

**Minutes of the 3<sup>rd</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 24 March 2011 (Thursday)  
**Time** : 2:30 pm  
**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)**

Miss Maria Lau	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	
Mr Cheung Chi-fung	Social Work Officer / Integrated Family Service Centre (Wong Tai Sin /Sai Kung)1 [Representing 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	
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	
Ms Loletta Lo	Senior Social Work Officer (Family)2	
Miss Chow Mei-yee	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 Chu Muk-wah, Daniel	Division Head (Family Service Division) Yang Memorial Methodist Social Service	
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council	

**In attendance**

Fong Kai-leung	District Social Welfare Officer (Sham Shui Po)
Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1
Mrs Claren Tam	Social Work Officer (Family)3
Miss Woo Pik-tung	Social Work Officer (Family)4
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1

**Absent with apologies**

Ms Fion Chow	District Director Hong Kong Sheng Kung Hui Welfare Council
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**Opening remarks**

The Chairperson welcomed colleagues who were attending the meeting for the first time, including Ms Yan Lai-ming, Jenny, Ms Kwan Shuk-yee, Nancy and Mr Cheung Chi-fung from SWD. She also welcomed Mr Fong Kai-leung for joining the meeting.

**Confirmation of minutes of last meeting**

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

[Post-meeting notes: The confirmed minutes of the 2<sup>nd</sup> meeting were uploaded onto SWD's Homepage on 29 March 2011.]

## **Matter arising**

### *Training courses (para 8, p.5)*

3. Mrs Claren Tam reported on the enrolment for training courses conducted between December 2010 and March 2011. She also highlighted courses tentatively to be organised during the period from April 2011 to June 2011 as listed below and encouraged Members to nominate suitable colleagues to attend -

- (a) Crisis Intervention and Treatment of Trauma (by Dr Roger Solomon from USA)  
Course A: Crisis Intervention - Updated Perspective and Skills (13 & 14 April 2011);
- (b) Crisis Intervention and Treatment of Trauma (by Dr Roger Solomon from USA)  
Course B: Psychological Intervention for Clients with Complex Trauma (15 April 2011); and
- (c) Induction Course on Services of Integrated Family Service Centre (May to June 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. Ms Loletta Lo took Members through the updated summary table on the progress of follow-up action on recommendations of the Review report, which had been sent to Members before the meeting. She highlighted that in addressing service needs

and enhancing service provision, a new IFSC operated by NGO would be set up in Sham Shui Po (SSP) District while additional resources would also be allocated to existing IFSCs of both SWD and NGOs for strengthening social support under the Comprehensive Child Development Service in 2011-12. With the setting up of a new IFSC, the service boundary of IFSCs in SSP District would be adjusted to achieve equitable distribution of workload among the centres. Members generally agreed with the actions taken / planned for following up the 26 recommendations.

5. In response to Members' inquiry on the criteria for selecting a district for setting up the new IFSC, the Chairperson explained that a number of factors were taken into consideration including the population size, social indicators, workload of IFSC colleagues in the district, etc. She added that SWD would, based on service needs, continue to seek additional resources for enhancing the service and manpower provision of IFSCs.

6. The Chairperson shared with Members that SWD would report to the Legislative Council Panel on Welfare Services on the progress of follow-up action on recommendations of the Review report later in the year. To prepare for the submission, District Social Welfare Officers (DSWOs) of SWD, service coordinators of NGOs operating IFSCs as well as the Hong Kong Council of Social Service (HKCSS) would be invited to provide information on follow-up actions taken at district / agency / centre level.

[Post-meeting notes: Emails were sent to DSWOs and service coordinators of NGOs operating IFSCs / HKCSS on 18 March 2011 and 27 March 2011 respectively inviting their input.]

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

7. The Chairperson reported that the five Local Liaison Groups had met to discuss operational issues relating to housing assistance cases at district level on regional cluster basis including the streamlining of procedures for handling compassionate rehousing (CR) applications by allowing Social Work Officers (SWOs) of SWD to directly provide comments to the Housing Department (HD) on cases already recommended by DSWOs for CR but subsequently requiring changes on certain items such as location preference. Some members were of the opinions that such changes were housing issues and should not be followed up by social workers once recommendations for CR had been put up to HD. The Chairperson responded that the matter would be further deliberated by the Liaison Group at headquarters level.

8. The Chairperson indicated that a contact list of HD staff would be disseminated to frontline social work colleagues to facilitate communication with HD on housing matters such as applications made under CR or through the General Waiting List.

9. Ms Ding Shuk-wah, Alice enlisted the assistance of district management in sending copies of agenda and notes of meeting of the Local Liaison Groups to the Family and Welfare Branch of SWD for reference and follow-up as appropriate.

10. The Chairperson indicated that issues / concerns relating to the handling of housing assistance cases would be addressed by the Liaison Group / Local Liaison Groups as appropriate and encouraged Members to continue to make use of the platforms to enhance collaboration and communication with HD.

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

11. Ms Loletta Lo reported that the Working Group on Review on the Operation of IFSC Services held its second meeting on 25 January 2011. The Working Group had discussed a number of issues relating to the Guidelines on Division of Work and Case Transfer Among IFSCs / Integrated Service Centres (ISCs) (October 2006) (the Guidelines) and had the following observations and proposals –

- (a) in view of the difficulties in arriving at a clear definition of a fixed work place and personal problems without involvement of family members, the work place of working adults would not be adopted as an indicator in the division of work. However, IFSCs / ISCs should continue to exercise flexibility in handling such cases based on individual case merit;
- (b) there were divergent views regarding whether to maintain the existing practice for IFSCs / ISCs with service boundary covering the location of prisons where parents were incarcerated and would not be discharged in six month's time to take up child welfare cases. Similarly, for child welfare cases where parents having no residence to refer to, further discussion would be required to decide if the place of residence of the eldest child / only child or the person responsible for taking the child for home leave should be taken as reference in the division of work;
- (c) for persons admitted to institutions with the placement period lasting for more than six months upon admission, it was proposed that IFSCs / ISCs covering the location of the institutions should take up the case.; and

(d) in handling cases involving service users living outside Hong Kong and requesting for housing assistance, the general principles currently stipulated in the Guidelines were suggested to continue to be adopted with further deliberation on necessary updating. For instance, the location of public rental housing (PRH) units in Hong Kong where the service users had tenancy as well as the corresponding address (including post office box) used in the application for PRH were proposed to be added as criteria in determining the division of work.

12. Members noted the progress of work, while Ms Loletta Lo invited Members to continue to provide comments on the subject to facilitate the Working Group in carrying out a comprehensive review on the Guidelines.

### **Funding and Service Agreement (FSA) for IFSC**

13. Ms Loletta Lo reported that the Working Group on Review on the FSA for IFSC held its third and fourth meeting on 13 January 2011 and 3 March 2011 respectively. She took Members through the revisions for the FSA proposed by the Working Group including the service definition and performance standards, which had been sent to Members before the meeting. The proposed revisions were highlighted as follows –

- (a) Service Document (SD) and FSA were proposed to be adopted for SWD and NGO IFSCs respectively to more accurately reflect the different funding position of the two types of centre;
- (b) the three existing Output Standards (OSs) for therapeutic groups, support /



educational / developmental groups and mutual-help groups were suggested to be merged into one to allow greater flexibility for IFSCs in running groups;

- (c) the agreed levels of attainment for new / reactivated cases (OS1), groups (OS2) and programmes (OS3) for each IFSC were proposed to be worked out according to the staff establishment of individual centres based on the resources allocated;
- (d) the agreed levels for OS1, OS2 and OS3 for individual IFSCs were suggested to be calculated on the basis of 39 new / re-activated cases, 2.7 groups and 3.9 programmes for each social worker in a year;
- (e) the agreed levels for OS1, OS2 and OS3 for each IFSC were proposed to be adjusted according to the suggested calculation basis in 13(d) above upon allocation of additional resources in future;
- (f) to widen the scope of conversion such that the centres would have greater flexibility in meeting the performance requirements, a conversion mechanism with three levels of conversion (instead of one in the existing FSA) was proposed for OS1 in conjunction with OS2 and OS3;
- (g) the existing OSs and agreed levels of attainment for Family Support Programme (OS4 and OS5) were suggested to remain unchanged; and
- (h) to acknowledge duties performed by SWD IFSCs but not currently counted against the centres' output, two additional OSs were proposed to be adopted for SWD IFSCs, namely the "Number of active statutory cases" (OS6) and the

“Number of active Director of Social Welfare Incorporated – Specified Person account cases” (OS7). A five-tier conversion mechanism for the two types of cases in conjunction with OS1 was proposed to give SWD IFSCs greater flexibility in meeting the requirements for delivering casework service.

14. Members generally agreed with the revisions as proposed by the Working Group. Ms Iris Liu raised concern on the possible upward adjustment of the agreed levels of attainment for OSs for some IFSCs, which were not expected by the centres. The Chairperson responded that it was only logical and reasonable to work out the levels of attainment for OSs for each IFSC based on the resources allocated and stressed that the majority of IFSCs would see their required levels of attainment downwardly adjusted with the proposed revisions. Upon deliberations, Members endorsed all the proposed revisions for the SD / FSA for IFSC as recommended by the Working Group.

15. Ms Loletta Lo indicated that the proposed revisions would be submitted to the Director of Social Welfare (DSW) for consideration and approval upon seeking comments from the Subventions Branch and the Research and Statistics Section of SWD. The revised SD / FSA was expected to come into effect tentatively for measuring the performance of IFSCs in the 2011-12 financial year.

[Post-meeting notes: The revised SD / FSA was approved by DSW in April 2011 with subsequent notifications sent to DSWOs and agency heads of NGOs operating IFSCs accordingly.]

**Any other business**

*Collaboration with Integrated Community Centres for Mental Wellness (ICCMWs)*

16. Ms Loletta Lo shared with Members that upon the commencement of services of ICCMWs across the territory at 24 service points with effect from October 2010, IFSCs / ISCs could collaborate with ICCMWs in providing services for persons with mental health / suspected mental health problems as well as their families. She advised Members to remind frontline IFSC / ISC colleagues that while ICCMWs would serve to enhance effectiveness in serving the intended target groups, colleagues should continue to make use of community psychiatric services for individuals warranting urgent intervention.

*Updating information on the service boundary of IFSCs / ISCs*

17. Ms Loletta Lo reported that information on the service boundary of IFSCs / ISCs operated by both SWD and NGOs was currently available on SWD's Homepage for the public's easy reference and access to the services. As there might have been changes in the information due to re-demarcation of service boundary and development of PRH estates / private tenements in the districts over the past years, Ms Lo appealed to IFSCs / ISCs to assist in updating information on service boundary.

[Post-meeting notes: Emails were sent to district management of SWD on 23 May 2011 enlisting their assistance in reporting updated information on service boundary of IFSCs operated by both SWD and NGOs.]

*Statutory Minimum Wage*

18. In response to Members' inquiry on the possible impact of the implementation of Statutory Minimum Wage on the operation of welfare service units, the Chairperson shared that the issue was being followed up by the Subventions Section of SWD, which would issue letters on the subject to NGOs in due course.

**Date of next meeting**

19. There being no other business, the meeting was adjourned at 4:30 pm. The next meeting was scheduled to be held on 5 July 2011 (Tuesday) at 2:30 pm at Conference Room 1, Social Welfare Department Headquarters, 9/F Wu Chung House.