

Funding and Service Agreement¹**District Elderly Community Centre (DECC)****(with effect from 1 October 2018)****I Service Definition****Introduction**

A District Elderly Community Centre (DECC) is a type of community support services at the district level providing a full range of support services to healthy, vulnerable and frail elderly persons living in the community and family carers. Priority should be given to vulnerable and frail elderly persons, including those with dementia who may need support services to continue to stay in their own homes and communities. The DECC should aim at early identification of service needs of individual elderly persons whom they come across through daily activities, programmes, and drop-in service, and provide appropriate services and/or referrals. DECC should also perform the functions of support team for the elderly (STE). The Service Operator should provide efficient and quality support services in an integrated manner to elderly persons living in the community and family carers. Services will be delivered by a multidisciplinary team in collaboration with service users, families and friends, as well as the community at large.

Purposes and Objectives

2. The ultimate goals of DECC are to enable elderly persons to continue to stay in the community, to lead a healthy, respectful and dignified life, to enhance their positive and contributory role, and to involve the public to build up a caring community.

3. The objectives of STE are to provide social networking and outreaching services to vulnerable elderly persons, and to promote senior volunteerism.

Nature of Service

4. The scope of services of DECC include a continuum of direct services including dementia care services at preventive and developmental, support and

¹ This Funding and Service Agreement is a sample document for reference only.

remedial levels, as well as indirect services to collaborate and work together with other service units and to cooperate with other disciplines in the locality which are stipulated in the Specifications on Re-engineering Community Support Services for Elders.

5. The service scope of STE includes the following services :

- (a) to identify vulnerable elderly persons by an outreaching approach and to maintain an updated list;
- (b) to assess service needs of vulnerable elderly persons and arrange services for them;
- (c) to recruit, assess and train volunteers of all ages, including individuals and volunteer organisations, and to maintain an updated list of volunteers and volunteer organisations;
- (d) to involve people in the community and volunteers to establish link with vulnerable elderly persons;
- (e) to provide support services for vulnerable elderly persons including:
 - regular contacts such as home visits and telephone contacts;
 - emotional support;
 - introduction of community resources;
 - simple personal assistance such as escort to clinics, handling of simple household chores;
 - referral for formal services; and
- (f) to mobilise senior volunteers to serve their counterparts or other needy groups.

6. The Service Operator is required to maintain a database of STE for arranging support services to vulnerable elderly persons, and to capture and analyse the statistical information of vulnerable elderly persons in the locality.

Target Service Users

7. The Service Operator of the DECC is expected to serve elderly persons aged 60 or above residing in the districts as delineated by the concerned District Council boundary. The Service Operator is also expected to provide support to formal and informal carers who take full-time or part-time care of elderly persons, and to provide educational and developmental programmes to the community at large.

8. For the STE, the target groups are :

(a) Vulnerable elderly persons aged 60 or above, having genuine need of support services, living in the community within defined boundary, who may be:

- living alone;
- having limited social network;
- in poor health;
- living in unfavorable environment; or
- having a high degree of social isolation.

(b) Volunteers of all ages, including:

- individuals, such as women volunteers and retiree volunteers; and volunteer organisations, who are willing to serve vulnerable elderly persons; and
- senior volunteers aged 60 or above who are willing to serve needy people.

II Performance Standards

9. The Service Operator should meet the following performance standards:

Output Indicators

(to be reported to the Social Welfare Department (SWD) on a quarterly basis)

<u>No.</u>	<u>Output indicators of DECC</u>	<u>Agreed level</u>
1	Average membership within one year.	1000
2	Average attendance per session within one year.	130
3	Total number of preventive and developmental groups, activities and programmes held within one year :	300
	a. (i) to meet the educational and developmental needs of elderly persons including healthy ageing, life-long learning, cognitive training, empowering and protecting elderly persons;and (ii) for volunteer recruitment, development and service; and	260
	b. to meet the social and recreational needs of elderly persons.	40
4	Total number of supportive groups, activities and programmes held within one year:	100
	a. mutual support among elderly persons; and	50
	b. carer support services including for carers of demented elderly persons, through mutual support groups and training activities, etc.	50
5	Remedial services provided within one year:	
	a. monthly average number of active counselling cases with agreed plan (summing up the 12 month-end number of active counselling cases ÷ 12);	220
	b. turnover rate of active counselling cases within one year (total number of closed case ÷ total number of active counselling cases served x 100%); and	20%
	c. total number of therapeutic groups for elderly persons.	4
6.	Networking Services of STE within one year:	
	a. total number of elderly persons in the community, who are not known to STE, being contacted through different ways of contact such as outreaching activities;	1200

<u>No.</u>	<u>Output indicators of DECC</u>	<u>Agreed level</u>
	b. total number of elderly persons who have received STE networking support services;	600
	c. total number of networking support services rendered by volunteers; and	3100
	d. total number of volunteers of STE and non-STE.	120
7.	Total number of carers served within one year.	230
8.	Total number of support and training programmes / activities for NEC and other units providing service to elderly persons within one year.	12
9.	Services for hidden or vulnerable elderly persons:	
	a. monthly average number of active cases of hidden or vulnerable elderly persons (summing up the 12 month-end number of active cases ÷ 12); and	35
	b. turnover rate of cases served within one year in relation to hidden or vulnerable elderly persons (total number of closed case ÷ total number of cases served x 100%).	20%
10.	Total number of activities of building up rapport with local stakeholders for service promotion and/or establishing strategic partnership within one year.	12
11	Total number of Minimum Data Set-Home Care (MDS-HC) Version 2.0 ² assessments conducted within one year. ³	55
12	Total number of training sessions ⁴ to staff on dementia.	21
13.	Service for needy carers ⁵ :	
	a. Total number of supportive groups held within one year for needy carers;	6
	b. Total number of training activities and programmes held within one year for needy carers;	25
	c. Total number of support services to needy carers, such as volunteer visits, escort service and occasional elder sitting services (home-based or centre-based);	200
	d. i) Total number of needy carers served within one year;	100

² MDS-HC Version 2.0 or the prevailing version of MDS-HC adopted by SWD.

³ SWD will take into consideration the availability of referrals should the agreed level not being met.

⁴ Each training session should last no less than 4 hours. Training course lasting for one hour will be counted as 0.25 training session.

⁵ Needy carers are those carers taking care of frail elderly persons (i.e. aged 60 or above with poor mobility, ill-health or dementia, etc.) and they may have disability, heavy carer burden or be in advanced age, etc., and in need of social and emotional support..

<u>No.</u>	<u>Output indicators of DECC</u>	<u>Agreed level</u>
	ii) Turnover rate of needy carers served within one year;	20%
	e. Total number of activities of building up rapport with local stakeholders for service promotion and/or establishing strategic partnership in identification of needy carers through different ways of contact; and	4
	f. Total number of programmes and activities conducted to local stakeholders, e.g. security guards or mutual aid committees for enhancing awareness in identification of needy carers in a year.	8

Outcome Indicators (to be reported to SWD once every three years⁶)

	Outcome indicator of DECC	Minimum level of attainment
1	Percentage of users satisfied with the centre service. (a survey with sample size reaching 400 or not less than 30% of the total membership should be conducted.)	70%
2	Percentage of carers satisfied with the centre service. (a survey with sample size not less than 30% of the total number of carers served should be conducted.)	70%
3	Percentage of senior volunteers satisfied with their volunteer services and/or organising centre activities. (a survey with sample size not less than 30% of the total number of senior volunteers should be conducted.)	70%
4	From output indicators No. 3 & 4 of clause 9, percentage of groups, activities and programmes for which elderly members are involved in planning and implementation.	10%
5	Percentage of carers with lower stress level in taking care of elderly persons after attending the service. (the outcome should be counted as average attainment level of all programmes/groups for reducing carers' stress level).	70%
6	Percentage of users whose support network is widened. (a survey with sample size reaching 400 or not less than 30% of the total membership should be conducted.)	70%
7.	Percentage of needy carers satisfied with the carer support services.	75%

Essential Service Requirements

10. The DECC should operate at least 6 days a week with a minimum of 48 hours per week with full flexibility in order to best fit the needs of service users.

11. The operation of DECC should be under the supervision and guidance of a registered social worker.

Quality

12. The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operator

13. SWD will undertake the duties set out in the General Obligations of SWD to the Service Operators as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

14. The basis of subvention is set out in the offer and notification letters issued by SWD to the Service Operator.

Funding

15. An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period (*applicable to time-defined projects only*). This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers and supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognised fee income, if any. Rent and rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

16. In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondence in force as issued by SWD on subvention policies and procedures, whichever is applicable, as well as the relevant Guidance Notes for specific services. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments and other charges in line with the price adjustment factor (currently the Composite Consumer Price Index). The Government will not accept any liabilities or financial implication

arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

17. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

18. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

19. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson/NGO Head/Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

V Validity Period *(Applicable to time-defined projects only)*

20. This FSA is valid for a time-defined period. Should Service Operator be in breach of any term of condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD that the same be remedied, the SWD may after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

21. Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

22. Continuation of service for the next term will be subject to relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. SWD reserves the right to reallocate the

project.

VI Other Reference

23. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the Service Specifications mentioned in clause 4 above, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflicts, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.