



# Agape Social Impact Report

The Social Impact of the Agape  
Transformation Programme

May 2023

Prepared by



HUBER  
SOCIAL





Huber Social acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the elders past, present and future.

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This report was prepared and written on the lands of the Gadigal, Bidjigal, and Cammeraygal people of the Eora Nation.



# Contents

<b>Executive Summary</b>	<b>4</b>
<b>Introduction</b>	<b>6</b>
<b>Agape Mission</b>	<b>7</b>
<b>Programme Summary</b>	<b>8</b>
<b>Why Measure Social Impact?</b>	<b>10</b>
<b>Agape Social Impact Thesis</b>	<b>11</b>
<b>Measurement Approach</b>	<b>12</b>
<b>Participant Demographics</b>	<b>13</b>
<b>Key Findings</b>	<b>15</b>
<b>Predictors of Wellbeing</b>	<b>16</b>
<b>Priority Need</b>	<b>17</b>
<b>The Impact of Agape Transformation Programme</b>	<b>20</b>
<b>Programme Outcomes</b>	<b>21</b>
<b>Strengths and Challenges</b>	<b>25</b>
<b>Open Feedback Results</b>	<b>28</b>
<b>What's Next</b>	<b>30</b>
<b>Get in Touch</b>	<b>32</b>
<b>Appendix</b>	<b>33</b>
• The Huber Social Wellbeing Measurement Framework	
• Data Transparency Page	
• Predictors of Wellbeing Table	
• Reference List	

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## Executive Summary

Agape is a leading business solutions provider that is working to break the cycle of discrimination for disadvantaged people by offering them the opportunity for purposeful work. After close to a decade of running a contact centre that employed vulnerable people, Agape launched a new training and job placement centre in Tai Seng in April 2021, with the support of Barclays Singapore. The initial demographic focus of Agape's work was people who have recently been released from prison. The scope has since expanded to include other vulnerable groups including people with disability, single mothers, and particularly vulnerable elderly people.

Through the Agape Transformation Programme, which includes an initial week-long training course and a year of job placement mentoring, people who have previously faced significant barriers to employment are supported to build the practical and life skills they need to find a job and keep it. This process involves implementing Agape's GROW approach, which helps trainees to develop a Growth mindset, build inner Resilience and take Ownership of their development and Wellbeing.

In order to demonstrate the effectiveness of the approach and identify opportunities for improvement, Agape has partnered with social impact measurement agency Huber Social to measure the programme. This report presents the findings of the initial measurement which took place in 2022.

The key findings of this measurement process are as follows:

- **Agape trainees experience a +20% increase in wellbeing after training**

The results for Agape are impressive and demonstrate that the Agape Transformation Programme is significantly improving the wellbeing of trainees.

- **Income is a priority need for Agape participants**

A priority need is a factor that has been found to be important for wellbeing and low-scoring among the cohort. Therefore, improving the income of participants would have the greatest impact on improving wellbeing. This demonstrates that Agape's work is well-targeted by supporting the key need of trainees: the ability to generate their own income.

- **Agape trainees significantly improve their job-readiness skills**

Agape is successfully meeting a primary outcome of training people and equipping them with the skills necessary to successfully enter the workforce.

- **Agape builds trainees' sense of self-worth and connection with others**

Agape trainees feel confident in their ability to build and maintain healthy relationships, in having a purpose in life and having self-acceptance. These are all areas that are correlated with wellbeing and are important factors when integrating into the workforce.

- **Participants feel Agape has helped them personally and professionally**

Qualitative analysis of open feedback highlighted that the programme has given trainees a new perspective and open mindset, confidence, skills to enter the workforce, financial literacy, and helped them learn interpersonal skills.

The findings of the first social impact measurement of the Agape Transformation Programme point to a program that is well-targeted and already achieving strong outcomes for trainees. Further measurement and refinement will only enhance that impact.





# Report Background

- Introduction 6
- Mission 7
- About Agape 8





## Employment for **Wellbeing**

Agape is a leading business solutions provider that is working to break the cycle of discrimination and offer opportunities for purposeful work to disadvantaged people. Through the Agape Transformation Programme, which includes an initial week-long training course and a year of job placement mentoring, people who have previously faced barriers to employment are supported to build the practical and life skills they need to find a job and keep it. The initial demographic focus of Agape's work was people who had recently been released from prison. The scope has since expanded to include other vulnerable groups including people with disability (PWD), single mothers, and vulnerable elderly people.

Across Singapore, approximately 7,000 people are released from prison each year. Regrettably, the prejudice and stigma they face coming out of prison can have significant repercussions, creating difficulties in finding housing or a job, leading to social isolation due to shame.<sup>1</sup> In the past two decades, Singapore has been successful in reducing recidivism,<sup>2</sup> however, the incarceration rate per population remains one of the highest in the world.<sup>3</sup>

PWD may face various barriers to entering the workplace; some explicit, such as companies not having accessible workplaces, and others more covert, such as being told they are not a good 'culture fit.' Despite the government's best efforts, the employment rate remains persistently low at approximately 4.9%.<sup>4</sup>

Single mothers also face a range of challenges, including access to housing, social inclusion, and childcare.<sup>5</sup> Employment presents specific difficulties, with employers often not recognising their previous work or current caregiving role as work experience.

For the elderly, Singapore has seen growing rates of poverty among those working.<sup>6</sup> Having a job is no longer enough to ensure a basic standard of living. Many elderly people are



**"It has opened my eyes to **different perspectives.**"**

stuck in low-paying and undesirable jobs, which are decreasing their quality of life without raising their standard of living.

Agape focuses on assisting these groups to reduce their barriers. Previously Agape has measured its effectiveness through individual stories and programme-based output metrics. However, these do not fully or directly capture the impact Agape has on the lives of the disadvantaged people it helps, nor do they enable it to understand how to systematically increase the overall impact of its programmes.

Agape has therefore partnered with Huber Social to improve its measurement capabilities to understand the holistic needs of the people they work with, and the impact of the opportunities it provides on the lived experience of these people. Developing Agape's social impact measurement capability will enable Agape to demonstrate its impact to donors and improve the social impact of its programmes, through data-driven insights.

This report presents the findings of measuring the social impact of the Agape Transformation Programme in 2022, demonstrating the impact of Agape's work and providing insights into the needs of disadvantaged people in Singapore.



## MISSION

Agape exists to provide equal reskilling and employment opportunities for **sustainable community transformation.**



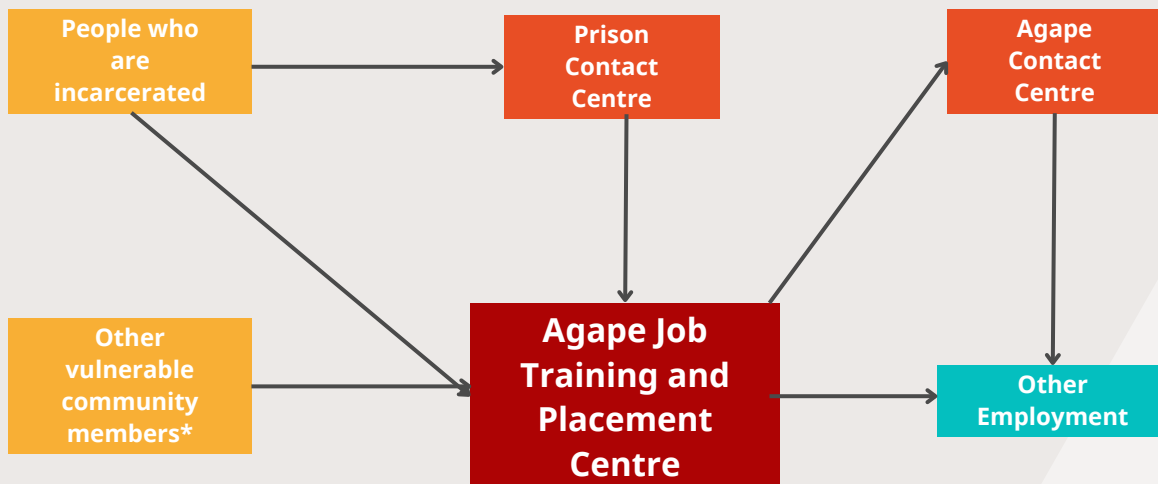
## Programme Summary

After many years of running a successful Contact Centre business that employs disadvantaged people, Agape, with the support of Barclays Singapore, launched a new training and job placement centre in Tai Seng in April 2021.

Agape is a training organisation that is accredited by Skills Future Singapore. The training centre offers the Agape Transformation Programme (ATP), a week-long onsite training programme with job placement opportunities. The training focuses on teaching important skills for the current and future employment environment, such as practical digital skills and financial literacy. Trainees can then go on to either employment outside of Agape or in the Agape Contact Centre.

All participants receive 12 months of mentoring from Agape after their job placement as well as ongoing informal support. This mentorship is centred around the GROW model which Agape has developed. This is intended to help develop a Growth Mindset, build inner Resilience, and take Ownership of one's personal development and Wellbeing. The GROW model is used to improve an individual's opportunities for social mobility.

**Figure 1 - Pathways through the Agape Transformation Programme into employment:**



*\*For example, those with a disability, elderly people, single mothers.*





# Measurement **Approach**

- Why Measure Social Impact 10
- Agape Social Impact Model 11
- Measurement Approach and Limitations 12
- Participant Demographics 13





# Why Measure Social Impact?

Huber Social has been engaged to measure the social impact of the Agape Transformation Programme on participant wellbeing to better understand Agape's areas of strength and to identify opportunities to better direct its resources so that the Programme can maximise its impact on the wellbeing of the marginalised communities it serves.

## 1. Measure

To measure the impact of the Agape Transformation Programme, Huber Social measures the shift in overall wellbeing and outcomes for trainees.

Measurement provides a data-driven profile of participant needs that can inform the design and delivery of services at both strategic and operational levels.

## Why Wellbeing?

*Measures overall progress and supports the systemic solving of social issues*

Ultimately, the goal of all social impact is to put people in the best position to fulfil their potential and achieve wellbeing. It is therefore important to measure wellbeing to ensure that overall, Programmes are having a positive impact. To measure social impact, Huber Social measures a shift in overall wellbeing and the specific programme outcomes that contribute to it.

Taking a wellbeing approach also provides a whole-of-life understanding of a person's needs. Instead of starting with the issue at hand, which tends to focus on the crisis end of a problem and place artificial limitations on the needs of people, strengthening wellbeing supports building a person's capability and opportunity to fulfil their potential, thus working to systemically address social issues.

## 2. Maximise

Beyond a focus on outcomes, Huber Social's approach considers the holistic needs of a person to be in the best position to fulfil their potential.

Through this measurement approach, opportunities are identified for improved resource allocation to maximise the potential impact that Agape can have on Programme participants' overall wellbeing.







# Agape Impact Thesis

The Agape Impact Thesis outlines the impact of the Transformation Programme on participants' wellbeing. Through measuring each level of impact, Agape can use a data-driven approach to demonstrate what works and what is needed to maximise impact and outcomes.

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## 1. Impact

Agape seeks to improve the wellbeing of people who face disadvantage, such as those who have previously been incarcerated, are living with disability or are single mothers, by offering reskilling and employment opportunities.



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## 2. Outcomes

Agape achieves this impact by building capabilities and providing access to opportunities across the following areas:

- Job readiness
- Connection
- Self-worth
- Holistic Wellness
- Social Services and Structures
- Resources for daily needs



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## 3. Outputs

Agape delivers the following outputs:

- Training completion
- Job placements externally
- Job placements to Agape Contact Centre
- Time in job placements



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## 4. Activities

The above outputs are achieved through:

- Training courses
- Providing follow-up support to trainees when they are placed in employment
- Building connections with employers
- Building connections with organisations who connect people for training



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## 5. Resources

The above activities require:

- Training staff
  - Follow up support staff
  - Organisations that work with each target group
  - Funding
  - Training facilities
-



# Measurement Approach

## Design

Huber Social has worked together with Agape to develop a measurement system that will allow the organisation to measure and maximise its impact. The goal is to create a clear articulation of the Agape Transformation Programme's social impact and inform programme design and delivery. The measurement system was finalised and implemented in 2022 and will now be ongoing.

To determine the impact of the programme, Huber Social measured the shift in the subjective wellbeing of participants, along with their levels of personal capability and access to opportunities in particular areas. These are known as target outcomes, and were identified through a co-design workshop. For further information on the Huber Social Wellbeing Measurement Framework see Appendix one.

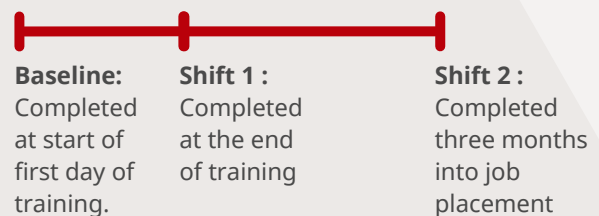
## Measurement Tools

To demonstrate this shift, Huber Social collected data using self-report surveys from trainees. These surveys were developed based on the agreed scope of measurement in the Impact Thesis (page 11). Survey questions are based on existing validated survey scales, specific to each metric. Where no evidence-based tools exist or practicality prevents the use of a full scale, Huber Social, in collaboration with relevant stakeholders, develops questions based on research in the particular area.

To ensure the survey questions are culturally, linguistically and ethically appropriate, and that all survey questions are understood by participants, surveys were tested and validated with the Agape team before rolling out to programme participants.

## Measurement Timing

The key measurements points, shown in the figure below, are before training, after training and then three months into job placement.



In this way, the measurement process seeks to identify both the impact of the training process itself and of the job placement the training leads to.

## Analysis

Analysis of results is based on paired responses, which are responses where a participant completed both baseline and shift surveys. Shifts are then averaged across all data collected to give the average shift that Agape participants are experiencing.

## Limitations

Data collection efforts during the training course were relatively successful and as such, this first measurement process has led to a reasonably strong dataset of responses from before and after training. However, the Agape team faced challenges in collecting data at the shift two point, once trainees were placed in their jobs. As such, the decision was made to not include shift two data in this year's reporting as the sample size was too small. Going forward, Agape intends to place greater focus on this area of data collection to ensure that the impact of job placements can be effectively measured.

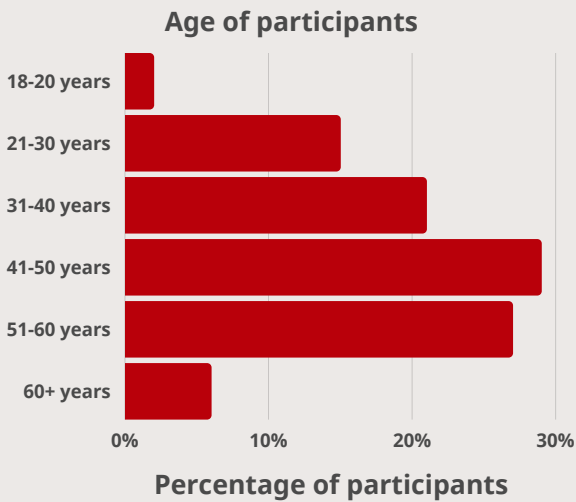


# Participant Demographics

The baseline survey completed at the start of the Agape Transformation Programme received 125 responses from participants. The following shows the demographic makeup of the cohort based on data collected. The most common highest level of education attained amongst participants was secondary school level. 93% of respondents reported having access to a bank account.

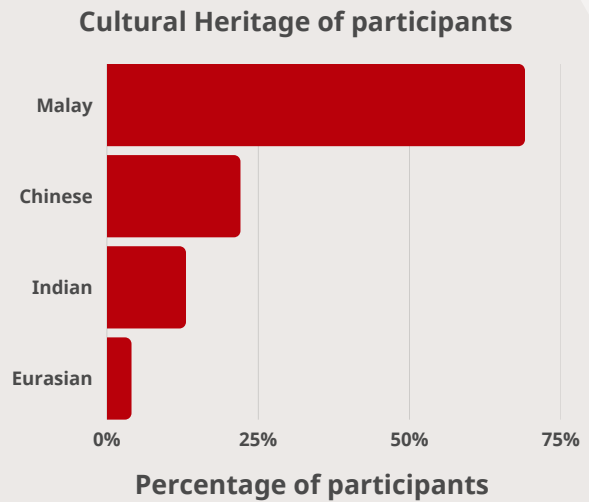
## Age

Most participants were aged 41 to 50 years of age.



## Cultural Heritage

The majority of participants attending the programme are Malay (56.8%).



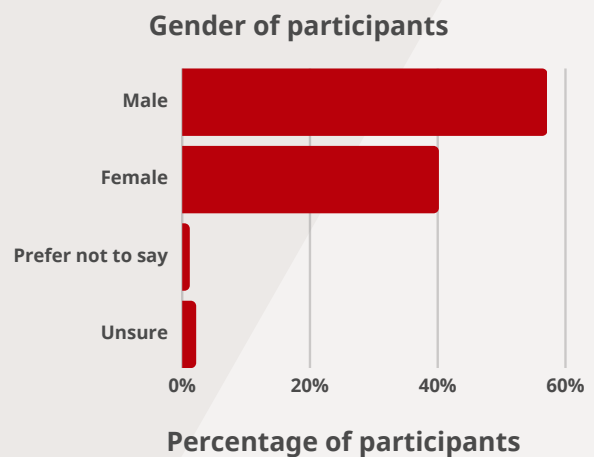
## Experience of Incarceration

The majority of participants had a past experience of being incarcerated in a correction facility (61.6%).



## Gender

More than half of respondents identified as male (56.8%).





# 2022 Findings

- Key Findings 15
- Predictors of Wellbeing 16
- Priority Need 17
- The Impact of the Agape Transformation Programme 20
- Top Programme Outcomes 21
- Strengths and Challenges 25



## Key Findings

### **1. Agape participants have a +20% increase in their wellbeing after completing the program compared to when they first began.**

The results for Agape are impressive and demonstrate that the Agape Transformation Programme is significantly improving the wellbeing of trainees from when they begin the programme to when they conclude their training.

### **2. Having enough income to live a comfortable life is a priority need for Agape participants.**

As a priority need, improving the income of participants would have the greatest impact on improving participant wellbeing. This demonstrates that the Agape Transformation Programme, as a training and job placement programme, is suitably aimed at supporting the key priority need of trainees, by empowering them to gain employment and therefore generate their own income.

### **3. Agape participants significantly improve their job-readiness skills.**

The improvement in Job Readiness demonstrates that Agape is successfully meeting a primary outcome of training people and equipping them with the skills necessary to successfully enter the workforce.

### **4. When leaving the program, trainees feel strong in their connection with others and self-worth.**

Agape trainees feel confident in their ability to build and maintain healthy relationships, in having a purpose in life and having self-acceptance. These are all areas that are correlated with wellbeing and are important factors when integrating into the workforce.

### **5. Participants feel the Agape programme has helped them both personally and professionally.**

Many trainees mentioned that the programme has given them a new perspective and open mindset, confidence, skills to enter the workforce, financial literacy, and helped them learn interpersonal skills. The feedback from the trainees demonstrates the high regard trainees have for the programme and the gratitude they have for Agape changing their lives.



# Connection and Culture are Driving Forces of Trainee Wellbeing

To understand where Agape should focus its resources to have the greatest impact on the wellbeing of their trainees, we first needed to understand what matters most to the overall wellbeing of trainees.

Statistical analysis was performed to identify which of the 43 factors measured have a strong, predictive relationship with overall wellbeing. This analysis found that there were 26 factors that had a moderately strong and positive association with wellbeing. That is, when the scoring of these factors was high, so was the overall subjective wellbeing of trainees. We refer to these factors as predictors of wellbeing.

Interestingly, five of the top six factors related to connection (*belonging, vulnerability, and healthy relationships*) and culture (*cultural participation, and cultural connection*). This signifies the importance of connection and culture to the overall wellbeing of trainees.

**The following are the top six factors\* identified as the strongest predictors of wellbeing for 2022 measurement participants. Factors are listed in order of strength of relationship with overall wellbeing.**



\*See Appendix 4: Significance Tables for a complete list of Predictors of Wellbeing.





## Income is a **Priority Need** for Trainees Entering the Programme

A priority need is a factor that is statistically correlated with high overall wellbeing, but which scored low among respondents when they entered the programme. This need is therefore not being satisfied, and can be considered a priority need that, when improved upon, is more likely to lead to an increase in overall wellbeing. Of all factors measured, having enough income to live a comfortable life met the criteria of being a predictor of wellbeing and scoring low amongst respondents.

Considering trainees join the Agape Transformation Programme for assistance in training for employment and job placement, it is unsurprising that not having enough income to live a comfortable life is a priority need at the start of their placement. This demonstrates that Agape has created a programme that is suitably aimed at guiding trainees in the area they most need assistance to improve their overall wellbeing. That is, by aiming to support trainees in employment skills and job placement, Agape is suitably devoted to helping trainees find employment and increase their income to live a comfortable life.



**Income**  
**3.94**  
**out of 7**

Having enough income to live a comfortable life.

*\*See Appendix 4: Significance Tables for a complete list of Predictors of Wellbeing.*

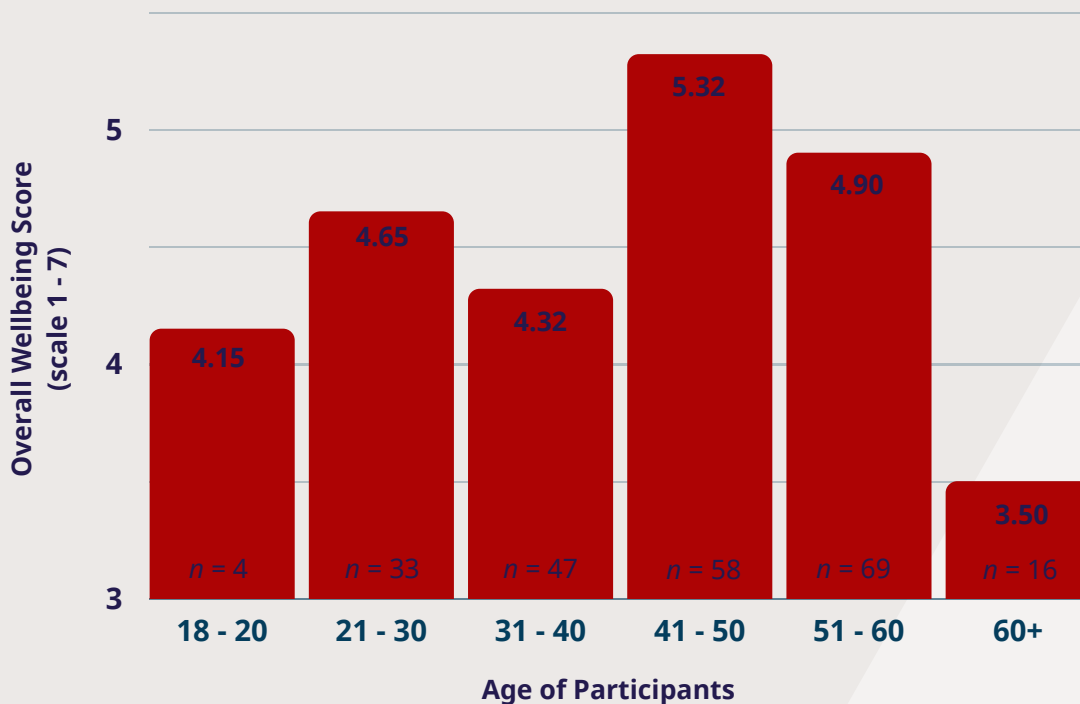


## Middle Aged Trainees Starting the Programme Have the Highest Wellbeing

Having an understanding of how the overall wellbeing may differ across the demographics of trainees when they start the Agape Transformation Programme can give insight into where Agape could best focus their resources.

Analysis showed that there was a significant difference\* in wellbeing of participants across age groups when they entered the programme. Trainees aged 41 - 50 years old had the highest overall wellbeing of 5.32 out of 7, whereas trainees aged 60 years of age and above had the lowest overall wellbeing of 3.50 out of 7. This demonstrates that there is a stronger need for Agape to focus resources on improving the wellbeing of people aged 60 years of age and older compared to all other age groups.

Interestingly, this relationship between subjective wellbeing and age of Agape trainees differs from that of the general population, which typically sees subjective wellbeing as a U-shape across the lifespan as it decreases until around 45 years of age and then increasing from then onward.<sup>7</sup> In contrast, there is an opposite relationship for Agape trainees, where the satisfaction of life when people enter the program typically increases until around 45 years of age and then decreases.



\*Analysis using ANOVA showed there was a statistically significant difference in wellbeing across age groups,  $F = 4.547$ ,  $p < 0.01$ , meaning we are confident that 99% of the time this observed difference between age groups will be true.



## The Impact of Agape

Agape Transformation Programme trainees saw a

# +20%

increase in overall wellbeing from 4.75 to 5.31 out of 7

Huber Social measures wellbeing in terms of an individual's satisfaction with life.<sup>8</sup> Life satisfaction as a measure captures a respondent's subjective evaluation of their life as a whole, at a specific point in time, rather than a description of a temporary emotional state, such as a fleeting moment of happiness. The measure is robust, whilst also being sensitive to change. This means that our levels of subjective wellbeing are fairly stable over time, and do not fluctuate from day to day.

The results for Agape are impressive and demonstrate that the Agape Transformation Programme is significantly improving the wellbeing of trainees from when they begin the programme to when they conclude their training.

*\* Analysis using a paired samples T-Test showed there was a statistically significant difference in wellbeing in participants at the end of the programme compared to when they began the programme,  $t(124) = 2.81, p < 0.01$ , meaning we are confident that 99% of the time an observed significant difference will be true.  
Note: Data analysis includes responses from 63 paired responses from people who completed a survey before and after training.*







# Top Programme Outcomes

To understand how Agape creates its positive social impact, the wellbeing of trainees was assessed across 43 factors measuring six key program outcomes. Analysis of the top program outcomes allows us to understand the specific program areas where trainees are making the most progress. The results show that the top program outcomes can be clustered around five main outcomes: Job Readiness, Resources, Self-Worth, Resilience and Connection.

This section dives into these specific programme areas where participants are making the most progress across their training.





# Trainees Improve the Most In Factors of **Job Readiness and Resources**

The top two outcomes with the greatest improvement<sup>^</sup> from baseline to shift was Job Readiness and Resources. Agape strives to support trainees in developing employment skills, and the success of Agape achieving this goal is highly reflected in trainee ratings of factors associated with Job Readiness. The improvement in the four factors below demonstrates how the Agape Transformation Programme has coached trainees to improve in their job readiness skills and assisted in preparing them for employment. All four of the Job Readiness factors below are also predictors of wellbeing and are a driving force for the improvement of overall wellbeing seen across the programme. Although the programme does not focus directly on the two Resource factors below, the results show that with the programme teachings, trainees are feeling more confident in their ability to secure long-term accommodations and having the ability to access affordable medical or healthcare services. This may potentially reflect a flow-on effect in feeling more confident in the Job Readiness skills and being able to have secure employment in the future, thereby having confidence in a stable income and affording both housing and health services.

The following represent the four top Job Readiness factors and the two top Resource factors that trainees improved upon across the programme:

## Job Readiness



### Financial literacy\*

**+29%**

Ability to understand and manage one's financial situation\*



### Employment Skills\*

**+28%**

Skills to find, apply for and secure meaningful employment\*



### Employment Services\*

**+26%**

Ability to access the employment support services needed\*



### Interests and Passions\*

**+17%**

Things that one is passionate about\*

## Resources



### Housing

**+30%**

Ability to secure stable long-term accommodation



### Health Services

**+21%**

Access to affordable medical or healthcare services

<sup>^</sup>All factors above saw a statistically significant increase with  $p < .05$ , meaning we are confident that 95% of the time a observed significant difference in these factors before and after the programme will be true.

\*Indicates a factor that has a moderate relationship with overall wellbeing. Improvements made in these factors are statistically more likely to accompany a higher overall wellbeing score.



# Agape Trainees Build **Self-Worth** and **Resilience Skills**

Across the Agape Transformation Programme, trainees significantly improved<sup>^</sup> on four factors relating to Self-Worth. People who have been incarcerated, as well as people with a disability, mothers returning to the work force, and elderly people, may often experience self-stigma,<sup>9-13</sup> which can be a barrier to employment. An improvement in Self-Worth is a commendable outcome for Agape as self-esteem, which is based on our opinions and beliefs about ourselves, has been shown to be a protective factor against self-stigma<sup>9</sup>.

Agape trainees also had significant improvements<sup>^</sup> in three factors relating to Resilience, which should be noted is a sub-category within the Job Readiness outcome. Resilience is an important skill in the workforce and this outcome demonstrates Agape's influence, once again, on building employment skills amongst their trainees.

The following represent the four Self-Worth factors and the three Resilience factors with the biggest shifts that trainees improved upon across the programme. All the factors below, except for *self-efficacy*, are predictors of wellbeing and therefore contributed to the improvement of overall wellbeing seen across the programme.

## Self-Worth



### Self-Acceptance

**+28%**

Liking oneself\*



### Self-Respect

**+22%**

Feeling one's opinions are heard and respected by others\*



### Self-Expression

**+19%**

Feeling free to be oneself around others\*



### Self-Efficacy

**+18%**

Feeling that one has the ability to do things as well as most other people

## Resilience



### Self-Belief

**+25%**

Belief in oneself to get through hard times\*



### Problem-Solving

**+23%**

Ability when confronted with a problem to find a good solution\*



### Adaptability

**+14%**

Ability to adapt when unexpected events happen\*

<sup>^</sup>All factors above saw a statistically significant increase with  $p < .05$ , meaning we are confident that 95% of the time a observed significant difference in these factors before and after the programme will be true.

\*Indicates a factor that has a moderate relationship with overall wellbeing. Improvements made in these factors are statistically more likely to accompany a higher overall wellbeing score.





# Agape Trainees Strengthen Their **Connection with Their Community**

Analysis showed that trainees strengthened their connection to community across the Agape Transformation Programme. The three connection factors^ that saw the greatest shift are all in the top 6 predictors of wellbeing. These factors would have had a strong impression and influence on the overall improvement of wellbeing for trainees. Connection to community strengthened on a personal level with improvement in skills to build and maintain positive relationships, and also on a cultural level with trainees feel accepted by their community as well as feeling more connected to their culture and ancestral heritage.

Social support after incarceration is important as an increase in connection to community and a sense of belonging, alongside building skills in job-readiness, community service, and life-coping skills, may assist a person to reintegrate back into society and act as a protective factor against recidivism.<sup>14-15</sup> Agape is truly making a difference in the lives of trainees across all these factors. With the greatest improvements seen in factors relating to job-readiness, resources, self-worth, resilience, and connection, trainees are establishing the skills to best support them in their reintegration back into society. The analysis of the factor shifts highlights the important work that Agape is achieving and demonstrates that they are achieving the outcomes of their impact thesis.



### Healthy Relationships

**+22%**

Ability to build and maintain positive relationships with different boundaries



### Belonging

**+21%**

Feeling accepted by one's community



### Connection to Culture

**+18%**

Feeling connected to one's culture or ancestral heritage

***"[Agape] has taught me to have a vision and set a mission in life and at the same time realising what the values in life are."***

*Agape Transformation Programme Trainee*

^All factors above saw a statistically significant increase with  $p < .05$ , meaning we are confident that 95% of the time a observed significant difference in these factors before and after the programme will be true.

**"Agape have made me a different person. I am now ready for the next phase which is to **secure a better job** in the future. I'm now **more confident** to go for any interview. Thank you for the lessons that have been so beneficial."**

*Agape Transformation Programme Participant (not pictured)*



# Strengths and Challenges

Strengths and challenges offer an opportunity to celebrate achievements of all trainees and understand in which areas they are facing the greatest difficulties once they have concluded the Agape Transformation Programme.

The following section explores where trainees are scoring the highest and lowest respective to all factors measured, and provides insight into how Agape may best support trainees during the 3-month post programme follow-up period.





# Trainees Feel Strong in Their **Connection and Self-Worth**

To understand the strengths of trainees who have completed the Agape Transformation Programme, we looked at the highest scoring factors taken at shift measurement. Trainees come out of the programme feeling strong in their connection with others (healthy relationships, acts of service, words of affirmation) and their self-worth (purpose, self-acceptance). They also come out feeling safe at home and having things to hope for.

Many people who return immediately to their family or significant other often face challenges. Total dependency on pre-existing support systems become a potential source of conflict, stress, and problems that are difficult to overcome.<sup>10</sup> The outcome of Agape trainees feeling the strongest in feeling safe at home gives confidence that trainees are living in environments that may best support their reintegration. For trainees that have not had experience in being incarcerated, feeling safe at home also implies living in an environment that is conducive to their desire for employment.

The following represent the 7 highest-scoring factors where trainees feel the most confident in their current conditions:



### Safety

**6.29**

Feeling safe at home



### Healthy Relationships

**6.13**

Ability to build and maintain positive relationships with different boundaries\*



### Purpose

**6.13**

Feeling that one's life has purpose\*



### Self-Acceptance

**6.09**

Liking oneself\*



### Acts of Service

**6.05**

Having people in one's life who do things for them and show them they care



### Hope

**6.03**

Having things to hope for



### Word of Affirmation

**6.03**

Having people in one's life who offer encouragement and praise

The factors of *relationships, purpose and self-acceptance* were in the top four strongest factors for trainees and are all predictors of wellbeing. While Agape trainees see great strengths in these areas, continued improvements are likely to support an increase in overall wellbeing. However, compared to factors that students are scoring low in, that may also have a moderate to strong correlation with wellbeing, it would be harder to increase these factors as there is not as much room to improve.

\*Indicates a factor that has a moderate relationship with overall wellbeing. Improvements made in these factors are statistically more likely to accompany a higher overall wellbeing score.





# Mental Wellness is a Challenge for Trainees

To understand the challenges that trainees are facing, we looked at the lowest scoring factors at shift measurement, once trainees had completed the programme. Analysis showed that there were three Mental Wellness factors (*loneliness, anxiety, stress*) that they feel the least confident in. Trainees also lack confidence in their computer literacy skills. These outcomes offer an opportunity for Agape to focus on these factors when supporting trainees post programme. Improvements in these areas may result in trainees feeling more confident in their mental wellness, as well as more confident in applying for jobs and using computers in the workforce.

Income, which is the priority need for trainees when they enter the program, is still a challenge for trainees when they finish the programme. They also feel that healthy food is too expensive and therefore they have a reduced ability to access a nutritious diet. This outcome is expected at this point in time, considering trainees have not yet sought employment. It is expected that the priority need of income will change once trainees acquire a job and generate an income, which will enable them to access healthy food.

The following represent the six lowest-scoring factors where trainees feel the least confident in their current condition. It should be noted that only income is a predictor of wellbeing. Improvement in the other five factors may be important for trainees, however, it is not likely to result in an increase in overall wellbeing.



### Loneliness

**3.64**

Feelings of loneliness and/or isolated



### Anxiety

**4.01**

Feelings of anxiety



### Computer Literacy

**4.14**

Finding it difficult to use a computer or mobile phone to apply for jobs and/or complete work



### Income

**4.33**

Having enough income to live a comfortable life\*



### Stress

**4.75**

Feelings of stress or being overwhelmed



### Nutrition

**4.77**

High costs of healthy food preventing one from eating a healthy diet

\*Indicates a factor that has a moderate relationship with overall wellbeing. Improvements made in these factors are statistically more likely to accompany a higher overall wellbeing score.



## The Programme is a **Life Changing Experience**

As well as responding to questions about specific factors, trainees were also given the opportunity to describe in their own words, the impact of the program on their lives and to provide feedback or suggestions. Qualitative analysis of the 104 students who responded revealed notable themes.

There was an astounding response with 89% of trainees providing positive feedback, and the other 11% leaving a neutral comment, when trainees were asked how Agape has impacted their life. Aligned with Agape's aims, respondents commonly described the programme as helping them establish a 'growth mindset, and being a 'life changing experience'. Trainees also mentioned how they are now more 'confident and motivated' to find a job and be 'financially stable and responsible'.

Agape trainees commented on the wealth of knowledge and information that Agape had imparted onto them, such as managing finance, writing resumes, and maintaining an open mindset. Many respondents had also mentioned how Agape has assisted them in their communication skills and working with others. The programme has also encouraging self-reflection, a shift in one's perspective and an understanding of what one values the most in life.

When asked if they had any general feedback, a couple of respondents requested Agape to provide the trainees lunch, another commented that they wished the programme had more sessions, another commented they wished there were more games incorporated.

This feedback shows how trainees have thoroughly valued the programme, with some trainees further stating that they would highly recommend Agape to people in their life that could benefit from the programme.

**"If possible I would like to experience more courses in the future as it would help me a lot to understand the newer concepts in jobs "**

- Agape trainee  
(not pictured)





**"The transformation programme I have attended gave me the motivation for me to **build myself with the skills they shared.** The tips to get a job and solution Mr Kacy gave was really something **I want to use in my life.**"**

*Agape Transformation Programme Participant (not pictured)*





**LifeSkills  
Session**  
BARCLAYS

## What's Next

- Reflections and Recommendations 31
- Get in Touch 32



## Reflections and Recommendations

The findings of the first social impact measurement of the Agape Transformation Programme point to a program that is well-targeted and already achieving strong outcomes for trainees.

Analysis of the factors that have the strongest relationship with predicting overall wellbeing showed that connection is vital for trainees. Having enough income was found to be a priority need, that is, a factor that is both important to participants' wellbeing and is currently scoring low. Therefore, addressing income is the biggest opportunity to have a positive impact on their wellbeing. The Agape Transformation Programme is clearly well-targeted to these needs. It is a programme that seeks to connect the disadvantaged with the skills, relationships and support they need to not only find a job, but to retain it and be able to provide for themselves long-term.

The findings also show that the programme is achieving these goals, with participants seeing significant positive shifts in job-readiness, self-worth, resilience and social connection. The overall impact being that participants are seeing a meaningful increase in their wellbeing as a result of the programme. Put simply, trainees feel they are living a better life at the end of the training, compared to when they started.

These are results the Agape team can be proud of, however there is a further story to tell about the impact of Agape. As discussed, there were difficulties in collecting data from trainees once they were placed in their jobs and so future measurement will have to be undertaken to ascertain the impact of participants taking that next step into the workplace.

It is therefore a clear focus for Agape that in future, there is a greater priority placed on ensuring job placement data is collected from trainees in order to be able to understand the further impact or challenges that the placement creates.

Additionally, far from resting on their laurels, Agape is always seeking to ensure its programme is as effective as possible, and to this end, is launching a new curriculum in June 2023. Future measurement will also be able to understand if this revised curriculum has even greater impact than the programme as it currently stands.

Further measurement will strengthen the ability of Agape to not only demonstrate the impact of their work but also to further understand how to deliver the most effective programme possible. It is clear that the programme is already delivering solid results for trainees, the hope is that further measurement and refinement will only enhance that impact.



## Get in **Touch**



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### Huber Social

Huber Social is an independent third party and expert in social impact measurement. Recognising the goal of all social impact is the wellbeing of people, Huber Social has developed a universally applicable framework that measures not only overall wellbeing but also the driving factors to maximise it.

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## Report **Appendices**

1. Huber Social Wellbeing Measurement Framework
2. Data Transparency Page
3. Predictors of Wellbeing
4. Significance Tables
5. Reference List



# 1. Huber Social Wellbeing Measurement Framework

To be able to fulfil their potential and achieve wellbeing, each individual needs to have the capability and the opportunity to do so. Everyone has different needs within these categories depending on their context.

When it comes to measuring the social impact of a service, Huber Social measures the 'shift' the service creates in terms of wellbeing and the specific Programme outcomes achieved to create this. Results are then consolidated at a sector, community and global level.

Longitudinal measurement monitors effectiveness of Programmes to meet these needs, ensuring resources are directed to have the greatest impact. The vision is a wellbeing measurement system that delivers us the whole picture, to put each of us in the best position to achieve wellbeing and leave no one behind.

**The goal for each of us is the same: wellbeing. The part that differs are our individual needs.**

## The Huber Social Wellbeing Measurement Framework

IMPACT

### Wellbeing

To be in the best position to fulfil your potential and live a life of value. The overall goal for all services working with people.

OUTCOMES

#### Through building Capability

- Resilience
- Life skills
- Wellness - mental, physical and spiritual

OUTCOMES

#### and providing Opportunity

- Resources
- Self development
- Societal structures
- Relationships





## 2. Data Transparency Page

To ensure the integrity of findings always, Huber Social includes a Transparency Page for every project. This ensures both the rigour of evidence and rigour of analysis is clear for each project, across every stage of the data lifecycle.



Phase	Questions on the Treatment of the Data	Points allocated	Yes or No	
<b>Design</b>	SAMPLE	Everyone in the intervention included in the measurement	2	Y
		OR Survey sample population designed to be representative of group	1	N
		Sample description: 229 responses were collected from Agape Transformation Programme 2022. 125 baseline responses were used in correlation analysis with Wellbeing. 63 paired responses were used for shift analysis.	N/A	N/A
	BASELINE	Control group (independent of the intervention)	3	N
		Group baseline measured (pre -intervention)	2	Y
	Baseline inferred from time in intervention ( e.g. 1 vs. 3 years)	1	N	
	EXCLUSIONS	Details of people specifically excluded from the measurement: N/A	N/A	N/A
<b>Data Collection</b>	DISTRIBUTION	Online surveys		Y
		OR hardcopy surveys		Y
		Data collection supervised by Huber Social consultant	1	N
		Translation or guidance provided	N/A	N/A
	DATA SOURCES	Data mining of other sources	1	N
		Data included from previous years/measurements	1	N
	Details of additional data sources:			
<b>Cleaning</b>	CLEANING	Partial responses removed or no partial responses	1	Y
		Details of any responses removed: Partial responses removed if missing wellbeing score data and/or >50% of outcomes data. One response was removed as there were less than 50% of outcomes data completed. 3 responses removed as they were duplicate responses.	N/A	N/A
<b>Analysis</b>	SHIFT MEASUREMENT	Calculated on time in intervention		Y
		Calculated on group average	1	N
	TEST APPLIED	Calculated based on individual scores	2	Y
		Basic analysis		Y
		Statistical Correlation Test	2	Y
		Multiple Regression or Lasso Regression Test	3	N
<b>Reporting</b>	REPORTING	Client published Outcomes Report (prove)	1	N
		Client received Social Performance Report (improve)	2	N
		Client published full Social Impact Report	3	Y
<b>RIGOUR SCORE</b> LOW: 1-9; MED 10-14; HIGH 15-19		<b>MED</b>	<b>12</b>	





### 3. Predictors of Wellbeing

To inform Agape in how best to support the trainees, correlation analysis is used to identify which factors measured have a significant relationship with trainees' overall wellbeing; these are known as predictors of wellbeing.

The predictors of wellbeing can be found listed in the following table in order of statistical strength. The stronger the relationship between an outcome and overall wellbeing, the more confidence there is that a change in the outcome will correspond with a change in wellbeing.

Relationship strength is based on both the statistical significance (p-value) and beta coefficient value (r). All predictors listed are statistically significant to  $p < 0.001$  (unless otherwise noted), meaning there is 99% confidence that when this measurement is repeated the relationship identified between the predictive outcome and wellbeing is true, rather than produced due to sampling error or chance. The beta coefficient (r) describes how closely each outcome and wellbeing are likely to move together in relation to each other.

For the purposes of this study, a strong relationship between an outcome and overall wellbeing is defined as any outcome with a beta coefficient value greater than 0.7; a moderate relationship is between 0.699 and 0.4; a weak relationship is less than 0.4. Even though a relationship may be weak, there is still a significant association between the outcome and overall wellbeing.

The following page presents all predictors of wellbeing that have a significant relationship with overall wellbeing for Agape Transformation Programme trainees.





## 4. Significance Tables

Table 1. All Predictors of Wellbeing

Indicator	R	P-value	Direction and Strength
I feel accepted by my community	0.640	0.01	Positive, Moderate
I can ask for help when I need it	0.628	0.01	Positive, Moderate
I have opportunities to participate in activities that are important to my culture or heritage	0.628	0.01	Positive, Moderate
I feel connected to my culture or ancestral heritage	0.625	0.01	Positive, Moderate
When I am confronted with a problem, I can usually find a good solution	0.606	0.01	Positive, Moderate
I am able to build and maintain positive relationships that have different boundaries	0.603	0.01	Positive, Moderate
I feel free to be myself around others	0.582	0.01	Positive, Moderate
I can adapt when unexpected events happen	0.579	0.01	Positive, Moderate
I like who I am	0.579	0.01	Positive, Moderate
I have the skills to find, apply for and secure meaningful employment	0.572	0.01	Positive, Moderate
I can understand and manage my financial situation	0.568	0.01	Positive, Moderate
I feel part of a community	0.554	0.01	Positive, Moderate
Lately, I have had the chance to connect with people who are similar to me	0.521	0.01	Positive, Moderate
My opinions are heard and respected by others	0.52	0.01	Positive, Moderate
I can easily share my thoughts and opinions with others	0.505	0.01	Positive, Moderate
I have enough income to live a comfortable life	0.477	0.01	Positive, Moderate
I am able to access the employment services I need	0.473	0.01	Positive, Moderate
If needed, there is somewhere I can go to help me find accommodation.	0.461	0.01	Positive, Moderate
I have things that I am passionate about	0.458	0.01	Positive, Moderate
If needed, there is somewhere I can go to help me find accommodation	0.458	0.01	Positive, Moderate
My life has purpose	0.456	0.01	Positive, Moderate
I get to spend quality time with people I care about	0.452	0.01	Positive, Moderate
I can remain calm when facing difficult situations	0.44	0.01	Positive, Moderate
In the past month, how often have you felt angry?	0.424	0.01	Positive, Moderate
My belief in myself gets me through the hard times	0.417	0.01	Positive, Moderate
I find it easy to put myself in somebody else's position and understand how they are feeling	0.404	0.01	Positive, Moderate



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