

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

### **Temporary Shelter/Hostel for Street Sleepers**

#### **I Service Definition**

##### **Introduction**

Temporary Shelter/Hostel for Street Sleepers, which includes temporary shelter and urban hostels for single persons, is a form of short term accommodation for street sleepers, bedspace apartment lodgers and other homeless persons, particularly those who are aged, disabled, or in weak health.

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

During the stay at the temporary shelter/ hostel, the residents are encouraged to be self-reliant and self-helping. They are also provided with counselling and guidance so as to help them seek alternative long-term accommodation.

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

Facilities of the temporary shelter/hostel include dormitory, sitting/dinning room, pantry/kitchen, toilet, shower room, laundry and store room. Services include the following :

- a) accommodation (normally up to 6 months);
- b) counselling for personal/emotional problems, and referral for appropriate services (e.g. job placement, financial assistance);
- c) interpersonal, basic life skill orientation and training;
- d) social and recreational activities.

##### **Target group**

The target group is street sleepers, bedspace apartment lodgers and homeless persons. In the event of excessive demand for individual shelter/hostel concerned, priority should be given to the elderly, the disabled or those who are in weak health.

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

**Eligibility criteria**

Target applicants fulfilling the following criteria could be considered for admission:

- a) capable of self-care;
- b) free from infectious disease;
- c) no disturbing behaviour; and
- d) level of income should be in line or below the income criteria for public housing on the General Waiting List. Priority should be given to recipients of Comprehensive Social Security Assistance.

Referrals are made by direct application or by caseworkers of Social Welfare Department (SWD)/NGOs.

**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>
1	Average enrolment rate within a year	80%
2	Average rate of discharge with 6 months' stay within a year	50%

**Outcomes**

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users with perceived improvement in the main problem(s) after receiving services from the Temporary Shelter/Hostel for Street Sleepers	65%
2	Percentage of service users with improved self-esteem after receiving services from the Temporary Shelter/Hostel for Street Sleepers	65%

3	Percentage of service users with enhanced support network after receiving services from the Temporary Shelter/Hostel for Street Sleepers	65%
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**Essential service requirements**

- 24-hours service per day, with at least one staff member present at all times;
- Registered social worker.

**Quality**

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

**III Obligations of SWD to Service Operators**

The 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 The Basis of Subvention**

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

**Funding**

An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account the personal emoluments, including provident fund for employing 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.

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**

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 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. Other References**

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.