

**Minutes of the 34th Meeting of
the Committee on Integrated Family Service Centres**

Date : 17 June 2020 (Wednesday)
Time : 2:30 p.m.
Venue : Room 918, 9/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

Ms SIU Kin-heung, Mabel	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss HAU Suk-kwan	Assistant District Social Welfare Officer (Central Western/Southern/Islands)1	
Miss FUNG Hing-sum, Fanny	Assistant District Social Welfare Officer (Eastern/Wan Chai)1	
Miss MA Tsui-yung	Assistant District Social Welfare Officer (Kwun Tong)2	
Ms CHUNG Si-weng, Renee	Assistant District Social Welfare Officer (Kowloon City/Yau Tsim Mong)1	
Mr LAI Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms YU Yuen-han, Jenny	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1	
Miss FONG Suet-ying	Oi/c TM(E)IFSC [representing Miss LAI Po-yi, Yondy, Assistant District Social Welfare Officer (Tuen Mun)2]	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Ms YU Chau-ping	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)2	
Mr LAM Chi-ming, James	Assistant District Social Welfare Officer (Yuen Long)1	
Mr TAM Kam-chi, Kelvin	Assistant District Social Welfare Officer (Taipo/North)2	

Mr CHAN Ping-ching, Roy	Assistant District Social Welfare Officer (Sha Tin)1
Miss SHEA Ka-shuen	Senior Social Work Officer (Family)2
Mr PANG Ting-man, Rick	Social Work Officer (Family)1 (Secretary)

Non-governmental organisations (NGOs)

Mr MUI Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms LAM Yee-wan, Eliza	Head of Family Service Caritas – Hong Kong
Mr NG Ka-kui, Charles	Programme Director (Family and Community) Christian Family Service Centre
Mrs CHIU CHUI Yuen-fun, Angela	Executive Director The Hong Kong Catholic Marriage Advisory Council
Ms TSUI Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services
Ms LEUNG Tsui-wan, Tracy	Service Director Hong Kong Sheng Kung Hui Welfare Council Limited
Mr CHAM Kwok-wing, Kerin	Director of Programme International Social Service Hong Kong Branch
Mr WONG Chiu-man, Raymond	Senior Manager St James' Settlement
Ms YAM Pui-wah, Zerlina	Islands and Tung Chung District Supervisor The Neighbourhood Advice-Action Council
Ms WONG Pui-yin, Wendy	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms CHUNG Yin-ting, Brenda	Assistant Community Services Secretary (Youth and Family), TWGHs
Ms CHAN Yuet-wah, Judy	Head of Service Hong Kong Family Welfare Society (HKFWS)
Ms KONG Shuk-wah, Florence	Service Head (Family and Counselling Service) Hong Kong Christian Service (HKCS)

In attendance

SWD

Ms KWAN Po-shan, Avis	Social Work Officer (Family)3
Ms LAI Yuet-ki, Alice	Social Work Officer (Family)5
Ms TANG Siu-man, Cathy	Social Work Officer (Family)6
Ms LEUNG Ngan-yin, Cecilia	Assistant Social Work Officer (Family)1

NGOs

Mr CHEUNG Muk-yan, Mike	Service Head Multicultural, Rehabilitation & Community Service Hong Kong Christian Service (HKCS)
Miss HO Fung-kuen, Clara	Coordinator Multicultural, Rehabilitation & Community Service HKCS
Mr LAI Chin-wang	Team Leader Multicultural Outreaching Team for InclusiON (M.O.T.I.O.N.), HKCS

Welcoming remarks

1. The Chairperson welcomed the following personnel who attended this meeting for the first time: Ms Tracy LEUNG, Service Director of Hong Kong Sheng Kung Hui Welfare Council Limited who had replaced Ms KEUNG Choi-yin, Miss MA Tsui-yung, ADSWO(KT)2 and Ms YU Chau-ping, ADSWO(WTS/SK)2 who had respectively replaced Ms FUNG Man-yu and Ms CHAN Chun-mei, Miss FONG Suet-ying, Oi/c TM(E)IFSC, who attended the meeting on behalf of Miss LAI Po-yi, Yondy, Assistant District Social Welfare Officer (Tuen Mun)2, Mr CHEUNG Muk-yan, Mike, Service Head, Multicultural, Rehabilitation & Community Service, Miss HO Fung-kuen, Clara, Coordinator, Multicultural, Rehabilitation & Community Service and Mr LAI Chin-wang, Team Leader, M.O.T.I.O.N. - Multicultural Outreaching Team for InclusiON who would introduce to Members the service of Outreaching Teams for Ethnic Minorities (OTEM) in the first part of the meeting.

Outreaching Team for Ethnic Minorities (OTEMs)

2. Ms Cathy TANG informed Members that, as announced in the Policy Address 2018, SWD has commissioned NGOs tabulated below through Invitation for Proposal to set up three OTEMs in Hong Kong, Kowloon and New Territories to proactively reach out

to EMs and connect those in need to mainstream welfare services to commence service since 1 March 2020. Casework counselling, groups and programmes would be provided to meet the social and welfare needs of EMs.

Name of Organisation	Districts Served
The Neighbourhood Advice-Action Council B square OTEM	<u>Team A</u> Central & Western, Southern, Islands, Eastern, Wan Chai, and Kwun Tong
Hong Kong Christian Service M.O.T.I.O.N.- Multicultural Outreaching Team for InclusiON	<u>Team B</u> Sham Shui Po, Kowloon City, Yau Tsim Mong, Wong Tai Sin and Sai Kung
Hong Kong Sheng Kung Hui Welfare Council Limited Outreaching Team for Multi-Cultural Community	<u>Team C</u> Sha Tin, Tai Po, North, Yuen Long, Tuen Mun, Tsuen Wan and Kwai Tsing

3. Mr CHEUNG Muk-yan, Mike, Miss HO Fung-kuen, Clara and Mr LAI Chin-wang introduced their services with PowerPoint presentation. Members enquired about the regular operation of OTEMs' truck, such as designated parking time and venues. Ms TANG responded that the three teams were still exploring the suitable parking spots for the mobile truck in different districts. OTEMs were advised to set up mobile counter with support of the truck in popular places so as to widen their contact point with the public. Details of the parking schedule of the OTEMs will be provided to relevant service providers when available.

4. Members expressed concern about the collaboration between mainstream welfare services and OTEMs. Miss SHEA Ka-shuen highlighted that for the provision of casework service, OTEM would only provide short-term intervention and long term supportive service. The role of case manager would be vested on the social worker of mainstream casework service unit. For active cases involving EM service users, IFSC caseworkers might consult OTEMs about the handling skills with EM clients and enlist OTEM's assistance for support. To facilitate smooth delivery of the service, SWD would provide appropriate training for OTEM staff on job-related skills and knowledge. For management/administrative/teething issues arising from employing EM staff in the team, Staff Development and Training Section (STDS)/SWD and OTEMs would organise relevant training courses for the concerned parties.

(Mr CHEUNG Muk-yan, Mike, Miss HO Fung-kuen, Clara and Mr LAI Chin-wang left the meeting)

Confirmation of Minutes of Last Meeting

5. The Chairperson informed that the draft minutes of the 33rd meeting were sent to Members vide email on 13 May 2020. With no proposed amendment, the minutes of

the last meeting were confirmed.

Matters arising

Enhanced Services of FCPSUs (para. 4, page 4)

6. Ms Alice LAI reported that The “Protecting Children from Maltreatment-Procedural Guide for Multi-disciplinary Co-operation (the Guide)” (保護兒童免受虐待-多專業合作程序指引) had been implemented since 1 April 2020 and would be updated from time to time as needed. Domestic Violence Team (DVT) of SWD produced a detailed PowerPoint file to introduce the background of the review and major amendments made. The Guide and the PowerPoint file were uploaded onto SWD Homepage for reference by relevant professionals. A set of three new leaflets were distributed to districts from April 2020 onwards. They were also uploaded onto SWD Homepage to replace the existing ones on 1 April 2020. Translation of the leaflets into languages of EM was in progress.

7. In addition, Ms LAI reported that two briefing sessions for FCPSU workers and school personnel respectively were conducted in January 2020. However, due to the epidemic, the briefing sessions scheduled in February and March 2020 were cancelled. DVT and HKCSS jointly organized four online training sessions in May and June 2020 for social workers of pre-primary institutions, primary schools and secondary schools. Another online training session would be held for staff of IFSCs/NGO on 3 July 2020. In the coming months, DVT would continue to serve as speaker to highlight the significant amendments in relevant training programmes organised by SDTS, District Offices of SWD and meetings with relevant stakeholders as appropriate. Mr Moses MUI suggested the department to organize follow-up/in-depth training when the epidemic was over.

Sharing on the Development of Parenting Capacity Assessment Framework (PCAF) (para. 10, p.5)

8. Regarding the “Guiding Notes of PCAF (0 to 36 months) for Family Aide (FA)” (the Guiding Notes), most frontline workers commented that it could facilitate the FA worker to conduct systematic and unified observation on client’s parenting capacity. The supervising ASWOs could also make use of the Guiding Notes to help the newly recruited FA workers to observe the clients’ parenting capacity. The Guiding Notes would be uploaded to intranet of SWD in July 2020. Soft copy of the Guiding Notes would also be sent to IFSCs/NGO.

Training courses (para.16, p.6)

9. Ms Avis KWAN gave a brief report on the training courses had been/to be conducted from 25 October 2019 to 31 December 2020. She highlighted that the Introduction of Comprehensive Child Development Service (CCDS) and PCAF were newly incorporated in the IFSC induction training. The first session was conducted on 21 May 2021 with Mr Edmund TAM, SSWO/FCPSU(TP/N) served as the key speaker. The feedback from the participants were very positive as most participants considered the

course very useful. Experienced frontline workers would be continuously invited to serve as speaker for sharing on handling CCDS cases in the coming induction training. Moreover, Ms KWAN introduced two one-day training courses on Handling Family Relationship Issues of EM in Hong Kong and Working with EM having Family Violence and Risk of Child Abuse, which would be conducted in August and October 2020 respectively. She appealed for Members' support to nominate at least one staff to attend the related EM training programmes.

10. Members enquired whether the training programme on taking care of new born, home safety and understanding emotion of postpartum women for FAs, which was cancelled under the epidemic, would be organized again. Ms KWAN would follow up with SDTS.

[Post-meeting Note: SDTS had liaised with the trainers of the Health Department and their reply was pending.]

Additional Manpower Resources for NGO IFSCs/ISCs (para. 14, p.6 & par.29, p.10)

11. Miss SHEA recapitulated that additional recurrent resources for 26 ASWOs and 14 FA Workers at Ward Attendant rank were allocated to IFSCs/ISCs operated by NGOs since 1 January 2020. In addition, Lotteries Fund to meet F&E costs for additional manpower of NGOs was also provided. Since the allocation of one additional ASWO manpower to IFSCs/NGO w.e.f. 1 January 2020, the agreed output standards of OS1, OS2 and OS3 have been slightly adjusted. Under the epidemic, the service outputs of IFSCs/ISCs in 2019/20 and 2020/21 would be assessed flexibly according to the letter issued to NGOs by Subventions Section.

12. Regarding NGOs' suggestion of examining the revision of FSA of IFSC arising from addition manpower resources for NGO IFSCs, SWD would observe the effect after implementing the revised FSA in NGO IFSCs since January 2020. In view of the pandemic which affected the service provision, more time, say six to twelve months depending on the pandemic, would be required for the observation.

Progress of follow-up on the recommendations of the Review on the Implementation of the IFSC Service Mode

Progress of work under various working groups

13. Mr Rick PANG pointed out that the report on the progress of follow-up actions was sent to Members for information on 16 June 2020. Members were invited to note the updated progress which was bolded and tabulated in the report according to the sequence of recommendations.

Working Group on Review on the Operation of IFSC Services (WG)

14. Ms Alice LAI shared that the WG held its 40th meeting on 1 June 2020 for discussion on collaboration between OTEMs and IFSCs, and the review on processing of CR cases, etc.

Liaison Group on Issues Relating to Housing Assistance Cases (LG)

15. Ms Avis KWAN reported that the 18th meetings of five Local LGs of the respective clusters were held from April to December 2019. The 19th meetings of two Local LGs of the respective clusters were held in October and December 2019 while three Local LGs originally scheduled to be conducted from March to May 2020 was cancelled/postponed due to the pandemic. In view of no urgent/significant issues raised by Local LGs, the 18th LG meeting which originally was scheduled on 2 March 2020 was postponed to late 2020 [post-meeting remarks: it was further postponed to 2021]. Members were encouraged to bring up collaboration issues with HD to Local LGs and LG for discussion.

Ethnic Minorities District Ambassador (EMDA) Pilot Scheme

16. Miss SHEA Ka-shuen informed that SWD would launch a 3-year EMDA pilot scheme in 2020-21 to enhance EM services provided by service units in nine districts with higher EM population, i.e. Central and Western, Islands, Wan Chai, Eastern, Yau Tsim Mong, Kowloon City, Kwai Tsing, Yuen Long and Sham Shui Po. Under the pilot scheme, additional resources will be provided to some welfare service units of SWD and subvented NGOs, including medical social services units, IFSCs/ISCs, parent/relatives resource centres, district elderly community centres, district support centres for persons with disabilities and integrated service centres for ex-offenders and their families. 46 EMDAs would be employed to enhance service provision for the EM communities. The service would commence in October 2020. Miss SHEA briefly introduced the service objectives, terms and conditions of EMDAs. Service Branches concerned were liaising with their respective NGOs about implementing of the pilot Scheme.

17. Moreover, in view of the grave concern of LegCo members about the provision of interpretation service for people of different ethnics backgrounds, collection of statistics from welfare service units on interpretation services provided for EMs was considered necessary. IFSCs/NGO were invited to provide the statistics w.e.f. October 2020 to facilitate better understanding on the service need. A statistical form concerned was tabled for Members' reference.

[Post-meeting note: statistics on the provision of interpretation services had been submitted by IFSCs/NGO since October 2020.]

18. Members suggested that OTEMs could share their experience with other NGOs on employing EM staff, for example, EM's working culture and how to facilitate the integration between local staff and EM staff. In addition, Mr Moses MUI informed that HKCSS would organise sharing session on creating multi-cultural and inclusive working environment for welfare sectors in October 2020. Members were encouraged to join the sharing session. The Chairperson also supplemented that SWD had sent the Point-to-note to subvented NGOs to remind them on the main points in serving EM service users in August 2019.

Any other business

Closure of Family Life Education Resource Centre (FLERC)

19. The Chairperson reported that FLERC/SWD would be closed on 1 July 2020. Since most resource materials could be obtained through online, the role of FLERC had been diminished. To ensure effective use of public money, SWD decided to deploy the resources of FLERC to other use. Upon closure of FLERC and its website operation on 1 July 2020, FCWB would provide the Family Life Education (FLE) Resource Corner in SWD homepage to provide FLE information. Service providers may borrow the exhibition boards from FCWB. NGO units could continue to raise requests for FLE pamphlets and borrow FLE books from SDTS.

Special arrangement of IFSC services under epidemic

20. Miss SHEA Ka-shuen briefly recapped the special arrangement for IFSC service in the past few months -

- 29 January 2020 – 3 May 2020, IFSCs remained open, but only provided services on limited scale, i.e. for casework service, accepting referrals and telephone enquiries; as well as interviews by appointment if necessary; group/programme activities and extended hours service were suspended (operating with half team staffing during normal opening hours). Notice with the Centre's contact number(s) was posted at the entrance and conspicuous places inside the Centre to advise service users to contact the workers by phone or make an appointment so as to reduce the risk of infection arising from the mass gathering inside the Centre.
- 4 May 2020 – 26 May 2020, IFSCs operated with full team staffing during normal opening hours, with play/resource corners remained closed and large-scale programmes and extended hours service remained suspended; case interviews by appointments; group interviews/group work may resume on a small scale (according to the CPH guideline), and group programmes via online means were encouraged.
- Starting from 27 May 2020, IFSC service have been generally resumed normal, except that drop-in service was still suspended (with exception on 27 May 2020 when the social unrest situation seriously affected the traffic hence the extended hour service was suspended suddenly).

21. As the pandemic has been controlled, Miss SHEA shared that provision of group and programme would be resumed normal as long as social distancing was kept. SWD would adopt flexible approach on implementing SPMS in 2019-20 and 2020-21, as appropriate. Running of groups/programmes through electronic means, e.g. zoom, was encouraged and recognised.

Application for Grant from Charitable Donations/Emergency Fund

22. Mr Rick PANG shared with Members two charitable donation/emergency fund managed by FCWB, namely, “Emergency Fund under the ‘Building Homes with Heart’ Caring Initiative of the Sun Hung Kai Properties Ltd” and the “Chinese General Chamber of Commerce Charitable Donation” operated under the account of Director of Social Welfare Incorporated – Specified Donation. The two funds could provide immediate financial assistance to individuals and families to help them tide over financial hardship arising from crises or tragic incidents.

[Post-meeting note : As clarified by Finance Branch and the donors, the funding application and approval had to be processed by SWD. As such, if the needy case’s residential address fall within the service boundary of NGO IFSCs, FCWB will continue the existing practice of discussing the individual case’s need with the concerned district. NGOs could not make the application direct.]

Progress of Following up the Enhancement Measures of Compassionate Rehousing (CR)

23. Ms Avis KWAN briefed Members on the progress of the Task Force meeting:

Summary of discussion of the Task Force for the Processing of CR Cases (TF) meeting

24. Ms KWAN shared that TF was tasked to follow up the enhancement measures upon the completion of the Review on Processing of CR cases. TF has deliberated the guiding principles/facets to be considered (i.e. assessment parameters) to facilitate frontline caseworkers in assessing the adequacy of social grounds in Enhancement Area I(3). The Summary of Discussion of TF Meetings (TF-12/2019) including the guiding principles of CR assessment was emailed to DSWOs and related NGO service units on 9 December 2019.

25. Ms KWAN further reported that TF members considered the proposed assessment parameters would be included as “Reference material for training” serving as a reference for social workers, instead of inserting them into the CR Guidelines.

List of Suggested Enquiry Item (SEI) for seeking medical advice with information note on CR

26. Ms KWAN reported that the List of SEI had been further revised upon collecting views from the medical side and it had been sent to TF members for comments. Details would be finalised and shared with Members when available.

Updating of CR Guidelines

27. Ms KWAN shared that the physical meeting of the 5th TF Meeting originally scheduled on 22 May 2020 was cancelled due to the then pandemic. Therefore meeting documents, including the updating of the CR Guidelines - Chapter I to Chapter V and the relevant updated Annexes were circulated to TF Members for comments through email on

21 May 2020.

28. Ms KWAN reiterated that the CR Guidelines were updated by ways of (a) removing case examples; (b) replacing the term "application" to "request"; (c) removing the time frame from initial application to formal application; and (d) incorporating streamlined measures. TF members would comment on the proposed updating to facilitate more fruitful discussion in the next TF meeting. After collecting TF members' views, further comments from relevant stakeholders would be sought.

29. Ms KWAN remarked that the outcome upon the implementation of the Enhancement Areas (I) to (IV) under the Review on Processing of CR Cases would be examined in appropriate time, after issuing the updated CR Guidelines and "Reference material for training". In the meantime, District Designated Contact Persons(CR) (DDCP(CR)s) would keep on conducting regular case sharing in order to align the assessment yardsticks.

30. Mr Moses MUI and Ms Florence FONG considered that there should be more elaboration on the definition and guiding principle of CR. The Chairperson thanked for the comments and highlighted that TF was preparing the "Reference material for training" on processing of CR including guiding principles, assessment parameter, workflow of designated contact person and case examples of rejected cases with a view to facilitating the frontline social workers of IFSCs/ISCs in assessing the adequacy of social grounds in processing CR cases. To avoid unintended consequences, such as misleading the clients to fit themselves in the case scenario, the "Reference material for training" would be regarded as reference instead of incorporating into the CR Guidelines.

Date of next meeting

31. There being no other business, the meeting was adjourned at 4:30p.m. The next meeting was scheduled on 17 December 2020 at 2:30 p.m. (venue to be confirmed).

[Post-meeting notes: the meeting has been further adjourned to 16 August 2021 as the Task Force for the Processing of CR Cases had to take more time to work out the proposed updating of the existing CR Guidelines (Chapter I – V) and develop the "Reference material for training – processing CR cases " for sharing with the Members of the Committee on IFSC.]

Family and Child Welfare Branch
Social Welfare Department
August 2021