

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

### **Integrated Services for Street Sleepers**

#### **I. Service Definition**

##### **Purpose and Objectives**

Integrated services for street sleepers are provided to meet the following three major objectives:

- (a) to assist street sleepers to live off the street and reintegrate into the community;
- (b) to equip street sleepers and other homeless persons with adequate skills to be self-reliant; and
- (c) to assist in homeless prevention work, such as organizing community education programmes relating to street sleepers and homeless prevention.

##### **Target Groups**

2. The Integrated Services for Street Sleepers serves (i) street sleepers and (ii) people with immediate risk of becoming homeless in Hong Kong Island and outlying islands through self-approach, outreaching visits and referrals.

##### **Nature of the Service**

3. The following package of services is to be delivered in a coordinated and flexible manner:
  - (a) outreaching visit (including mid-night outreaching) to clients on the street, in street sleepers' shelters and temporary cold shelters, etc.;
  - (b) counselling for personal/emotional problems, budget management, etc.;
  - (c) emergency fund to solve clients' immediate financial problem;
  - (d) employment guidance and training;
  - (e) short-term hostel placement;
  - (f) social skill training to facilitate the building of supportive network;
  - (g) tangible assistance, including personal care service, escort service, etc.;

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

- (h) referrals for other services e.g. compassionate rehousing, drug treatment and long-term housing arrangement, etc.;
- (i) aftercare service for case accommodated<sup>(Note 1)</sup> for a period of six months;
- (j) provision of cold-spell-related activities, including preventive measures to help street sleepers better prepare for the cold weather before the approach of cold spell and outreaching service to needy street sleepers during cold spells;
- (k) provision of assistance to the Social Welfare Department (SWD) in joint clearance operation involving street sleepers;
- (l) handling of case referrals on street sleeper cases from the public, members of Legislative Council/District Councils, etc.; and
- (m) programmes/activities on volunteer and community education relating to street sleepers and homeless prevention.

### **Service Strategies**

4. The service strategies adopted by Integrated Services for Street Sleepers include:
- (a) adopting an integrated approach to provide comprehensive and one-stop service with a continuum of services ranging from remedial, supportive to preventive to cater for various needs of street sleepers in a holistic and coordinated manner;
  - (b) conducting proactive outreaching visits to identify needy clients and render early intervention;
  - (c) offering tailor-made services/programmes to address to the specific needs of street sleepers in the districts;
  - (d) networking and collaborating with related social service units, medical professionals, drug withdrawal service units, churches and local groups in the community to facilitate smooth service delivery; and
  - (e) to carry out other innovative and value-added programmes.

## II. Performance Standards

5. The service operator will meet the following performance standards:

### Outputs

#### For Casework Service

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	No. of street sleepers approached within one year	<b>90</b>
2	No. of cases served within one year <sup>(Note 2)</sup>	<b>85</b>
3	No. of cases accommodated <sup>(Note 3)</sup> within one year	<b>45</b>
4	No. of unemployed cases successfully engaged in employment <sup>(Note 4)</sup> within one year	<b>15</b>

#### For Short-term Hostel

(based on a short-term hostel with 40 places)

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
5	No. of residents served within one year	<b>80</b>
6	Average utilization rate within one year	<b>80%</b>
7	Average rate of successful discharge <sup>(Note 5)</sup> within one year	<b>60%</b>

### Outcome

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Non-relapse rate <sup>(Note 6)</sup> of accommodated cases	<b>80%</b>
2	Percentage of service users with perceived improvement in the main problem(s) after receiving services from the Integrated Services for Street Sleepers	<b>65%</b>

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|---|-------------------------------------------------------------------------------------------------------------------------------------|------------|
| 3 | Percentage of service users with improved self-esteem after receiving services from the Integrated Services for Street Sleepers     | <b>65%</b> |
| 4 | Percentage of service users with enhanced support network after receiving services from the Integrated Services for Street Sleepers | <b>65%</b> |

**Essential Service Requirements**

6. The service operator will meet the following essential service requirements:
- (a) Staff requirement includes registered social worker
  - (b) Short-term hostel should provide 24-hour service, with at least one staff member present at all times
  - (c) Outreaching visits, including outreaching visits at mid-night should be conducted to meet the service need in the district
  - (d) Registering / updating / deregistering street sleeper cases in the Street Sleepers Registry maintained by SWD

**Quality**

7. Service operators will meet the requirements of the 16 Service Quality Standards (SQSs).

**III. Obligation of SWD to Service Operators**

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

**IV. Funding**

9. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode for a time-defined period to deliver the service. This lump sum has taken into account 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 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.

10. 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 adjustment 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.

#### **V. Payment Arrangement, Internal Control and Financial Report Requirements**

11. Upon your acceptance of the Funding and Service Agreement (FSA), the payment of the LSG subventions will be made on monthly basis.
12. 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.
13. The service operator has to submit the Annual Financial Report (AFR) as reviewed and annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practicing certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorized 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 cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

#### **VI. Fees and Charges**

14. If the service operator wishes to introduce new user fees and charges for (i) value-added services in respect of the services governed by FSA for which subvention is provided or (ii) miscellaneous services incidental to the operation of the subvented services, the service operator is required to observe the relevant guidelines as laid down in the latest LSG Manual (paragraphs 2.27, 2.28 and

2.41). In addition, the service operator should comply with the following fee charging principles –

- (a) the fee-charging items are to meet the individual/special needs of service users and are outside the scope of general services/basic facilities;
- (b) alternatives for the fee-charging items should be provided/explored for service users;
- (c) the affordability of service users in paying for the fee-charging items should be assessed;
- (d) the fees should be charged on a cost-recovery basis;
- (e) information containing all fees and the channels for making enquiries/complaints about the fees and charges should be clearly displayed in the service unit; and
- (f) consultation and regular review with service users and their family members on the arrangement of the fee-charging items should be conducted as appropriate.

## **VII. Validity Period**

15. 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.
16. 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.
17. 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.

**VIII. Other References**

18. 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.

**Notes and Definitions**

- 1 Cases accommodated refer to street sleepers and persons with immediate risk of becoming homeless receiving proper accommodation, e.g. emergency shelters, short-term hostels, urban hostels, private tenements, public housing, etc. for a period of not less than 1 week.
- 2 No. of cases served within one year = No. of active cases as at 1<sup>st</sup> April of the current financial year + Total no. of new and reactivated cases in the year.
- 3 To avoid double-counting, a person accommodated to emergency shelter in the first instance and placed to another accommodation at a later stage should only be reported once.
- 4 Successfully engaged in employment refers to gainfully employed in job of any nature, including casual job, part-time job for a period of not less than 4 weeks within 3 months. To avoid double-counting, a street sleeper who has been successfully assisted to get jobs on several occasions should only be reported once.
- 5 Successful discharge refers to cases accommodated (see note 1) being discharged within 6 months.
- 6 Non-relapse rate =  $\frac{\text{No. of accommodated cases without returning to street sleeping for a period of more than 7 consecutive days within the past 6 months}}{\text{No. of accommodated cases 6 months ago}} \times 100\%$