

Funding and Service Agreement¹

Multi-purpose Crisis Intervention and Support Centre

I. Service Definition

Introduction

The Multi-purpose Crisis Intervention and Support Centre (MCISC) aims to serve individuals and families in crisis, particularly those encountering sexual and/or domestic violence, by providing a package of integrated and easily accessible services, and community education programmes specially designed for the Ethnic Minorities² (EMs) in order to raise their awareness of sexual and/or domestic violence.

Objectives

2. The service operator should operate the MCISC for the following objectives -

- (a) to provide crisis intervention and support services to help those affected by sexual violence, domestic violence or other family crises deal with their emotions and feelings, overcome the traumatic experience, learn coping skills and seek positive ways of protecting themselves or tackling personal / family problems with a view to preventing the problems from deteriorating into tragedy; and
- (b) to link them to appropriate social and/or health care services at an early stage in order to tackle issues relating to sexual violence, domestic violence or other crises in a more effective and coordinated manner.

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

² Including but not limited to EMs from India, Indonesia, Nepal, Pakistan, Philippines and Thailand.

Nature of the Service

3. The MCISC should provide easily accessible and readily available services for those affected by sexual violence, domestic violence or other family crises through coordination and collaboration with relevant professionals.

4. Services³ provided by the MCISC should include -

- (a) 24-hour hotline for the public with a designated line for professionals or referrers;
- (b) immediate outreaching / crisis intervention for adult sexual violence cases on 24-hour basis, and follow-up services for these cases for at least six months;
- (c) immediate outreaching / crisis intervention for elder abuse cases and battered spouse cases involving sexual violence received after office hours⁴;
- (d) linking those in need to appropriate social services (including mainstream or specialised services) and/or health care services;
- (e) short-term accommodation, preferably not exceeding two weeks but flexibility can be exercised depending on individual case merits;
- (f) individual and/or group counselling by social workers to help residents of the short-term accommodation cope with their stress and emotional problems and to work out their future plan;
- (g) after-care service to help discharged residents re-integrate into the community;

³ Services under items (a) to (l) are provided for all people affected by domestic violence and/or sexual violence while item (m) are targeted for EMs.

⁴ After office hours refer to Monday to Friday 5:00 p.m. to 9:00 a.m. on the next day; Saturday 12:00 noon to 9:00 a.m. on the next day; Sunday and public holiday 9:00 a.m. to 9:00 a.m. on the next day.

- (h) referrals for follow-up services for service users (including hotline callers, persons outreached by social workers and residents of the short-term accommodation) as appropriate;
- (i) training for ex-service users to become volunteers to assist in developing mutual help for service users ;
- (j) therapeutic groups / programmes for victims of sexual violence / elder abuse / domestic violence / traumatic life events for building up their resilience and positive well-being;
- (k) educational / promotional / publicity programmes to promote messages on fighting against sexual violence / domestic violence and help seeking at an early stage;
- (l) child care assistance service; and
- (m) community education programmes for EMs on domestic violence and sexual violence.

Target Users

5. Target users are individuals encountering sexual and/or domestic violence and their family members and individuals / families in crisis or distress arising from other personal and/or family problems who require assistance, regardless of their age, gender and race. The key target users should include -

- (a) adult victims of sexual violence;
- (b) individuals and family members experiencing threats of domestic violence, including victims of child abuse, spouse battering (including battered men), and elder abuse;
- (c) victims of traumatic life events, including those who have witnessed such events or survivors of family tragedies who need immediate

relief from the home environment upon occurrence of violence, suicide / homicide, or other destructive acts in the family; and

- (d) victims of other family crises as a result of marital discord, extra-marital affairs, acute intra-familial relationship, loss of family members, etc.

Capacity

6. The capacity of the short-term accommodation is 80. Admission of target service users should be on a 24-hour basis throughout the year.

II. Performance Standards

Output and Outcome Indicators

7. Output and outcome indicators will be adopted for performance assessment. The service operator should meet the performance standards listed below and provide related statistics as required by the Social Welfare Department (SWD) -

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
1.	Number of hotline calls handled in a year	25 000
2.	Number of outreaching visits to render crisis intervention to newly reported sexual violence cases and elder abuse cases in a year	110
3.	Number of new sexual violence cases taken up for follow-up service in a year	130
4.	Number of cases admitted to short-term accommodation in a year	280

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
5.	Average rate of occupancy for short-term accommodation within a year	70%
6.	Percentage of cases with three contacts (including home visit, interview or telephone contact) within three months after discharge in a year	70%
7.	Number of ex-service users recruited as volunteers in a year	30
8.	Number of therapeutic groups / programmes for building up resilience and positive psychological well-being in a year	50 (with at least 20 therapeutic groups)
9.	Number of children in person-time received child care assistance service in a year ⁵	1 500
10.	Number of EMs users engaged through community education programmes for EMs in a year	400
11.	Number of referrals made for EMs users affected by domestic violence/sexual violence/high conflict in family to FCPSUs, Crisis Centre or other shelter, IFSCs or other welfare services through community education programmes for EMs in a year	60

⁵

Child care assistance service includes, but not limited to the assistance, escort and support services provided by the staff of MCISC to help relieve the residents from child care burden as deemed necessary. A day is divided into 4 sessions (8 a.m. to before noon; noon to before 4 p.m.; 4 p.m. to before 8 p.m.; and beyond 8 p.m.). The total number of children who receives the service within each session is counted regardless of the number of service hours received by each child in each session. If and when a child has received continual service starting from one session and ending at the subsequent session, 2 person-times can be counted on the condition that this child has been provided service for more than 3 hours.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
12.	Number of preventive/ developmental/ mutual support/ volunteer groups for EM users ⁶ conducted in a year	3
13.	Number of promotional/ public education/ networking/ volunteer programmes for EM users ⁷ conducted in a year	10
14.	Total number of training and collaboration with community stakeholders and other relevant professional ⁸ including those serving EM users in a year	40

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u> (per year)
1.	Percentage of live-in service users showing enhanced resilience to the immediate crisis / adversity upon leaving the MCISC	80%
2.	Percentage of service users indicating satisfaction upon receiving the live-in / crisis intervention or support service	80%

⁶ Each group should have 6 or more participants of EM users and at least 3 sessions

⁷ Each programme should be one off or less than 3 sessions and serve at least 10 or more participants of EM users

⁸ This refers to the actual number of training session and collaboration programmes for which one programme may involve more than one session. One training session should last for at least 1 hour. In case of a whole day training programme, a maximum of 3 sessions can be counted.

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u> (per year)
3.	Percentage of EM users showing enhanced awareness of on domestic violence, high conflict of domestic violence and sexual violence upon receiving the community education programmes for EM	80%
4.	Percentage of EM users indicating satisfaction upon receiving the community education programmes for EM	80%

Essential Service Requirements

8. The MCISC should provide 24-hour admission and round-the-clock operation, with at least two staff, including one social worker, present at all times and at least two on-call social workers with duty roster available for rendering immediate social work intervention.

9. The 24-hour hotline should be manned by registered social workers.

10. Centre bases should be set up in different districts over the territory where social workers are stationed to facilitate immediate outreaching / crisis intervention to adult victims of sexual violence during office hours as well as to provide counselling and running groups for victims concerned.

11. For the sake of privacy and safety, the address of the short-term accommodation should be kept strictly confidential.

12. Staff for providing community education programme to EM preferably be those who can speak specific EM language and understand EM culture and assist the related social workers in providing the welfare service for the EM users.

Quality

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

III. Obligations of SWD to the Service Operator

14. 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

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

Funding

16. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. 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.

17. 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 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

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

19. 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.

20. 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

21. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms of condition of this 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.

22. 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.

23. 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

24. 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.