

Funding and Service Agreement¹
Parents/Relatives Resource Centre (PRC) for Ex-mentally Ill Persons
(with Provision of Additional Service)

I Service Definition

1. Parents/Relatives Resource Centres (PRC) for Ex-mentally Ill Persons serve as a focal point where parents and relatives of persons with mental illness with similar problems can share experience and seek mutual support with assistance from staff. They cater the specific needs of the parents/relatives of the ex-mentally ill persons on a territory wide basis. To strengthen existing community-based services to ex-mentally ill persons and their families, additional resources have been allocated to PRC since 2001 to gain synergy.

Purpose and objectives

2. The objectives of PRCs are:
 - to enhance self-support and mutual help within and among families with members with mental illness;
 - to enhance parents' and other family members'/relatives' knowledge and acceptance of their family members/relatives with mental illness;
 - to empower the entire family functioning in coping with their emotional stresses and difficulties in raising person with mental illness; and
 - to enhance public understanding and acceptance of persons with mental illness and their families in the community.

Nature of service

3. The services provided by PRCs for Ex-mentally Ill Persons include:
 - (a) provision of a place for parents and relatives of ex-mentally ill persons to discuss matters of mutual interest and meet others with similar problems;
 - (b) provision of support services which include individual, group and mass activities for parents and relatives of ex-mentally ill persons to meet the families' needs;

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

- (c) provision of resource materials such as books, magazines, educational facilities or other information of value to the parents and relatives for better understanding and care to their ex-mentally ill family members/relatives;
- (d) provision of community education programmes to promote public understanding and acceptance of ex-mentally ill persons;
- (e) provision of crisis intervention to parents and relatives of ex-mentally ill persons in the community; and
- (f) provision of intensive counselling and therapeutic groups to improve parents'/relatives' ability to take care of the ex-mentally ill persons.

Target group

- 4. Parents and relatives of ex-mentally ill persons.

Referral procedure

- 5. Parents or relatives of ex-mentally ill persons can directly apply to PRCs for Ex-mentally Ill Persons for membership and participation in programmes.

II Performance Standards

- 6. The Service Operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed level</u>
1	Monthly average of registered family membership in a year	330
2	Average attendance per opening session ² per quarter in a year	13
3	Average number of individual-based support activities per quarter in a year	600
4	Average number of group meetings on support activities per quarter in a year	45

² This output is measured as 11 opening sessions per week and 4 weeks per month (i.e.11 x 4 x 3= 132)

5	Average number of community education activities per quarter in a year	6
6	Monthly average number of counselling cases ³	40
7	Number of therapeutic groups ⁴ in a year	6

Essential service requirements

7. PRCs are to be opened at a minimum of 48 hours (in 11 sessions or above) per week with no less than 2 opening sessions in the evening/weekend.
8. Registered social worker⁵ is the essential staff for the service.

Quality

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

III Obligations of Social Welfare Department (SWD) to Service Operators

10. The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators.

IV Basis of Subvention

11. The basis of subvention is set out in the offer and notification letters issued by the SWD to the agency.
12. In receiving the Lump Sum Grant (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 government-wide price adjustment factor. The

³ Counselling cases refer to cases in need of intensive counseling.

⁴ Therapeutic groups refer to groups which are formed to facilitate intensive group counselling with specific goals/objectives. Each group should preferably have 6 or more participants and at least 4 sessions. Each session should not be less than an hour.

⁵ Social Worker is to be governed by the Social Workers Registration Ordinance.

Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

V Payment Arrangement, Internal Control and Financial Reporting Requirements

13. Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of the LSG subventions will be made on a monthly basis.

14. 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.

15. 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 practicing 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 Service 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.

VI Other References

16. 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.