

**Minutes of the 5<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 7 October 2011 (Friday)  
**Time** : 2:30 p.m.  
**Venue** : Cultural Activities Hall, 2/F, Sai Wan Ho Civic Centre,  
111 Shau Kei Wan Road, Hong Kong

**Present**

**Social Welfare Department (SWD)**

Ms Kwan Yuen-yuk, Rosemary	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	
Ms Yu Chau-ping	Officer-in-charge Kwun Tong Integrated Family Service Centre [Representing Miss Hau Suk-kwan, Assistant District Social Welfare Officer (Kwun Tong)2]	
Ms Lee Kam-yung	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)2	
Ms Hui Suet-ling	Social Work Officer / Integrated Family Service Centre (Kowloon City / Yau Tsim Mong)1 [Representing 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
Ms NG Lai-sheung, Ruby	Officer-in-charge Kwai Chung (West) Integrated Family Service Centre [Representing Miss Chan Wai-chun, Assistant District Social Welfare Officer (Tsuen Wan / Kwai Tsing)1]
Cheung Tat-ming, Gary	Assistant District Social Welfare Officer (Tuen Mun)2
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
Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement

Mr Terence Ho	Acting Officer-in-charge Mongkok Integrated Family Service Centre Yang Memorial Methodist Social Service [Representing Mr Chu Muk-wah, Daniel, Division Head (Family Service Division) Yang Memorial Methodist Social Service]
Ms Elmond Lee	Service Supervisor Hong Kong Sheng Kung Hui Welfare Council Tung Chung Integrated Services [Representing Ms Cheng Lai-ling, Crystal, Service Director Hong Kong Sheng Kung Hui Welfare Council]
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council

### **In attendance**

Mrs Claren Tam	Social Work Officer (Family)3 / SWD
Miss Woo Pik-tung	Social Work Officer (Family)4 / SWD
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD

### **Absent with apologies**

Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1 / SWD
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### **Opening remarks**

The Chairperson welcomed Ms Hui Suet-ling, Shirley, Ms Yu Chau-ping and Ms Ng Lai-sheung, Ruby, who attended on behalf of Ms Kwan Shuk-yee, Nancy, Miss Hau Suk-kwan and Miss Chan Wai-chun of SWD respectively. She also welcomed Mr Terence Ho and Ms Elmond Lee who attended on behalf of Mr Chu Muk-wah, Daniel, of Yang Memorial Methodist Social Service and Ms Cheng Lai-ling, Crystal, of Hong

Kong Sheng Kung Hui Welfare Council respectively.

### **Confirmation of minutes of last meeting**

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

[Post-meeting notes: The confirmed minutes of the 4<sup>th</sup> meeting were uploaded onto SWD Homepage on 12 October 2011.]

### **Matter arising**

*Training courses (para 6-7, p.5)*

3. Mrs Claren Tam reported on the enrolment for training courses conducted between July 2011 and September 2011. She also highlighted courses tentatively to be organised during the period from October 2011 to December 2011 as listed below and encouraged Members to nominate suitable colleagues to attend -

- (a) training course on Working with People with Drinking Problem (11 October 2011);
- (b) training course on Conducting Support Group for Single Parents (3 November 2011);
- (c) training course on Effective Parenting Skills for Children with Special Educational Needs (7 November 2011);
- (d) training course on Working with Cross Boundary Families and New Arrivals (11 November 2011); and
- (e) induction course on Services of IFSC (November – December 2011).

**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*

4. The Chairperson reported that SWD had invited eligible bona-fide non-profit making organisations earlier to submit proposals to operate an IFSC in Sham Shui Po District. A total of 12 proposals were received and a Vetting Committee (VC) was set up to conduct assessment of all the proposals. Upon the recommendation of the VC, SWD selected the Hong Kong Christian Service to operate the service. The new IFSC was tentatively scheduled to commence operation in December 2011.

5. The Chairperson further reported that additional recurrent resources had been allocated to IFSCs / Integrated Services Centres (ISCs) operated by SWD / NGOs to strengthen social service support of Comprehensive Child Development Service (CCDS) with effect from October 2011. She added that according to the principle currently adopted upon the review of Service Document (SD) / Funding and Service Agreement (FSA), the level of attainment for respective Output Standards (OSs) of IFSCs, i.e. 'number of new / reactivated cases' (OS1), 'number of therapeutic / support / educational / developmental / mutual-help groups' (OS2) and 'number of educational / developmental programmes' (OS3), would be adjusted upward accordingly.

6. The Chairperson informed that updates of the follow-up actions taken at district / agency / centre levels in respect of the recommendations of the Review report had been received from District Social Welfare Officers (DSWOs) of SWD, service coordinators

of NGOs operating IFSCs as well as the Hong Kong Council of Social Service (HKCSS) as shown in the compiled table sent to Members before the meeting. Miss Chow Mei-yee took Members through the various items of the compiled table and Members generally agreed with the actions taken / planned. The Chairperson shared that the information might be submitted to the Legislative Council Panel on Welfare Services for reporting the progress on follow-up action as and when required.

7. In discussing further follow-up on the 26 recommendations, some Members expressed that there might be a need to review the collaboration and interfacing between IFSCs and other service settings. In noting Members' views, the Chairperson added that the Working Group on Review on the Operation of IFSC Services might consider following up on the subject relating to service collaboration and interfacing upon completion on review of the "Guidelines on Division of Work and Case Transfer Among IFSCs / ISCs (October 2006)" (the Guidelines).

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

8. Mrs Claren Tam informed that the revised SD / FSA for IFSC with respective annexes illustrating the agreed levels of OSs and Outcome Standards (OCs) for a SWD / NGO IFSC with 13 registered social workers had been uploaded onto SWD homepage in July 2011. To align with the revised SD / FSA, she reported that the Working Group had proposed revisions on the collection of statistical data for OSs, OCs and the supplementary statistical information in the Client Information System (CIS) / Statistical Information System (SIS) form for IFSC currently in use. Summary of the proposed revisions was as follows -

- (a) to collect service statistics for OS2 on the number of therapeutic / support / educational / developmental / mutual-help groups under the same item;
- (b) to adjust the calculation approach by excluding the following cases in the base for working out the percentage of service users on the four OCs so as to reflect more realistically the attainment levels of the OCs:
  - ✧ the number of service users with cases closed due to merging of cases; and
  - ✧ the number of service users who did not answer the User Satisfaction Form / Target Problem Rating Form upon case closure;
- (c) to enhance the User Satisfaction Form to facilitate the measurement of OCs;
- (d) to re-categorise the nature of main problems identified for services users for streamlining and clarity purposes; and
- (e) to revise the tables for better capturing of statistics on groups and programmes for specific target groups.

9. Mrs Claren Tam added that the statistical form was subject to further refinement after seeking comments from the Subventions Branch and the Research and Statistics Section of SWD. The Chairperson indicated that all the proposed revisions would be sent to DSWOs of SWD and service coordinators of NGOs operating IFSCs for comments before putting up to the Committee for endorsement.

*Working Group on Review on the Operation of IFSC Services*

10. Miss Chow Mei-yee shared with Members that the Working Group on Review on the Operation of IFSC Services had its fifth meetings held on 14 September 2011. She shared the deliberations of the Working Group in the meeting on the proposed revisions to the Guidelines as follows –

- (a) service users taking lodging in their relatives / friends' abode or service apartment / hotel should be followed up by the IFSC / ISC with service boundary covering the current location of the service users if they were not active cases of any IFSC / ISC;
- (b) a paragraph would be added on the division of work relating to cases involving street sleepers which had not been included in the Guidelines;
- (c) for service users living outside Hong Kong with neither intended place of residence nor address they actually took residence when they returned / travelled to Hong Kong, their welfare needs should be followed by IFSCs / ISCs with service boundary covering the location of their or their family members' work / school place in Hong Kong. For service users who did not stay, work or study in Hong Kong, their corresponding address (including post office box) would be considered.

11. The Chairperson indicated that the above proposed revisions would be sent to DSWOs of SWD and service coordinators of NGOs operating IFSCs / ISCs for comments. The final draft version incorporating the comment collected would be



submitted to the Committee for endorsement before putting into use.

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

12. The Chairperson shared with Members that the Liaison Group (LG) at headquarters level had held its second meetings on 11 July 2011. She highlighted that the contact lists of the Applications Section and Estate Management Offices of the Housing Department (HD) were respectively sent to the unit heads and district management of SWD and NGOs approved for processing applications for compassionate rehousing and other housing assistance cases through emails on 13 July 2011. Subsequently, another e-message enclosing the agreements reached in the LG was also sent to parties concerned in the form of “summary of discussion”.

13. While Members were advised to keep in view the implementation of the agreed streamlining / enhancement measures, they shared concerns on mechanisms to enhance communication and collaboration on the handling of housing assistance cases among SWD, NGOs and HD. At the same time, Members considered that it was necessary that HD had to monitor and facilitate their frontline staff in implementing the enhanced measures. The Chairperson noted Members’ concerns and agreed to bring them up to the next LG meeting in early 2012 for discussion.

**Any other business**

*Concerns collected by HKCSS from NGO elderly service units*

14. The Chairperson highlighted the feedback from the Elderly Branch of SWD regarding some concerns collected by the HKCSS from NGO elderly service units, particularly District Elderly Community Centres (DECCs). In sum, IFSC / ISC colleagues' attention were drawn to service users / enquirers seeking for long-term care (LTC) for the elderly at intake level. On the one hand, these service users / enquirers should be explained about the criteria / procedures of related applications. Disregard whether the elder applicants concerned were perceived to be eligible for the LTC or not, their applications should be processed through referring the cases to Placement Units (PUs) of Standardized Care Need Assessment Management Offices (Elderly Services) / DECCs according to the existing guidelines if the applicants insisted on their application requests. In case the applicants or their carers approached IFSCs / ISCs for information and had not yet made up their mind to apply for LTC services, they should be advised to approach IFSCs / ISCs again or DECCs as appropriate when they came up a decision.

*Handling of applications for compassionate rehousing (CR)*

15. The Chairperson shared a complaint case to the Ombudsman concerning applications for CR. IFSC / ISC colleagues were reminded to have thorough discussion with the applicants for understanding their special needs, such as wheelchair users requiring more spacious units, before making recommendations on the allocation of housing units. To facilitate the processing of the CR applications, she also suggested Members to alert IFSC colleagues to ensure the proper provision of relevant supporting documents when making the recommendation to the HD.

**Date of next meeting**

16. There being no other business, the meeting was adjourned at 5:00 pm. The next meeting was scheduled to be held on 10 January 2012 (Tuesday) at 2:30 pm at Conference Room 918, Social Welfare Department Headquarters, 9/F Wu Chung House.

[Post-meeting notes: The 6th meeting of the Committee on Integrated Family Service Centres was re-scheduled to be held on 1 March 2012 (Thursday) at 2:30 pm at Conference Room 1, Social Welfare Department Headquarters, 9/F Wu Chung House.]