

## **Funding and Service Agreement<sup>1</sup>**

### **Emergency/ Short-term Care in Small Group Home**

#### **I Service Definition**

##### **Introduction**

Emergency/ Short-term Care in Small Group Home (ESCSGH) is a kind of residential service provided in small group homes (SGH) for children aged between 4 and 18<sup>2</sup> who are in need of temporary care away from their home due to various family problems or crises.

##### **Purpose and objectives**

ESCSGH aims at providing urgent and short-term out-of-home care for children who cannot be adequately cared for by their families due to various family problems or crises, such as sudden illness, hospitalisation, desertion or death of parents. These children are placed in a home-like setting and are under the care of houseparents supported by a social worker who provides advice and guidance on the care and well-being of the children. The duration of placement is temporary, normally lasting for a period of 2 weeks to a maximum of 3 months<sup>3</sup>.

##### **Nature of service**

The services provided include:

- a) Physical and basic care -
  - provision of temporary/ short-term accommodation in a home-like living environment where the atmosphere is intended to be similar to that of an

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<sup>1</sup> This Funding and Service Agreement is a sample document for reference only

<sup>2</sup> Ordinary SGH admits boys aged 4 to before 12 and girls aged 4 to before 18, whereas single-sex SGH admits boys/ girls aged 4 to before 18.

<sup>3</sup> If placement exceeding 6 weeks is required, the referring worker should make an application for extension of placement in accordance with the requirement and procedures stated in "Emergency/ Short-term Care in Small Group Home-Referral Guidelines and Procedures".

ordinary family unit;

- provision of physical care 24 hours per day by “houseparents”<sup>4</sup> (or in their absence, “relief houseparents”);
- provision of domestic help on a full-time basis to assist with the day-to-day household chores within the home;
- provision of sufficient and varied food appropriate to the age and needs of the children;
- arranging appropriate, basic clothing items; and
- arranging transport or escorting children to activities or functions, appropriate to the age and needs of the children.

b) Meeting individual needs -

- supervising daily activities and routines;
- liaising with the significant others involved in a child’s placement, including schools, other organisations, families/ guardians and the referring organisation or referring worker responsible for the child’s welfare; and
- encouraging and facilitating contact with families/ guardians, and working closely with the referring organisation for home restoration or transfer of placement;

c) Welfare planning and counselling -

- development and review of individual welfare plans or programmes, in conjunction with the referring worker and the relevant others involved in a child’s placement through regular case discussions or review meetings; and
- counselling, either on an individual or group basis, to help the children cope with the underlying problems which brought about the need for temporary placement; and

d) Social and recreational activities -

- arranging a variety of social and recreational activities, including

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<sup>4</sup> **Houseparent** is employed by the Service Operator to act as substitute parent and to assume overall responsibility for the children’s care, under the close supervision and guidance of the social worker of the SGH. The houseparent is required to live in the SGH, and if applicable with his/her spouse and children, if any. His/her spouse shall perform a parent role in the SGH and assist in carrying out necessary care duties as well as managing the SGH. Generally, his/her spouse is a volunteer entitled to an incentive payment.

participation in community events and activities as an integrated family group; and

- providing the opportunity to cultivate individuals' own aptitudes and interests.

### **Target group**

Target users of ESCSGH should be children:

- a) between 4 and 18<sup>2</sup> whose families face emergency or crisis situation and cannot provide them with adequate care. This may include children with mild behavioural or emotional problems, or children who experience minor health problems; and
- b) have been medically examined and assessed to be fit for small group living.

Referrals are sent to the subvented organisations providing service of ESCSGH, and copied to Centre Referral System for Residential Child Care Services (CRSRC) operated by the Social Welfare Department (SWD).

## **II Performance Standards**

The Service Operator will meet the following performance standards:

### **Outputs**

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
1	Rate of placement occupancy <sup>(Note 1)</sup> within 1 year	70%
2	Rate of referral accepted <sup>(Note 2)</sup> within 1 year	90%
3	Rate of achieving scheduled processing time <sup>(Note 3)</sup> , i.e. 7 working days, within 1 year	90%
4	Rate of achieving scheduled case review meeting <sup>(Note 4)</sup> within 1 year	85%

**Outcomes**

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u> (per year)
1	Percentage of children expressing to have received care in a safe and stable environment <sup>(Note5)</sup>	70%

**Essential service requirements**

- 24-hour care per day, with at least one staff member present at all times;
- At least three meals a day with sufficient and varied food appropriate to the age and needs of children;
- Registered social worker <sup>(Note 6)</sup> ;
- Full-time domestic help;
- A maximum of one placement of ESCSGH per small group home unless under very special circumstance that justifies more than one placement of ESCSGH in one small group home at a specific period of time. Boys and girls in the SGH should be accommodated in separate bedrooms;
- Toys, books and other equipment appropriate to children’s age; and
- All services to comply with the Referral Guidelines and Procedures of ESCSGH and make reference to the Manual of Procedures of CRSRC.

(For Notes 1 to 6, please see the Explanatory Notes attached at the end of this Agreement)

**Quality**

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

### **III Obligations of SWD to Service Operator**

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

### **IV Basis of Subvention**

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

#### **Funding**

An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period as specified in the offer and notification letters issued by the SWD. 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.

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. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment 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**

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

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.

The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the non-governmental organisation (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 the 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**

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

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.

Continuation of service for the next term will be subject to the 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 References**

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

Explanatory NotesKeys    Definitions

**Note 1 Placement occupancy** refers to the number of places occupied starting from the date of admission to the date of formal discharge.

The calculation of **rate of placement occupancy** is

$$\frac{\text{Sum of daily attendance@ during the year}}{\text{Capacity x no. of operating days (i.e. 365 / 366 days*) in the year}} \times 100\%$$

@ **Daily attendance** is counted to include children on sick/ home leave.

\* Prior approval from SWD should be sought if SGH Service Operators vary the above operating days.

[SWD will take into consideration the availability of referrals should placement occupancy rate not be met.]

**Note 2 Rate of referral accepted** refers to the percentage of eligible referrals accepted for admission.

The calculation of **rate of referral accepted** is

$$\frac{\text{No. of referrals accepted during the year}}{\text{No. of referrals received in the year} - \text{No. of referrals eligible but not accepted in the year\#}} \times 100\%$$

**Referral** may either be verbal or written made by the referring worker subject to the following conditions –

- (i) that the case is eligible for the service;
- (ii) that all information necessary for screening is available; and
- (iii) that there is a tentative date scheduled for the child's admission within 7 working days.

# **Referrals eligible but not accepted** refer to those referrals which are not accepted due to the following reason(s):

- (a) full enrolment;
- (b) withdrawal by referrers; or
- (c) vacancy available under the SGH Service Operator (i.e. locality of the SGHs providing ESCSGH or the availability of a boy/ girl placement) does not match with that of the child referred.

**Note 3 Scheduled processing time** refers to the maximum time allowed for the child's admission provided that a vacancy is available and the child is eligible for admission in accordance with the criteria laid down in the referral guidelines.

The calculation of **rate of achieving scheduled processing time** is

$$\frac{\text{No. of children admitted for service within 7 working days upon receipt of referral during the year}}{\text{Total no. of eligible referrals accepted in the year}} \times 100\%$$

**Note 4 Scheduled case review meeting** refers to case conference initiated by the SGH and shall meet the following criteria:-

- (a) The ***frequency of case review meeting*** is set at once every 3 months for individual child staying in the centre for more than 3 months. The first review would be completed for every resident child immediately after admitted to the service for 3 months. The second and subsequent review would be conducted once every 3 months counting from the date of the last review meeting;
- (b) Participants include social worker of the SGH, the child (subject to the age and maturity of the child) and a third party (i.e. parent(s)/ referring worker/ teacher/ clinical psychologist, etc.);
- (c) There is subject area concerning the child, including individual work plan/ placement plan/ family reunion plan, or any problems arisen in the course of placement;
- (d) The review is documented, i.e. record is kept; and
- (e) There is follow-up action.

**Achieving scheduled case review meeting** refers to scheduled case review meeting completed.

The calculation of **rate of achieving scheduled case review meeting** is

$$\frac{\text{No. of case review meeting completed on or before schedule}}{\text{No. of case review meeting due for completion required during the year}} \times 100\%$$



**Note 5** Percentage of children expressing to have received care in a safe and stable environment is measured through the designated questionnaire ESCSGH Form A for each child upon discharge from Emergency / Short-term Care in Small Group Home. Children of young age or having been regarded as mental incompetence/emotionally unstable should not be required to fill the questionnaire.

The calculation of percentage of children expressing to have received care in a safe and stable environment is:

$$\frac{\text{No. of completed questionnaires indicating that the children expressed to have received care in a safe and stable environment as "agreeable" or "very agreeable" upon discharge}}{\text{Total no. of children completing ESCSGH Form A during the period}} \times 100\%$$

**Note 6 Registered social worker** refers to the definition governed by the Social Workers Registration Ordinance (Chapter 505).