

Funding and Service Agreement¹

Agency-based Clinical Psychological Service for Integrated Community Centre for Mental Wellness

I. Service Definition

Introduction

Agency-based Clinical Psychological Service (ABCPS) for Integrated Community Centre for Mental Wellness² (ICCMW) provides psychological support services for the service users³ of ICCMW with complicated case nature but not receiving such service of Hospital Authority (HA) or Social Welfare Department (SWD). ABCPS also offers clinical supervision and case consultation to the staff of ICCMW and professional training to helping professionals with a view to enhancing their capability in working with persons with mental health problems.

Purpose and Objectives

2. The objectives of ABCPS for ICCMW are as follows:
 - (a) to enhance multi-professional intervention through providing clinical psychological service for the service users³ of ICCMW to facilitate them dealing with their in-depth and complicated psychological problems; and
 - (b) to build up capacity of frontline professionals in handling cases with complicated mental health and/or other issues.

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

² The ABCPS is provided by subvented NGOs operating ICCMW.

³ Service users refers to (a) ex-mentally ill persons receiving ICCMW services; (b) persons with suspected mental health problems receiving ICCMW services; and (c) the family members and carers of (a) or (b) above, who are not receiving clinical psychology service of HA nor SWD.

Nature of service

3. ABCPS covers a range of clinical activities and intervention including but not limited to –
- (a) provision of psychological support services including:
 - i. clinical assessment, intervention and treatment for individuals or families; and
 - ii. clinical groups and programmes;
 - (b) provision of clinical supervision and case consultation for the staff of ICCMW;
 - (c) provision of professional training for frontline professionals working with persons with mental health problems; and
 - (d) participation in other kind of services provided by ICCMW, such as promotion of mental health, as appropriate.

Target Group

4. The target users of ABCPS are service users³ and staff of ICCMW while helping professionals from other service unit(s)/setting(s) may also be included in professional training as mentioned in paragraph (3)(c) above as appropriate.

II. Performance Standards

5. The Service Operator is required to achieve the performance standards including output standards in accordance with the establishment of CP position under ABCPS of the agency and outcome standards as shown at **Annex**.

Essential service requirements

6. Qualified clinical psychologist is the essential staff of the service.

Quality

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

III. Obligations of SWD to Service Operator

8. 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

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

Funding

10. 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 qualified clinical psychologist, 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.

11. 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 price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the service beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

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

13. 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 service and make them available for inspection by the Government representative.

14. 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

15. 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 that the same be remedied, SWD may after expiry of such notice, terminate this FSA 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 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 service.

VI. Other References

18. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the Service Operator's service plans 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.

Agency-based Clinical Psychological Service for Integrated Community Centre for Mental Wellness

Organisation : _____
Establishment of clinical psychologist post : _____

1. Performance Standards

Outputs

The agreed level of each output standard of an agency is on a pro-rata basis with reference to the establishment of clinical psychologist (CP) post¹ of each agency.

Output Standards (OSs)	Output Indicators [Agreed level per year for 1 clinical psychologist position]	Agreed Level (per year)
1	Total number of clinical individual sessions ² conducted for the service users ³ of ICCMW in a year	260

¹ The clinical psychologist post is allocated on agency basis and according to the aggregated team size of ICCMWs as operated by individual agency.
² Clinical individual session refers to clinical assessment, intervention or treatment provided to the referred cases served by ICCMW(s) under the same agency. Each clinical individual session should last not less than 30 minutes excluding preparation time and follow-up work; and should not be cumulative in calculation.
³ Service users include (a) ex-mentally ill persons receiving ICCMW services; (b) persons with suspected mental health problems receiving ICCMW services; (c) the family members and carers of (a) or (b) above, who are not receiving clinical psychology service of Hospital Authority nor Social Welfare Department.

	[260]	
2	Total number of clinical group/programme sessions ⁴ conducted for the service users ³ of ICCMW in a year [20 (including no less than 1 clinical group with at least 8 sessions each) or no less than 7 clinical group/programme sessions for agency with less than 0.5 establishment of CP post]	20
3	Total number of ICCMW cases having received clinical supervision/ case consultation from CP in a year [210]	210
4	Total number of professional training sessions ⁵ conducted in a year [4]	4

Outcomes

<u>Outcome Standards</u> (OCs)	Outcome Indicators	<u>Agreed Level (%)</u> (per year)
1	Percentage of service users ⁶ indicating satisfaction after receiving agency-based clinical psychological service in ICCMW in a year	75

⁴ Clinical groups are defined as the groups conducted by clinical psychologist of ICCMW with structured and specialised content achieving desired therapeutic effect/psychological intervention in relation to mental wellness of the participants. The number of sessions and members of the clinical group should be at least 8 and 4 respectively. Each session of the clinical group should last no less than 2 hours. The members of clinical group shall be the service users³ of ICCMW while programmes can also include public members due to the nature, theme and objective(s) of the programmes.

⁵ Professional training refers to the training sessions with specialised topic and theme conducted for the frontline staff of ICCMW and/or other helping professionals of other service unit(s)/setting(s) working with mental health problems if deemed appropriate. NGOs are encouraged to provide collective training for the target participants, wherever practical, to achieve synergy. Whole day training event is counted as 2 sessions.

⁶ Service users include those having completed “Service User Satisfaction Form” upon completion of individual clinical sessions, clinical groups / programmes.

2	Percentage of staff of ICCMW ⁷ indicating enhancement of skills and knowledge in handling complicated cases after receiving clinical supervision/case consultation from CP in a year	75
3	Percentage of participants ⁸ indicating the professional training useful to them in working with persons with mental health problems in a year	75

⁷ Staff of ICCMW refer to those received clinical supervision/case consultation in the reporting year and completed “Staff Satisfaction Form” at the end of the financial year.

⁸ Participants refer to those completed “Participant Satisfaction Form” after attending professional training.