

Funding and Service Agreement¹

Family Crisis Support Centre

I. Service Definition

Introduction

The Family Crisis Support Centre (FCSC) aims at tackling family crisis at early stage by providing a package of integrated and easily accessible services to assist individuals and families in crisis or distress.

Objectives

2. The Service Operator should operate FCSC with the following objectives:

- (a) to provide a package of integrated and easily accessible services to support individuals and families facing family crisis and serves as a time-out arrangement in helping service users manage their emotions and seek positive solution to family problems and conflicts encountered; and
- (b) to serve as a resource and early intervention point to tackle family tension or crisis at an early stage and arrange follow-up services to help individuals / families overcome difficulties and prevent family problems from deteriorating into tragedy.

Nature of Service

3. FCSC should offer easily accessible and readily available services for individuals and families in crisis as a time-out arrangement in a tranquil and home-like environment in order to get away from the stressful and provoking home environment arising from marital discord, extra-marital affairs, acute family relationship problems or conflicts, occurrence of family tragedy or other traumatic events.

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

4. Services provided by FCSC include:
- (a) a 24-hour hotline;
 - (b) short-term accommodation, normally up to a maximum of two weeks to facilitate individuals / families to manage their emotions or overcome immediate crisis;
 - (c) individual and / or group counselling by social workers to help service users acquire skills in managing anger, stress, conflicts, feeling of despair, and basic self-protection measures, etc;
 - (d) therapeutic / supportive / mutual help / self-help groups / programmes for enhancing resilience and coping skills of service users and ex-residents;
 - (e) outreach to individuals and families who need services of FCSC and provide escort or pick up the persons in need to and from their residence, police station, hospital, etc, when required;
 - (f) referral for follow-up services for service users as appropriate;
 - (g) training ex-service users to be volunteers or peer counsellors to offer mutual-help to service users; and
 - (h) provide community education / promotional / media programmes to promote messages on positive life values and seeking help at an early stage.

Target Users

5. Target users are individuals and families who are in crisis or distress due to family problems and require assistance regardless of age, gender and race. The key target users include:
- (a) individuals and families experiencing intense emotions or stress because of marital discord, extra-marital affairs, acute intra-familial relationship problems, threats of family violence, loss of family members, or other family crises;

- (b) survivors of family tragedy who need immediate relief from the home environment upon occurrence of violence, suicide / homicide, or other destructive acts in the family;
- (c) victims of traumatic incidents such as sexual violence, child abuse, who may be accompanied by non-offending family members or relatives; and
- (d) abducted children and the accompanying adults, or victims of other abduction cases, who need protection and assistance, as referred by Government authorities or the Court.

Capacity

6. The design of FCSC permits a capacity of 50 places in the live-in section. As its primary function is not a residential facility or a hostel, the duration of stay must be short-term, preferably not exceeding two weeks. The exception is the cross-country child abduction cases that may at times require a longer duration of stay.

II. Performance Standards

7. Output and outcome indicators will be adopted in performance assessment. The Service Operator should meet the performance standards listed below and provide statistics as required by the Social Welfare Department (SWD):

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
1.	Total number of new / re-admitted cases of individuals / families in crisis served ²	1,000 with at least 75% of cases being live-in cases

² Exclude those solely receiving service through hotline, group or programme of FCSC.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
2.	Average rate of occupancy for live-in section within a year	80%
3.	Total number of hotline calls handled	17,000
4.	Total number of therapeutic / supportive / mutual help / self-help groups / programmes organized	125
5.	Total number of face-to-face community education / promotional / media programmes	30
6.	Total number of ex-service users becoming volunteers	63

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u> (per year)
1.	Percentage of service users having satisfactorily overcome the immediate crisis and with their distress level reduced upon leaving the Centre	80%
2.	Percentage of successful referrals for service users to other service units to tackle their problems positively	70%
3.	Percentage of service users having reduced occurrence of crisis, such as conflict, stress or violence, after leaving the Centre for three months	70%

Essential Service Requirements

8. FCSC should provide round-the-clock service throughout the year and admit cases on a 24-hour basis with at least one registered social worker on duty at any one time during the overnight shift and at least two registered social workers on duty at any one time during shifts other than the overnight shift.

9. The 24-hour hotline of FCSC should be manned by at least one registered social worker at any one time.

Quality

10. The Service Operator will meet the requirements of the 16 Service Quality Standards.

III. Obligation of SWD to the Service Operator

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

IV. Basis of Subvention

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

Funding

13. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period to deliver the service. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals 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 centre. Rent and rates in respect

of premises recognised by the SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

14. 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 adjustment in line with civil service pay adjustments and other charges in line with the government-wide price adjustment factor. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financing Reporting Requirement

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

16. 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.

17. 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

18. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any term 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 expiry of such notice, terminate this Agreement by giving 30 days' notice in writing to the Service Operator.

19. 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.

20. 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

21. Apart from this FSA, the Service Operator should also comply with the requirements / commitments set out in the respective 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.