

Funding and Service Agreement^{note}

Integrated Family Service Centre

I. Service Definition

Introduction

An Integrated Family Service Centre (IFSC) serves as a community-based integrated service centre focusing on supporting and strengthening families. It provides a spectrum of services to individuals and families of a specific locality to address their multifarious needs under the direction of “child-centred, family-focused and community-based” and the guiding principles of accessibility, early identification, integration and partnership.

Purpose and Objectives

2. The purpose of an IFSC is to serve as a community-based integrated service centre focusing on supporting and strengthening families. It provides a range of preventive, supportive and remedial services to deal with the social and emotional needs of families in the community.
3. The specific objectives of an IFSC are:
 - (a) To support and strengthen the family as a unit through enhancing family functioning and development of its members, facilitating inter-relationship among individuals, families and other support systems in the community, and building up a supportive and caring community to facilitate betterment of life; and
 - (b) To identify problems early and to provide early intervention to support and assist individuals and families in disadvantaged circumstances so as to help them cope with crises, regain resilience and restore their functioning.

^{note}This Funding and Service Agreement is a sample document for reference only.

Nature of Service

4. An IFSC provides a continuum of services with preventive, supportive and remedial functions through three major components, namely Family Resource Unit, Family Support Unit and Family Counselling Unit. Each of these units has strategic functions as stated below:

(a) Family Resource Unit (FRU)

FRU provides developmental and preventive services to families in the community with drop-in services, information giving, family life education, parent-child activities, educational / developmental groups / programmes, mutual help groups, volunteer development, social networking and outreaching, etc. The main objective is to develop the strength and resilience of individuals and families.

(b) Family Support Unit (FSU)

FSU provides support services to vulnerable or at risk individuals and families. Support services include parenting and family management training, support groups, referrals for assistance and brief counselling, etc. The main objective is to render timely support services to prevent further deterioration of individual or family problems.

(c) Family Counselling Unit (FCU)

FCU provides intensive counselling, therapeutic groups and crisis intervention, etc. to individuals and families in crisis. The main objective is to assist individuals and families to regain resilience, restore family functioning and prevent family breakdown and tragedies.

Target Users

5. An IFSC serves individuals and families in the specific geographical boundary as agreed with the Social Welfare Department (SWD).

II. Performance Standards

Outputs and Outcomes

6. 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 SWD.

Output Indicators

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> ¹ (per year)
1.	Number of new / reactivated cases ² receiving intensive counselling ³ / brief counselling / supportive casework ⁴	(Refer to Annex) ⁵
2.	Number of therapeutic ⁶ / support ⁷ / educational / developmental ⁸ / mutual-help ⁹ groups	(Refer to Annex) ⁵

¹ The agreed levels are set for individual IFSC at Annex.

² Exclude active cases transferred between FCU and FSU (i.e. change of caseworker or change of case type with / without change of caseworker) within the same IFSC.

³ Refer to cases assessed by the "Screening Form" to be in need of intensive counselling.

⁴ Refer to cases assessed by the "Screening Form" to be in need of brief counselling or supportive casework services. Brief counselling cases should normally be completed in less than 8 sessions (excludes mere information giving service) in 4 months. Supportive casework refers to services rendered to individuals that require longer term supportive casework care.

⁵ If the actual output of the OS1 has reached 105% to below 110%, 110% to below 115% and 115% or above of the agreed level, the agreed levels for OS2 and OS3 may be adjusted downward by 7.5%, 15% and 22.5% respectively. On the contrary, if the actual output of the OS1 has reached 95% to below 100%, 90% to below 95% and 85% to below 90% of the agreed level and provided that no case in need of IFSC counselling / casework service will be turned away, the agreed levels for OS2 and OS3 may be adjusted upward by 7.5%, 15% and 22.5% respectively.

⁶ Refer to groups which are formed to facilitate intensive group counselling. Each group should preferably have 6 or more participants and at least 4 sessions.

⁷ Refer to groups which are formed with the purpose of providing emotional support and sharing of life experience by participants. Target participants are vulnerable individuals or families such as single parents, new arrivals, etc. Each group should preferably have 6 or more participants and at least 4 sessions.

⁸ Refer to groups which are formed with purposeful intervention to enhance participants' personal growth, social skills and healthy relationship with family members, peers, colleagues, etc. Each group should preferably have 6 or more participants and at least 4 sessions.

⁹ Refer to groups which are formed with the purpose of providing mutual aid and support among participants to cope with daily needs / problems. Participants have high degree of independence and the need for social worker's intervention is limited. Target participants are vulnerable individuals or families such as single parents, new arrivals, etc.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> ¹ (per year)
3.	Number of educational / developmental programmes ¹⁰	(Refer to Annex) ⁵
4.	Number of family support persons ¹¹	(Refer to Annex)
5.	Number of individuals / families newly engaged in centre services ¹³ or community services ¹⁴ under the Family Support Programme ¹⁵	(Refer to Annex)

¹⁰ Refer to programmes with educational elements to enhance participants' personal growth, social skills and healthy relationship with family members, peers and colleagues, etc. The programmes can be one-off or are usually with less than 4 sessions and serving a larger size of participants. The programmes can be organized jointly with other service units (i.e. non-IFSC) of the same or different organization(s) or other sectors. For programmes organized jointly with other IFSCs, the number of programmes and the number of participants should be equally divided between / among the IFSCs involved for the purpose of statistical reporting.

¹¹ Family support persons may include (i) existing service users or ex-users of IFSC having gone through similar problems / crisis before or those having positive experience in tackling their personal / family difficulties with intervention / support by IFSC; and (ii) suitable volunteers recruited / selected by the respective IFSC, who can be mobilized to reach out or render support or befriend vulnerable individuals / families that are unmotivated to seek help with a view to linking them to IFSC service or community support services and / or forming a network of community care and assistance. The involvement / participation of family support persons aims to facilitate the engaging / helping process but they are **not** to replace the social workers' role nor take over their duties. IFSC should maintain an updated list of family support persons recruited for the purpose of statistical reporting.

¹² Refer to individuals / families who have not been engaged in centre services or other welfare services in the past two years.

¹³ Include intensive counselling / brief counselling / supportive casework or therapeutic / support / educational / developmental / mutual-help groups or educational / developmental programmes but exclude drop-in and promotional programmes such as carnivals.

¹⁴ Include formal or informal support services available in the community, including those provided by subvented service units (e.g. DECCs, NECs, ICYSCs, etc.) or non-subvented / self-financing units (e.g. women's associations, etc).

¹⁵ Family Support Programme (FSP), launched with effect from 1.10.2006, aims to increase connection with vulnerable individuals / families that are unmotivated to seek help to address their problems at an early stage. Under FSP, social workers would, through various means, introduce the needy to various support services available and motivate them to receive appropriate services to prevent further deterioration of their problems. Subject to professional judgment and individual case circumstances, social workers are encouraged to mobilize family support persons to facilitate the engaging / helping process as appropriate. Nevertheless, involvement of family support persons is **not** a must for all cases reported under OS5.

Outcome Indicators

<u>Outcome Standard</u>	<u>Outcome Indicator</u> ¹⁶	<u>Agreed Level</u> ¹⁷ (%) (per year)
1.	Service users ¹⁸ indicating satisfaction after receiving IFSC service	75
2.	Service users ¹⁸ with enhanced problem solving capacity	75
3.	Service users ¹⁸ with enhanced support network	75
4.	Service users ¹⁹ with perceived improvement in the main problem	75

Essential Service Requirements

7. Each IFSC should normally have at least 13 registered social workers apart from a supervisor who should be a registered social worker with a recognized degree in social work.

8. The number of operating sessions of each IFSC should be agreed by SWD having regard to the service demand of a specific locality.

Quality

9. Service operators shall meet the requirements of the 16 Service Quality Standards.

¹⁶ Outcome Indicators 1 to 3 are measured by Items 1 to 3 of the “User Satisfaction Form” whereas Outcome Indicator 4 is measured by the “Target Problem Rating Form”.

¹⁷ The agreed levels of outcome indicators are applicable to all IFSCs regardless of their staffing establishment.

¹⁸ Include all service users of intensive counselling / brief counselling / supportive casework and therapeutic / support groups.

¹⁹ Include service users of intensive counselling / brief counselling / supportive casework.

III. Obligations of SWD to Service Operator

10. SWD will undertake the duties set out in the General Obligations of SWD to the service operator as specified in the FSA Generic Section.

IV. Basis of Subvention

11. The basis of subvention is set out in the offer and notification letters issued by SWD to the service operator.

Funding

12. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the service operator. This lump sum has taken into account 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 project and recognized fee income, if any. Rent and rates in respect of premises recognized by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

13. 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 and the LSG Circulars in force on the use of subventions. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with 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 Financial Reporting Requirements

14. Upon acceptance by the service operator of the Funding and Service Agreement (FSA), payment of the LSG subventions will be made on monthly basis.

15. The service operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system 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.

16. The service operator has to submit annual financial report (AFR) and statements reviewed by a certified public accountant registered under the Professional Accountants Ordinance (Cap 50) in accordance with the requirements as stipulated in the latest LSG Manual and LSG Circulars in force. The AFR should be prepared on cash basis and non-cash items like depreciation, staff leave accrual etc. should not be included in the AFR. Special or major capital expenditure items should only be included in the AFR if they had been thoroughly discussed in management board, well justified and documented.

V. Validity Period (*Applicable to time-defined projects only*)

17. This FSA is valid for a time-defined period. 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 expiry of such notice, terminate this Agreement by giving 30 days' notice in writing to the service operator.

18. 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.

19. Continuation of service for the next term will be subject to assessment on the need for the service and performance of the service operator. SWD reserves the right to reallocate the project.

VI. Other References

20. 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 to all these documents will be closely monitored by SWD.

Funding and Service Agreement for Integrated Family Service Centres (IFSCs) operated by Non-governmental Organisations (NGOs)

Agreed Levels of Output and Outcome Standards for an IFSC

[for an IFSC with 13 Registered Social Workers (RSWs) apart from supervisor]

Output Standards (OS) – Agreed Level (per year)					Outcome Standards (OCS) – Agreed Level (%) per year			
OS1	OS2	OS3	OS4	OS5	OCS1	OCS2	OCS3	OCS4
Number of new / reactivated cases receiving intensive counselling / brief counselling / supportive casework	Number of therapeutic / support / educational / developmental / mutual-help groups	Number of educational / developmental programmes	Number of family support persons	Number of individuals / families newly engaged in centre services or community services under the Family Support Programme (FSP)	Service users indicating satisfaction after receiving IFSC service	Service users with enhanced problem solving capacity	Service users with enhanced support network	Service users with perceived improvement in the main problem
(Note 1)	(Note 1)	(Note 1)	(Note 2)	(Note 2)				
507	35	51	20	80	75%	75%	75%	75%

Note 1 : The agreed levels of OS1, OS2 and OS3 = The agreed level for 13 RSWs X No. of RSWs in a particular IFSC

Service-specific Section _____ **Funding and Service Agreement**

Note 2: The agreed levels of OS4 and OS5 are applicable to all NGO IFSCs.