

Funding and Service Agreement¹

Outreaching Team for Ethnic Minorities

I. Service Definition

Introduction

The Outreaching Team for Ethnic Minorities (OTEM) acts as a gateway to mainstream welfare services for ethnic minorities (EMs) to early identify the needy EMs for early intervention through the provision of a package of services comprising outreaching service, telephone enquiry service, short-term intervention, long-term casework support, referral service, group and programmes.

Purpose and Objectives

2. The purpose of OTEM is to proactively reach out to EMs and connect the needy ones with mainstream welfare services. It provides a package of services to forestall occurrence of family problems, enhance the problem solving capacity, family relationship and support network of service users for their early integration into the local community.

3. The specific objectives of OTEM are to:

- (a) improve EMs' accessibility to mainstream welfare services through outreaching service;
- (b) help overcome their problems, develop potentials and forestall adjustment problems through early identifying the needy EMs for early intervention;
- (c) refer EMs for appropriate mainstream welfare services/mainstream services² and provide the needed support in the course of referral to facilitate EMs to receive the services;
- (d) establish network with community organisations, mosques, schools and welfare service units for effective delivery of service;

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

² Refers to all public services provided by the departments/public bodies of Hong Kong Special Administrative Region (Hong Kong Government) including but not limited to Labour Department, Education Bureau, Department of Health, Hospital Authority, Student Finance Office Working Family and Student Financial Assistance Agency, Employees' Re-training Board, Home Affairs Department, etc.

- (e) enhance support network of EMs in the neighbourhood for their early integration into the local community;
- (f) cultivate better understanding between EMs and local residents in pursuit of social inclusion and racial harmony; and
- (g) enhance the knowledge and skills of the frontline workers of mainstream welfare services/mainstream services units in working with EMs.

Nature of Service

4. The Service Operator in the specified cluster is required to provide the following service:

Outreaching Service

- (a) raise the awareness of EMs towards the availability of mainstream welfare services through outreaching service, game-stall activities and promotional programmes at the mobile work base or other appropriate sites; and
- (b) handle EM's immediate welfare needs through providing on-the-spot intervention;

Telephone Enquiry Service/Drop-in Service

- (a) provide information of OTEM or mainstream welfare services/mainstream services through the provision of drop-in service or telephone enquiry service (to be answered by staff during OTEM's operating hours and messages to be left at voice mail during non-operating hours); and
- (b) engage EMs through telephone for early intervention;

Short-term Intervention/Casework Support

- (a) conduct initial assessment on needs of EMs and arrange direct/referral service;
- (b) provide immediate/short-term intervention and long term casework support for the needy cases; and
- (c) conduct regular case reviews and maintain regular contacts with the case manager of mainstream casework units;

Group and Programmes

- (a) run preventive/developmental/therapeutic/mutual support/volunteer groups tailored to EMs' welfare needs;
- (b) run family life education programmes to enhance EMs' family cohesion, problem solving capacities and resilience;
- (c) run networking and volunteer programmes to strengthen EMs' support network in the neighbourhood;
- (d) run/collaborate with other service units for providing promotional/public education/social inclusion/volunteer programmes so as to promote mutual understanding between EMs and local residents in pursuit of social racial harmony for their early integration into the local community; and
- (e) provide training/sharing for the frontline workers of mainstream welfare services/mainstream services units so as to equip them with the knowledge and skills in working with EMs in the long run.

Target Users

5. The target service users for social work intervention of OTEM are the disadvantaged EMs (excluding Non-Refoulement Claimants) from Bangladesh, India, Indonesia, Nepal, Pakistan, Philippines, Thailand and Sri Lanka especially for outreaching service. At the community level, EM residents in the local community are the general service targets for public education, social inclusion and promotional programmes for promoting mutual understanding and acceptance between EMs and local residents. For non-refoulement claimants, the team should, however, re-direct them to the appropriate service units for follow-up.

II. Performance Standards**Essential Service Requirements**

6. Each team should comply with the Essential Service Requirements as follows:
- (a) The team should operate at least 12 sessions per week at its office base, including no less than two evening sessions, one Saturday session and one Sunday session per week as agreed by SWD;
 - (b) The team should have at least three registered social workers (including one supervisor with a recognised degree in social work and having no

less than five years of experience in social work practice and one frontline social worker with a recognised degree in social work); and

- (c) Employment of at least three team staff being EMs is required.

Outputs and Outcomes

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

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1.	Number of target service users newly and successfully contacted ³ through outreaching in a year	480
2.	Number of new/re-activated cases ⁴ handled in a year	180
3.	Number of referrals ⁵ made for mainstream welfare services/mainstream services in a year	250
4.	Number of telephone enquiries ⁶ handled through the enquiry telephone line in a year	500

³ The team should keep a clear record of the name and contact means of EMs successfully contacted during outreaching. Ex-service users, who have resumed contact after they left the service for 2 years, can be counted as newly contacted. Outreaching may refer to contacts via the use of mobile truck and/or social media platform (e.g. facebook).

⁴ Case refers to target service users with a case plan for intervention. Due to the nature and staffing of OTEM service, the role of case manager is to be vested with social workers of other casework units (e.g. IFSCs and FCPSUs).

⁵ Referrals means written or verbal referrals at case, group and programme level. For both verbal and written referrals, social workers of OTEM should have direct contact with the receiving end to ensure that the latter has successfully conducted intake through face-to-face/telephone interview or home visit, etc. with the service user(s). Brief record of the referrals (both verbal and written), such as date, reason and outcome of the referrals should be kept.

⁶ The team should keep a clear record of the number and nature of telephone calls received.

5.	Number of preventive/developmental/therapeutic/mutual support/volunteer groups ⁷ conducted in a year	18
6.	Number of family life education/promotional/public education/networking/social inclusion/volunteer programmes ⁸ conducted in a year	90
7.	Number of volunteers ⁹ recruited in a year	15
8.	Number of programme sessions ¹⁰ conducted in a year	200
9.	Number of programme attendance ¹¹ recorded in a year	2000
10.	Total number of training/sharing programmes organised for service providers of mainstream welfare services/mainstream services in a year	8

⁷ Each group should have 3 or more enrollments and at least 4 sessions. Groups are to be counted at the month of termination.

⁸ Each programme should be one off or less than 4 sessions and have at least 10 or more enrollments. It can be co-organised with other service units of the same or different organization(s) or sectors. Programmes are to be counted at the month of termination.

⁹ Volunteers may include (i) existing service users having gone through similar problems/crises; or (ii) suitable volunteers recruited, who can be mobilized to reach out or render support to the needy EMs in need of casework service. Volunteers should not replace social workers nor take over their duties.

¹⁰ The counted sessions include all types of groups and mass programmes. For calculation purpose, one whole-day programme comprises a maximum of 3 sessions.

¹¹ The counted attendance include all types of groups and mass programmes. Each participating incidence per participant per session will be counted as one attendance.

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u> ¹²	<u>Agreed Level</u> ²
1.	Percentage of service users ¹³ indicating satisfaction after receiving the referral service in a year	75%
2.	Percentage of service users ¹³ indicating satisfaction after receiving the Team's service (other than the referral service) in a year	75%
3.	Percentage of service users ¹³ with enhanced problem solving capacity in a year	75%
4.	Percentage of service users ¹³ with enhanced support network in a year	75%

Quality

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

III. Obligations of SWD to Service Operator

9. 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

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

¹² Outcome indicators 1 to 4 are measured by the "User Satisfaction Form" to be designed by the Service Operator and agreed by SWD.

¹³ Service users include all service users of casework and group work.

Funding

11. 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, supporting staff and other team members, special other charges for the operational expenses of 5.5-ton mobile truck as well as other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of OTEM and recognised fee income, if any. Subject to SWD's prior written approval, Rent and Rates in respect of the premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis

12. 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 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

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

14. 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.

15. 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 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.

Corruption Prevention and Probity Requirements

16. It is the responsibility of the Service Operator to ensure that its management, board members and staff comply with the Prevention of Bribery Ordinance (Cap. 201) and the relevant requirements. The Service Operator shall prohibit the members, staff, agents, and contractors from offering, soliciting or accepting advantages when discharging their duties under the FSA. With regard to the provision of the subvented services, the Service Operator shall avoid and declare any conflict of interest.

17. The Service Operator should also make reference to the relevant guidelines on corruption prevention and probity requirements to uphold integrity in every aspect, including but not limited to the governance structure, internal control, financial/fund management, procurement, staff administration, delivery of services/activities, management of maintenance works as set out in the “Best Practice Checklist on Governance and Internal Control in Non-Governmental Organisations” and the “Integrity and Corruption Prevention Guide on Managing Relationship with Public Servants” issued by the Independent Commission Against Corruption.

V. Validity Period

18. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms 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 SWD, SWD may, after expiry of such notice, terminate this FSA 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 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.

21. The SWD may immediately terminate the FSA upon the occurrence of any of the following events –

- (a) the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to

the interest of national security;

(b) the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security;
or

(c) the SWD reasonably believes that any of the events mentioned above is about to occur.

VI. Other References

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