

**Minutes of the 4th Meeting of
the Committee on Integrated Family Service Centres**

Date : 5 July 2011 (Tuesday)
Time : 2:30 p.m.
Venue : Conference Room 1, Social Welfare Department Headquarters,
9/F Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

Ms Loletta Lo	Acting Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Mrs Wong Ho Fung-see	Assistant District Social Welfare Officer (Central Western / Southern / Islands)1	
Ms Yan Lai-ming, Jenny	Assistant District Social Welfare Officer (Eastern / Wan Chai)1	
Miss Hau Suk-kwan	Assistant District Social Welfare Officer (Kwun Tong)2	
Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1	
Ms Lee Kam-yung	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)2	
Ms Kwan Shuk-ye, Nancy	Assistant District Social Welfare Officer (Kowloon City / Yau Tsim Mong)1	
Lee Yuen-hung	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms Chu Wing-yin, Diana	Assistant District Social Welfare Officer (Shatin)1	
Ms Woo Mei-hing, Patricia	Assistant District Social Welfare Officer (Tai Po / North)2	
Pang Yu-on	Assistant District Social Welfare Officer (Yuen Long)1	

Law Wing-shing	Officer-in-charge Kwai Chung (East) Integrated Family Service Centre [Representing Assistant District Social Welfare Officer (Tsuen Wan / Kwai Tsing)1]
Cheung Tat-ming, Gary	Assistant District Social Welfare Officer (Tuen Mun)2
Mrs Claren Tam	Acting Senior Social Work Officer (Family)2 / Social Work Officer (Family)3
Miss Chow Mei-yee	Acting Senior Social Work Officer (Family)2 / Social Work Officer (Family)1 (Secretary)

Non-governmental organisations (NGOs)

Mui Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms Angie Lai	Head of Family Service Caritas – Hong Kong
Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society
Ms Iris Liu	Director of Program International Social Service Hong Kong Branch
Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre
Mrs Doris Lee	Executive Director Hong Kong Catholic Marriage Advisory Council
Mr Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service
Ms Wendy Wong	Senior Manager St James' Settlement
Mr Chu Muk-wah, Daniel	Division Head (Family Service Division) Yang Memorial Methodist Social Service
Ms Fion Chow	District Director Hong Kong Sheng Kung Hui Welfare Council
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council

In attendance

Ms Caran Wong	Assistant Director (Family and Child Welfare)	
Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1	
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1	
Ms Lam Yee-mui, Vivian	Senior Social Work Officer (Youth)2	} For Agenda Item 2 only
Ms Ling Wai-yu, Eugenie	Social Work Officer (Youth)6	
Ms Brenda Chung	Supervisor	
	Tung Wah Group of Hospitals CROSS Centre (Counselling Centre for Psychotropic Substance Abusers)	

Absent with apologies

Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services
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Opening remarks

The Chairperson welcomed those who were attending the meeting for the first time, including Miss Cheung Lai-kuen, Jessica and Mr Law Wing-shing from SWD. She also welcomed Ms Lam Yee-mui, Vivian and Ms Ling Wai-yu, Eugenie of the Youth and Corrections Branch of SWD as well as Ms Brenda Chung of Tung Wah Group of Hospitals (TWGHs) who were attending the meeting to brief members on the services provided by CROSS Centre (Counselling Centre for Psychotropic Substance Abusers) of TWGHs.

Sharing on services of Counselling Centres for Psychotropic Substance Abusers (CCPSAs)

2. Ms Lam Yee-mui, Vivian shared with Members the services provided by CCPSAs. She highlighted the objectives of CCPSAs were to help psychotropic substance abusers abstain from drug abuse, early identify those young psychotropic substance abusers for timely intervention, provide counselling and assistance to their family members, organise preventive education and publicity programmes to secondary school students and general public at community level and conduct professional training for allied professionals. She reported that the services of CCPSAs were community-based and provided in each of the 11 SWD administrative districts. She also appealed for Members' support in promoting the services of CCPSAs and encouraged Members to liaise with respective operators of CCPSAs in their districts for collaboration in the provision of support for the target users and their families. The service leaflets and referral forms of the 11 CCPSAs were tabled for Members' reference.

3. Ms Brenda Chung introduced to Members the services provided by the CROSS Centre of TWGHs in Central Western / Southern / Islands District and Eastern / Wanchai District. She welcomed Members to visit the centre for more information and hoped that the services of the centre could provide support to Members in their handling of cases relating to psychotropic substance abuse.

4. Ms Lam Yee-mui, Vivian and Ms Angie Lai also shared with Members the services provided by the Caritas Lok Heep Club for drug abusers and their families. The services were provided by its Hong Kong Centre and Kowloon Centre on territory

basis. The service leaflets were tabled for Members' reference.

[Ms Lam Yee-mui, Vivian, Ms Ling Wai-yu, Eugenie and Ms Brenda Chung left the meeting at that juncture.]

Confirmation of minutes of last meeting

5. Minutes of the last meeting were confirmed without amendment.

[Post-meeting notes: The confirmed minutes of the 3rd meeting were uploaded onto SWD Homepage on 8 July 2011.]

Matter arising

Training courses (para 3, p.4)

6. Mrs Claren Tam reported on the enrolment for training courses conducted between April 2011 and June 2011. She also informed that a 3-day training course namely "Training Course on Bereavement Counselling" would be conducted on 27 June, 7 July and 8 July 2011.

7. In response to a Member's inquiry on the training course quota set for Integrated Family Service Centres (IFSCs) operated by NGOs, Mrs Claren Tam shared that, where appropriate, IFSC courses organised by the Staff Development and Training Section (SDTS) of SWD would also be opened to NGO IFSCs and, if possible, additional places would be offered to those NGOs operating more IFSCs. She added that no quota was set for NGO colleagues in attending the Induction Course on Services

of IFSC with a view to meeting the training needs of all social workers newly recruited / posted to IFSCs.

The Statutory Minimum Wage (para 18, p.12)

8. The Chairperson shared that the Subventions Branch of SWD had issued letters to NGOs concerned in keeping them informed of the arrangement on the implementation of Statutory Minimum Wage accordingly.

Progress of follow-up action on recommendations of the report on Review on the Implementation of the Integrated Family Service Centre (IFSC) Service Mode (the Review)

Progress of follow-up action on recommendations of the Review report

9. The Chairperson took Members through the updated summary table on the progress of follow-up actions taken in respect of the recommendations of the Review report, which had been sent to Members before the meeting.

10. The Chairperson reported that invitations to bona-fide non-profit making organisations for submitting proposals to operate a new IFSC in Sham Shui Po District were issued from 12 May 2011 to 22 June 2011. SWD had set up a Vetting Committee to assess the proposals with the results to be announced in September 2011. The new IFSC was tentatively scheduled to commence operation in December 2011. The Chairperson further revealed that additional recurrent resources had been secured to IFSCs / Integrated Services Centres (ISCs) to strengthen social service support of

Comprehensive Child Development Service with the exercise come to effect tentatively in October 2011.

11. The Chairperson shared that District Social Welfare Officers (DSWOs) of SWD, service coordinators of NGOs operating IFSCs as well as the Hong Kong Council of Social Service had been invited to provide information regarding their follow-up action on recommendations of the Review report taken at district / agency / centre levels. SWD, upon collecting inputs from all the parties concerned, would prepare the compiled information and report the progress to the Legislative Council Panel on Welfare Services when required.

12. Members generally agreed with the actions taken / planned for following up the 26 recommendations.

Working Group on Review on the Funding and Service Agreement (FSA) for IFSC

13. The Chairperson reported that all the revisions for Service Document (SD) / FSA for SWD / NGO IFSC as proposed by the Working Group on Review on the FSA for IFSC and endorsed by the Committee on IFSCs had been approved by the Director of Social Welfare. The revised SD / FSA for IFSC had come into effect for the 2011-12 financial year. For uploading the revised SD / FSA for IFSC onto SWD homepage, there was a need to attach related annexes showing details of the agreed levels of output and outcome standards. In view of this, the output and outcome standards for a SWD / NGO IFSC with 13 registered social workers as recommended by the Working Group were tabled for illustrating purpose. Members agreed to adopt the proposed annexes.

[Post-meeting notes: The revised SD / FSA for IFSC with respective annexes were uploaded onto SWD homepage in July 2011.]

14. The Chairperson went on to inform that, during its fifth meeting held on 17 June 2011, the Working Group proposed to make revisions on the collection of statistical figures for output / outcome standards as well as supplementary statistical information in the Client Information System (CIS) / Statistical Information System form for IFSCs currently in use as follows –

- (a) to collect service statistics on the number of therapeutic / support / educational / developmental / mutual-help groups under a single item;
- (b) to revise the rules relating to the calculation of the percentage of service users for measuring service satisfaction rate in the four outcome standards; and
- (c) to review the collection of supplementary statistical information so that only essential data relating to the core services of IFSCs would be included.

15. The Chairperson added that all the proposed revisions would later be sent to DSWOs of SWD and service coordinators of NGOs operating IFSCs for comments and then sought Members' endorsement in this Committee. Having said so, the actual implementation schedule would be subject to the necessary enhancement of IT support under SWD's CIS and relevant information systems of NGO IFSCs.

Working Group on Review on the Operation of IFSC Services

16. The Chairperson shared with Members that the Working Group on Review on the Operation of IFSC Services held its third and fourth meetings on 12 April 2011 and 14 June 2011 respectively. Proposals on the revision of the “Guidelines on Division of Work and Case Transfer Among IFSCs / ISCs (October 2006)” were highlighted below -

- (a) the existing practice for IFSCs / ISCs with service boundary covering the location of prisons to take up child welfare cases where the parents were imprisoned and would not be discharged / released in the coming six months would be maintained;
- (b) the division of work for certain types of cases, including child welfare cases, service users taking lodging in their relatives / friends’ abode or serviced apartment / hotel, street sleepers and service users living outside Hong Kong, etc. would be further elaborated;
- (c) a paragraph would be added to clarify the division of work for cases handled by NGO IFSCs / ISCs warranting application for Care or Protection Order, SWD IFSCs with service boundary covering the place of residence of the child(ren)’s parent(s) / guardian(s) should proceed with the application. Such principle would also be applied to cases requiring assessment of trustworthy persons to act as Comprehensive Social Security Assistance appointees of minors; and
- (d) the rule of using corresponding address or post office box in the division of work on handling housing assistance cases for service users living outside Hong Kong

would also be applied to service users who had been wait-listed for day / residential placements for elders / mentally retarded persons and in need of follow-up on the applications.

17. The Chairperson indicated that all the proposed revisions worked out by the Working Group would later be sent to DSWOs of SWD and service coordinators of NGOs operating IFSCs / ISCs for comments and then sought Members' endorsement in this Committee.

Liaison Group / Local Liaison Groups on Issues relating to Housing Assistance Cases

18. Ms Ding Shuk-wah, Alice reported that all the five Local Liaison Groups had respectively held two meetings to discuss operational issues relating to the handling of housing assistance cases on regional cluster basis. For the second meeting of the Liaison Group at headquarters level to be held on 11 July 2011, certain areas for enhancing communication and cooperation with the Housing Department (HD) would be proposed for discussion.

19. Regarding Members' concerns on referrals from HD requesting social workers' recommendation relating to housing assistance cases that did not warrant social work input, such as cases purely on medical grounds, termination of tenancy under HD's "marking scheme", keeping pets, etc, Ms Ding responded that the issues would be brought up to the coming Liaison Group meeting for discussion.

[Post-meeting notes: The contact lists of the Applications Section and Estate Management Offices of HD were respectively sent to the unit heads and district management of SWD as well as the operators of NGOs approved for processing applications for compassionate rehousing and other housing assistance cases through emails on 13 July 2011. Besides, a summary of discussion in the Liaison Group meeting held on 11 July 2011 were sent to the district management of SWD and NGO operators on 31 August 2011 and 8 September 2011 respectively]

Any other business

Procedures on case transfer among IFSCs / ISCs

20. The Chairperson shared a complaint case to Ombudsman concerning the procedures involved in transferring cases among IFSCs. She advised Members to remind IFSCs / ISCs to strictly adhere to the procedures and requirements stipulated in the “Guidelines on Division of Work and Case Transfer Among IFSCs / ISCs (October 2006)” on case transfer.

Collaboration with Integrated Community Centres for Mental Wellness (ICCMWs)

21. A Member enquired on the existing arrangement for ICCMWs to deal with housing request, such as compassionate rehousing / other housing assistance, from persons with suspected mental health problem / ex-mentally ill persons on the ground of their mental condition, including those living alone or residing with their families. The

Chairperson responded that ICCMWs would normally handle housing request for singleton cases while cases involving other family members would be assessed based on individual merit.

Date of next meeting

22. There being no other business, the meeting was adjourned at 4:25 pm. The next meeting was scheduled to be held on 7 October 2011 (Friday) at 2:30 pm with venue to be confirmed.

[Post-meeting notes: The next meeting would be held at Cultural Activities Hall, 2/F, Sai Wan Ho Civic Centre, 111 Shau Kei Wan Road, Hong Kong.]