

**Minutes of the 6th Meeting of
the Committee on Integrated Family Service Centres**

Date : 1 March 2012 (Thursday)
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 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	
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 Chan Man-hing, Salina	Officer-in-charge Sai Kung Integrated Family Service Centre [Representing 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 Eliza Lam	Supervisor Caritas Integrated Family Service Centre – Tsuen Wan (East) [Representing Ms Angie Lai, Head of Family Service Caritas – Hong Kong]	
Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service	
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	
Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services	
Ms Wendy Wong	Senior Manager St James' Settlement	
Chu Muk-wah, Daniel	Division Head (Family Service Division) Yang Memorial Methodist Social Service	

Ms Yannie Tang	Unit-in-charge 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

Ms Caran Wong	Assistant Director (Family and Child Welfare) / SWD	} <i>Remark</i>
Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1 / SWD	
Miss Woo Pik-tung	Social Work Officer (Family)4 / SWD	
Mrs Claren Tam	Social Work Officer (Family)3 / SWD	
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD	

[Remark: For agenda item on issues relating to the handling of housing assistance cases only]

Absent with apologies

Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society
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Opening remarks

The Chairperson welcomed Ms Chan Man-hing, Salina who attended on behalf of Ms Lee Kam-yung of SWD. She also welcomed Ms Eliza Lam and Ms Yannie Tang who attended on behalf of Ms Angie Lai of Caritas – Hong Kong 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 5th meeting were uploaded onto SWD Homepage on 6 March 2012.]

Matter arising

Training courses (para 3, p.4)

3. Mrs Claren Tam reported on the enrolment for training courses conducted between October 2011 and February 2012. She also highlighted courses tentatively to be organised during the period from March 2012 to June 2012. Members were encouraged to nominate suitable colleagues to attend these training courses, in particular the course as listed at (g) below which was intended to meet the training needs of all social workers newly recruited / posted to Integrated Family Service Centres (IFSCs):

- (a) training course on Handling with Child Welfare Cases (12 March 2012);
- (b) training course on Working with Ethnic Minorities (13 March 2012);
- (c) foundation course on Marital Therapy (20, 23 & 30 March 2012);
- (d) training course on Working with Problem Gamblers (21 & 22 March 2012);
- (e) training course on Working with Male Service Users (27 March 2012);
- (f) training course on Application of Narrative Practice in Social Work Setting (mid-May 2012); and
- (g) induction course on Services of IFSC (Class 1) (June 2012).

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

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

4. 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.

5. The Chairperson reported that the new IFSC set up in Sham Shui Po (SSP) District operated by the Hong Kong Christian Service had commenced operation on 19 December 2011. The geographical service boundaries of the other four IFSCs in the District had also been adjusted to facilitate equal share of workload. In relation of this re-demarcation of geographical service boundaries of IFSCs, Shek Kip Mei IFSC of SWD was renamed as Tai Hang Tung IFSC with effect from 19 December 2011. With the setting up of the new IFSC, SSP District currently had two IFSCs operated by SWD and three IFSCs operated by NGOs.

6. Mr Kwok Wai-keung was invited to give a brief introduction of the new IFSC operated by the Hong Kong Christian Service. He informed that the new IFSC was named as Family Ties IFSC and the service leaflet of the IFSC would be published for distribution in due course. He thanked the support of the district management and NGO service units concerned in facilitating the smooth service commencement of the new IFSC. Mr Lee Yuen-hung shared that the progress of case transfer among the

IFSCs in SSP District upon re-demarcation of geographical service boundaries was smooth. He also briefed Members the related back-up arrangement of the SWD IFSCs to NGO IFSCs in SSP District.

7. Ms Loletta Lo reported that the leaflet of IFSCs had been updated by making reference to the wordings adopted in the revised Service Document / Funding and Service Agreement as well as incorporating information of the new IFSC. District management of SWD and operators of NGO IFSCs and Integrated Service Centres (ISCs) would be duly informed to collect the updated leaflets for distribution to concerned service units and local stakeholders.

8. The Chairperson highlighted that as announced in the 2011 Policy Address, the Administration would set up four new IFSCs in districts with higher service demand (including the one set up in SSP District), thereby increasing the number of IFSCs from 61 to 65. The locations of the new IFSCs would be decided having regard to the social indicators and service demand of individual districts such as the number of new / reactivated cases handled by each IFSC, the projected population growth and population profiles, etc. The other three new IFSCs were tentatively scheduled to commence operation in early 2013.

9. The Chairperson shared with Members that the Administration including representatives of the Labour and Welfare Bureau (LWB) and SWD attended the meeting of the Legislative Council Panel on Welfare Services (the Panel) held on 12 December 2011 for reporting the progress of follow-up actions made in taking forward the recommendations of the Review. The Panel concluded by scheduling a special meeting on 14 March 2012 to listen to the views of concerned deputations relating to the handling

of housing assistance cases in IFSCs. The Administration including representatives of the LWB, SWD and the Housing Department (HD) would attend the special meeting. For details, Members might download related information papers from website of the Legislative Council.

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

10. Ms Loletta Lo shared with Members that the Working Group had held three meetings between November 2011 and February 2012 for deliberations on the proposed revisions of the Statistical Information System (SIS) Form and the User Satisfaction Form (USF) for IFSC. Mrs Claren Tam supplemented that revisions to the SIS Form and the USF proposed by the Working Group had been sent to the Subventions Branch and the Research and Statistics Section of SWD, district management of SWD as well as service coordinators of NGOs operating IFSCs and ISCs for comments. By incorporating views of all parties concerned, the final drafts of the proposed revisions had been sent to Members before the meeting. Members were invited to provide comments on the final drafts of the SIS Form and the USF.

11. Mr Kwok Wai-keung shared that the Network on IFSCs of the Hong Kong Council of Social Service had concern on the statistical table proposed for capturing figures on the “Number of Members of Mutual-help Groups Served in the Quarter”. Ms Loletta Lo explained that the proposed format of this table was in line with the calculation logic of the existing statistical table for capturing figures on the “Number of Mutual-help Groups Served”. Given that the number of therapeutic / support / educational / developmental / mutual-help groups would be grouped together

and reported under the same Output Standard (OS) as adopted in the revised FSA, there was also a need to report the number of members of mutual-help groups served in addition to the number of participants already reported under other types of groups completed for the sake of consistency. After deliberations, members endorsed the revised SIS Form and the USF.

12. The Chairperson indicated that the revised SIS Form and USF would be sent to the Information Systems and Technology Branch (ISTB) of SWD for enhancement of capturing and generation of the IFSC statistics in the Client Information System (CIS) for future use of SWD IFSCs. She highlighted that the capturing of statistics by NGO IFSCs with the use of the revised SIS Form and USF would be implemented in parallel with SWD's CIS enhancement. The Chairperson further shared with Members that the ISTB of SWD would also be requested to put in place mechanism to automatically generate the number of active statutory cases (OS6) and Director of Social Welfare Incorporated – Specified Person (DSWI - SP) account cases (OS7) for SWD IFSCs as at 30 June each year in the CIS and which would then activate the conversion formula in adjusting the agreed level under OS1, i.e. the number of new / reactivated cases receiving intensive counselling / brief counselling / supportive casework.

13. The Chairperson thanked members of the Working Group for their valuable contribution on working out the revised FSA, SIS Form and USF for IFSC. She also announced that the Working Group would be dissolved as it had accomplished its tasks.

Working Group on Review on the Operation of IFSC Services

14. Ms Loletta Lo shared with Members that the proposed revisions to the “Guidelines on Division of Work and Case Transfer among IFSCs and ISCs (October 2006)” based on the suggestions of the Working Group would be sent to district management of SWD and service coordinators of NGOs operating IFSCs and ISCs for comments.

Issues relating to the handling of housing assistance cases

15. The Chairperson shared with Members that the Liaison Group (LG) at headquarters level had held its third meeting on 31 January 2012. Meanwhile, the third meetings of the five Local Liaison Groups (LLG) had been held between August 2011 and November 2011 to discuss operational issues relating to housing assistance cases at district levels. The common concerns raised by members of the LLG had been incorporated in the discussion of the LG and the agreement reached in the LG were summarised as follows -

- (a) The contact list of HD would be updated on a half-yearly basis for dissemination to social workers of IFSCs and ISCs for enhancing inter-department communication and collaboration;
- (b) The referring mechanism of the Applications Sub-section of HD to handle requests relating to public rental housing (PRH) applications under the General Waiting List would be enhanced;

- (c) NGO representatives would collect views from their counterparts on direct handling of other housing assistance cases for further discussion in the coming LG meeting;
- (d) Clarification had been made with HD that there was no provision of speeding up the allocation of PRH flat. The “Guidelines and Procedures for Processing Applications for Compassionate Rehousing (CR) and Other Housing Assistance” would be updated accordingly; and
- (e) Conducting Domestic Property Test (DPT) and Comprehensive Means Test (CMT) was part-and-parcel of the housing allocation process of HD. However, in making the recommendation of CR, there was a need for social workers to consider the financial capacity of the applicants in order to assess their eligibility for CR and social workers could make reference to the criteria set out in DPT and CMT.

Any other business

Implementation of Comprehensive Child Development Service (CCDS)

16. The Chairperson highlighted that the Administration including representatives of the LWB, Department of Health, Hospital Authority and SWD attended the Panel meeting on 13 February 2012 for reporting the progress on the implementation of the CCDS. With the allocation of additional resources to strengthen social service support of CCDS in IFSCs and ISCs in October 2011, Members were reminded to submit related

statistics by using the revised statistics form with effect from 1 October 2011. The statistics form should be submitted by SWD IFSCs on district basis and by NGO IFSCs and ISCs on centre basis at quarterly intervals.

Rent and Rates for NGO IFSCs

17. The Chairperson shared with Members that additional resources had to be secured to cover the increase in rent and rates for NGO IFSCs. To facilitate the working out of exact funding requirement, NGO IFSCs were requested to report the most updated rent and rates expenses for their premises as at 1.4.2012 as well as to submit relevant documentary proof to the Family and Child Welfare Branch of SWD.

Date of next meeting

18. There being no other business, the meeting was adjourned at 5:15 pm. The next meeting was scheduled to be held on 15 June 2012 (Friday) at 2:30 pm at Conference Room 1, Social Welfare Department Headquarters, 9/F Wu Chung House.