

Funding and Service Agreement¹**Agency-based Peer Support Service in
Community Psychiatric Service Units****I. Service Definition****Introduction**

Agency-based Peer Support Service (PSS) in Community Psychiatric Service Units is to equip suitable ex-mentally ill persons to serve as Peer Supporters² to offer emotional and recovery support for ex-mentally ill persons in need in community psychiatric service units including Integrated Community Centres for Mental Wellness (ICCMWs), residential care service units or vocational rehabilitation service units through trained peer supporters by rendering emotional and recovery support through telephone contacts, outreaching or concern visits, etc. The Peer Supporters also organise group activities and conduct mental health education programmes to enhance public's understanding on mental wellness and positive knowledge on ex-mentally ill persons.

Objectives

2. The objectives of the PSS are to:
 - (a) equip suitable ex-mentally ill persons as Peer Supporters with a view to speeding up their own recovery and helping other ex-mentally ill persons in need;
 - (b) provide peer support for ex-mentally ill persons in recovery through trained Peer Supporters; and
 - (c) increase public acceptance of ex-mentally ill persons.

Nature of service

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

² Peer Supporters shall be ex-mentally ill persons who have received training or on-the-job training and are able and ready to become peer supporters of other persons in rehabilitation and their family members to share their rehabilitation and recovery experience with them.

Service Operator

3. The Service Operator shall provide, including but not limited to, the following services –

- (a) providing training and coaching to Peer Supporters in accordance with **Annex 1**;
- (b) participating in the promotion of the peer support service, including by deploying the Peer Supporters to participate in such promotion;
- (c) performing other supervisory and administrative duties relating to the provision of peer support service; and
- (d) providing employment assistance and coaching to Peer Supporters to facilitate and encourage their progress to employment in the open market, as appropriate.

Peer Supporter

4. The Peer Supporter shall provide, including but not limited to, the following services -

- (a) providing emotional and recovery support for Service Users;
- (b) performing simple counselling for Service Users during interviews and/or concern calls;
- (c) assisting in performing outreaching/networking duties and conducting concern visits to Service Users;
- (d) assisting in planning and conducting recovery-oriented groups/programmes for Service Users; and
- (e) assisting in organising and running public education programmes for the public.

Target groups

5. The Service Users include (a) ex-mentally ill persons receiving services at ICCMWs and other community psychiatric service units; (b) persons with suspected mental health problems receiving services at ICCMWs and other community psychiatric service units; (c) the family members and

carers of (a) or (b) above; and (d) the general public whom are the participants of public education efforts.

II. Performance Standards

6. The Service Operator is required to achieve the performance standards, including output standards in accordance with establishment of full-time peer supporter positions of the service of the agency and outcome standards as shown at **Annex 2**.

Essential service requirements

7. Peer Supporters are the essential staff of the service.

8. Peer Supporters can only be deployed to subvented community psychiatric service units, including ICCMWs, residential care service units and/or vocational rehabilitation service units operated by the Service Operator.

Quality

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

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 Funding and Service Agreement (FSA) Generic Sections.

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 for a time-defined period. This lump sum has taken into account the personal emoluments, including provident fund for employing Peer Supporters and other charges (covering all other relevant operating expenses including but not limited to employees' compensation insurance, training cost, transportation and public liability insurance) applicable to the operation of the peer support service and recognised fee income, if any.

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, 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

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

15. 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.

16. 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

17. 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.

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 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

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

Brief on Training for Peer Supporters

The Service Operator shall provide structured training/on-the-job training for Peer Supporters in accordance with their individual progress. The training shall consist of two components, viz preparation for peer support work and preparation for open employment. Training and individual career plan for each Peer Supporter shall be worked out with periodical review and the records of training shall be properly documented.

Training Programmes

The main objectives of the training programmes are to equip Peer Supporters with adequate knowledge and skills in mastering job demands to provide peer support service and to prepare them to move on to other jobs in the open market.

Preparation for peer support work (min. 50 hours)

- For those Peer Supporters without attending any training before, training programme packaged with basic knowledge and skills building shall be provided upon recruitment in the service. Training areas shall include but not limited to the roles and responsibilities of peer supporters, concept of recovery, self-understanding, interpersonal communication, service collaboration, critical thinking, crisis/change management, facilitating group/individual plan and story-telling, etc.
- For those Peer Supporters who have received similar training before, the Service Operator shall provide proof on their training received. Besides, the Service Operator shall develop on-the-job tailored-made training or refresher training to meet the needs of individual Peer Supporters.
- Practical training on generic work skills, proper work manner, etc. shall be provided to all Peer Supporters.

Preparation for open employment (min. 40 hours)

- Training package comprising career planning and counselling, consolidation of generic work skills, job interview techniques and job attachment/trial job placement shall be provided by the Service Operator for Peer Supporters and/or arranged through collaboration with the Labour Department and/or other employment assistance organisations.
- Individual career plan shall be formulated with Peer Supporters once they are employed as peer supporters and a mutually agreed serving period shall be worked out. Review shall be conducted once every 4 to 6 months to monitor the progress, including their readiness to move to other jobs in the open market. Dedicated training (including job interview techniques, developing work habits, fostering working relationship, etc) in preparation for open employment shall be provided to Peer Supporters once their readiness for open employment is ascertained or at least 3 months before the expiry of the prevailing FSA.
- Job attachments or trial job placements may be arranged in business sector, social enterprises, or other welfare service settings such as residential care homes, etc.
- Collaboration may be made with the Labour Department and other employment assistance organisations to facilitate the Peer Supporters to move further to open employment and to secure the job opportunity.

Points to note:

- Daily support and coaching by fellow colleagues shall not be counted as training hours.
- The Service Operators are encouraged to provide collective training for Peer Supporters, wherever practical, to achieve synergy.

Agency-based Peer Support Service in Community Psychiatric Service Units

Organisation : _____
Establishment of full-time peer supporter positions : _____

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 full-time peer supporter positions³ of each agency.

Output Standards (OSs)	Output Indicators [Agreed level per year for 1 full-time equivalent peer supporter]	Agreed Level (per year)
1	Total no. of sharing interview sessions ⁴ conducted and outreaching visits ⁵ conducted	160(40)

³ One full-time peer supporter position is equivalent to 2 part-time peer supporter positions.

⁴ Sharing interview sessions refer to face-to-face interviews other than group sessions individually conducted or paired up with professional staff, such as social worker, nurse, etc., with Service Users with a duration of not less than 30 minutes at the premises of the Service Units or telephone interviews with a duration of not less than 20 minutes.

⁵ Outreaching visits refer to the visits to Service Users conducted at their residence or other places outside the premises of the serving service unit(s). The number of

	with professionals in a year [160 (with no less than 40 outreaching visits conducted in a year)]	
2	Total no. of group sessions/activities and public education programmes assisted or conducted in a year [72]	72
3	Total number of full-time equivalent Peer Supporters ¹ who have completed the training on preparation for open employment [Equivalent to establishment of full-time Peer Supporter positions]	Equivalent to establishment of full-time Peer Supporter positions upon the prevailing FSA

Outcomes

Outcome Standards (OCs)	Outcome Indicators	<u>Agreed Level (%)</u> <u>(per year)</u>
1	Percentage of service users ⁶ being satisfied with peer support services in a year	80
2	Percentage of service users ⁴ indicating enhancement of knowledge on mental	70

outreaching visits conducted by peer supporter without other professionals can also be counted in OS1 on the condition that prior endorsement has been obtained from his /her supervisor and was properly documented.

⁶ The Service Users include (a) ex-mentally ill persons receiving services at ICCMWs and other community psychiatric service units; (b) persons with suspected mental health problems receiving services at ICCMWs and other community psychiatric service units; (c) the family members and carers of (a) or (b) above; and (d) the general public whom are the participants of public education efforts.

	wellness/understanding on persons in recovery of mental illness in a year	
3	Percentage of Peer Supporters indicating improvement in confidence in moving to further open employment ⁷ after receiving the training on preparation for open employment/having gained experience in delivery of peer support service ⁸ in a year	70

⁷ Further open employment refers to the peer supporter being employed by NGO to take up other post, social enterprises or other sectors.

⁸ Outcome Standard (3) is only applicable for those Peer Supporters who have been employed for six months or above.