



COVID-19 Social Data Bank

Created by the Social Service Research Centre (SSR)
With contributions from the Social Service Sector





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Why do we need a Data Bank?

COVID-19 is a rapidly evolving pandemic. Apart from the health risks it poses, the measures taken to mitigate the risks are likely to spark off a financial pandemic and social pandemic. Like the healthcare sector, the social service sector needs to be ahead of the curve.

We need to work together to identify the gaps and emerging issues early, develop remedies as well as preventive measures so that we can “flatten” the curve of cases approaching social services for help. This will ensure that all those who need help will be attended to sufficiently and effectively.



What is the aim of the Data Bank?

The purpose of the COVID-19 Social Data Bank is to aggregate information on the challenges faced by social service users (e.g. FSCs, self-help groups or NGOs) to identify emerging trends in social service needs and highlight service gaps..

To do so, we are seeking information from social service professionals, and we will aggregate and output the data weekly to inform the social service sector of current trends.



How will the COVID-19 Social Data Bank work?

Here is a summary of what to expect:

- SSR will host an online survey to collect data for the COVID-19 Social Data Bank. Contribution to the data bank is on a completely voluntary basis.
- Each social service professional is invited to contribute anonymised information on two clients per week, and a weekly overview. More contributions will be appreciated.
- SSR will aggregate the data and share key information and trends in the following week. We will increase the frequency of reporting for social issues which are rising rapidly.
- The Data Bank will run for three months and will be extended if the information we provide is helpful for the sector.



Will the data be representative of what is going on?

To ensure representativeness, we seek your help to follow the reporting strategy outlined here:

- Participating social service professionals (SSPs) will be assigned a randomly selected reporting day.
- SSPs will fill up the online survey for the **first two clients** (including new intakes) they have spoken to **on their reporting day**.
- SSPs are strongly discouraged from selecting cases (e.g. the most interesting or the highest risk) for the reporting, to ensure the sample is representative. **Incorrect reporting will reduce the credibility of the Databank, and may reduce the effectiveness of any intervention taken.**
- Cases of particular interest can be contributed as additional cases. Additional cases are likely to be reported separately.



What happens if I missed the reporting day?

- If one misses the reporting day, he/she may upload the information on the next day, or report the first two clients they have spoken to on the next day. However, keeping to the reporting day will help to keep the sample representative.



What kind of information is collected?

The questionnaire includes three parts, focusing on client's household information, case information and a weekly overview by the social service professional.

Household Information	Case Information and Assessment	Weekly Overview	
<ol style="list-style-type: none">1) Age, gender and race2) Household size3) Presence of young children, elderly dependents and vulnerable members4) Housing type5) Household income6) Employment status of client and spouse	<ol style="list-style-type: none">1) Existing or new client2) Current risk level3) Presenting issues4) Contributing factors5) Help required and received	<ol style="list-style-type: none">1) Number of high-risk cases seen in the last week2) Key presenting issues of moderate- and high-risk cases3) New issues or challenges4) Worker's level of stress	<p>For each client, there are:</p> <ul style="list-style-type: none">● 9 basic demographic and household income questions● 4 employment questions (8, if spouse is employed)● 6 case related questions <p>The weekly overview consists of only 4 questions.</p>



How long will it take to complete the questionnaire?

- We expect it will take no longer than 20 minutes per week to fill up the questionnaire for two cases.
- Please give us your feedback if you find that the questionnaire takes too much time.



The Data Bank is not designed to capture the issues and needs of my clients!

- For now, the survey may not capture the specific issues and needs of all vulnerable populations. We are limited by the length of the survey and our foresight, but not our concern!
- Please bear with us and fill in the survey using the open-ended fields OR send us a shout-out to let us know we have missed your group, and you would like to use the Data Bank for your group as well.
- We will try our best to update the survey as we go along to better capture the differing needs.
- However, we seek your understanding if we are unable to incorporate all the requests as the survey has to be kept as short as possible so that the Data Bank will not become a burden to all the contributing colleagues.



How can I participate?

1. Interested social service professionals will register at the registration link with their work email and a preferred nickname (for contribution leaderboard).
2. A randomly generated reporting day and survey link will be sent to participants, along with contact details if further clarification required on definitions and procedures.
3. Social service professionals will fill up the survey on their allocated reporting day.
4. Contribution leaderboard: the top three contributors each week will be highlighted (by nickname) as a form of recognition and appreciation.
5. SSR will provide weekly output of aggregated data for the social service sector.



Registration and Contact Info

To register, please visit: <https://tinyurl.com/covid19socialdatabankregister>

For questions, suggestions and clarification, please email Dr Ong Qiyao (qyong@nus.edu.sg) or Timothy Teoh (fasbox48@nus.edu.sg)