3 (1.4)	10 (1.5)	5 (2.4)	9 (1.3)	2 (0.9)	10 (1.7)	5 (3.3)
Childcare/ BASC	6 (1.1)	5 (2.3)	10 (1.5)	5 (2.4)	21 (3.0)	11 (5.1)	18 (3.0)	3 (2.0)
Elderly Issues	7 (1.3)	1 (0.5)	10 (1.5)	5 (2.4)	13 (1.9)	5 (2.3)	10 (1.7)	6 (4.0)
Emotional Issues	13 (2.5)	11 (5.1)	35 (5.3)	21 (10.0)	59 (8.4)	34 (15.9)	65 (11.0)	24 (16.0)
Employment /Career	6 (1.1)	4 (1.9)	5 (0.8)	1 (0.5)	2 (0.3)	1 (0.5)	3 (0.5)	1 (0.7)
Extra-Marital Affairs	2 (0.4)	2 (0.9)	2 (0.3)	0 (0)	3 (0.4)	1 (0.5)	3 (0.5)	0 (0)
Family Conflict	5 (1.0)	3 (1.4)	4 (0.6)	1 (0.5)	7 (1.0)	4 (1.9)	9 (1.5)	4 (2.7)
Family Issues	39 (7.4)	19 (8.9)	39 (5.9)	9 (4.3)	32 (4.6)	7 (3.3)	32 (5.4)	9 (6.0)
Family Violence (all forms)	12 (2.4)	6 (2.9)	24 (3.8)	15 (7.1)	26 (3.7)	7 (3.3)	21 (3.6)	6 (4.0)
Financial Issues	277 (52.9)	81 (37.9)	347 (52.8)	96 (45.7)	328 (46.8)	59 (27.6)	237 (40.2)	34 (22.7)
Health Issues	2 (0.4)	1 (0.5)	2 (0.3)	0 (0)	2 (0.3)	1 (0.5)	3 (0.5)	1 (0.7)
Housing / Shelter	30 (5.7)	22 (10.3)	45 (6.8)	17 (8.1)	47 (6.7)	20 (9.3)	45 (7.6)	14 (9.3)
Interpersonal issues	15 (2.9)	6 (2.8)	12 (1.8)	1 (0.5)	11 (1.6)	4 (1.9)	5 (0.8)	0 (0)
Legal Issues	1 (0.2)	0 (0)	2 (0.3)	1 (0.5)	2 (0.3)	0 (0)	3 (0.5)	2 (1.3)
Marital Issues	52 (9.9)	31 (14.5)	50 (7.6)	10 (4.8)	64 (9.1)	32 (15.0)	58 (9.8)	15 (10.0)
Mental Health Issues	9 (1.7)	2 (0.9)	14 (2.1)	7 (3.3)	16 (2.3)	3 (1.4)	12 (2.0)	4 (2.7)
Others	1 (0.2)	0 (0)	1 (0.2)	1 (0.5)	3 (0.4)	2 (0.9)	4 (0.8)	2 (1.4)

Presenting Problem/ N (%)	FY2012		FY2013		FY2014		FY2015	
	ALL	NEW	ALL	NEW	ALL	NEW	ALL	NEW
Parenting/ Child Management	9 (1.7)	3 (1.4)	10 (1.5)	1 (0.5)	10 (1.4)	2 (0.9)	9 (1.5)	3 (2.0)
Partner Violence	1 (0.2)	0 (0)	1 (0.2)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
Relationship Issues	4 (0.8)	3 (1.4)	5 (0.8)	2 (1.0)	9 (1.3)	4 (1.9)	8 (1.4)	5 (3.3)
School Issues	1 (0.2)	1 (0.5)	1 (0.2)	0 (0)	1 (0.1)	1 (0.5)	1 (0.2)	0 (0)
Sexual Issues	1 (0.2)	0 (0)	1 (0.2)	0 (0)	1 (0.1)	0 (0)	2 (0.3)	1 (0.7)
Youth Issues	13 (2.5)	6 (2.8)	11 (1.7)	2 (1.0)	12 (1.7)	4 (1.9)	6 (1.0)	0 (0)
<b>Total</b>	<b>525 (100)</b>	<b>214 (100)</b>	<b>657 (100)</b>	<b>210 (100)</b>	<b>701 (100)</b>	<b>214 (100)</b>	<b>591 (100)</b>	<b>150 (100)</b>

### UNDERLYING ISSUES

'Underlying issues' are issues that are assessed by caseworkers. In a case, multiple underlying issues could be identified by caseworkers.

It was observed that the number of cases with assessed childcare needs had been consistent in new cases, but cumulative in all cases. This might indicate that cases with young children tended to stay with Rotary FSC for over a year.

Issues/ N		FY2012		FY2013		FY2014		FY2015	
		ALL	NEW	ALL	NEW	ALL	NEW	ALL	NEW
1	Behavioural	9	6	11	3	14	5	9	0
2	Caregiving	9	5	20	13	30	13	27	8
3	Child Abuse (neglect)	1	1	3	2	3	0	2	0
4	Child Abuse (physical)	5	2	11	6	10	1	8	2
5	Child Abuse (psychological)	1	1	3	2	3	0	3	1
6	Child Behaviour	14	5	20	10	21	4	20	6
7	Childcare	8	7	21	13	31	12	35	13
8	Economic Downturn	5	5	5	0	3	1	2	0
9	Elder Abuse (financial)	0	0	0	0	1	1	2	1
10	Elder Abuse (neglect)	1	1	1	1	2	0	2	1
11	Elder Abuse (physical)	0	0	0	0	0	0	1	1
12	Elder Abuse (psychological)	0	0	0	0	0	0	0	0
13	Elderly Issues	17	10	24	10	24	7	18	3

14	Emotional	13	13	58	44	112	64	124	48
15	Employment	45	28	79	38	105	43	98	20
16	EMA	1	1	3	2	8	5	9	2
17	Family conflict	4	4	13	9	21	9	18	2
18	Family issues	66	44	90	28	108	44	100	26
19	Family violence	13	10	20	9	27	11	23	7
20	Financial	228	75	266	60	264	59	202	32
21	GLBT	0	0	0	0	0	0	1	1
22	Health	55	37	89	41	101	31	50	11
23	Housing	44	33	71	30	67	16	56	14
24	Immigration	1	1	7	6	8	1	7	2
25	Juvenile Delinquency	0	0	0	0	0	0	0	0
26	Learning Disability	2	2	2	0	3	1	0	0
27	Marital Issues	55	35	70	26	95	44	79	14
28	Mental Health Issues	24	16	45	25	48	11	36	11
29	Non-substance addiction	2	2	2	0	1	0	0	0
30	Parenting	15	7	26	13	32	12	42	19
31	Pre-marital pregnancy	1	1	2	1	4	2	3	0
32	Relationship	26	15	34	15	53	27	48	13
33	Retrenchment	0	0	0	0	1	1	0	0
34	School issues	4	2	13	9	12	3	9	2
35	Sexual issues	1	0	2	1	2	0	2	0
36	Spousal abuse (physical)	5	4	13	8	11	0	6	4
37	Spousal Abuse (psychological)	1	0	3	2	1	0	1	0
38	Alcohol abuse	1	1	1	0	3	3	4	1
39	Drug abuse	1	1	2	1	2	1	2	0
40	Substance abuse- others	0	0	0	0	0	0	0	0
41	Teen Issues	5	3	12	7	13	4	12	5
42	Others	3	1	5	3	8	3	11	5
<b>No. of valid entries/ total</b>		<b>407/524</b>	<b>187/214</b>	<b>542/657</b>	<b>188/210</b>	<b>585/701</b>	<b>181/214</b>	<b>485/591</b>	<b>118/150</b>

## SUMMARY

This study found an increased number of the following clients:

1. Male clients.
2. Clients aged 51 to 60 years old.
3. Chinese clients.
4. Unwed parents.
5. Homeless clients.
6. Clients from no-income households.
7. Clients experiencing emotional issue.



Issues related to unwed mothers and children of unwed parents were discussed openly over the past one year. This could have reduced the stigma that unwed parents faced in society, which in turn, might have made them come forward to seek social assistance. The drop in the number of cases seeking financial assistance could be due to public awareness on financial schemes available in Social Service Offices (SSO) and the accessibility of SSO@Clementi to Clementi and West Coast residents.

### **CHANGING OF SERVICE PROVISION LANDSCAPE**

FY2015 saw significant changes in the landscape of social service, in view of the repositioning of FSCs. These changes include:

- More prominent role of Social Service Offices in supporting low-income families.
- Launch of Code of Social Work Practice (CSWP) and SSNet.
- The gradual shift of FSCs towards management of more complex cases.
- A more comprehensive childcare subsidy system, reducing the need of low-income families to approach FSCs for help with childcare cost.

In the past, low-income families approached FSC as a one-stop service to get support for different aspects of their life. As SSO is now taking up this role, FSC will only be involved when there are complex family issues requiring case management. This may be one of the main reasons for the consistent decline of financial cases.

As a preparation for more complex cases and a full adoption of CSWP and SSNet, all FSCs in Singapore are generally working to close the less complex cases and to reduce caseload of their workers.

The combined effects of these changes resulted in a drop of both the overall number of cases and new cases.

### **LOOKING FORWARD**

The team is still preparing for more complex case which will require better skills in family work, risk management and therapeutic work. The transition is still on-going, which means our caseload may be further reduced in FY2016 before stabilizing. The old concept of going to FSC for financial help may no longer applies. There is a need to re-establish the role of FSC in the community to include a bigger range of services such as group work and community work.

### **LIMITATIONS OF THE STUDY**

This study is limited by the following factors:

1. **Lack of clarity:** The data was extracted from both electronic Case Management System (eCMS) and SSNet. Both systems have different requirements on background information, presenting issues and underlying issues. Accuracy of data depends on caseworkers' understanding of the required information which may be ambivalent and inconsistent.
2. **Missing data:** There is a significant number of cases with items indicating 'data not available'. For cases whose household income range showed 'missing data', 85% of them were cases with non-financial issues. As such, it may be irrelevant for caseworkers to request client to declare their income. These cases involved marital issues, emotional issues and children-related issues such as child abuse, child behaviour and caregiving-matters.
3. **Timeliness of data:** At the time when the data was extracted, both systems do not require caseworkers to update the status of the cases regularly. As such, the data may not reflect the updated condition of the clients.