

Funding and Service Agreement¹

Integrated Vocational Rehabilitation Services Centre (with Special Provision for Commercial-hired Transport Service)

I Service Definition

Introduction

An Integrated Vocational Rehabilitation Services Centre (IVRSC) provides persons with disabilities one-stop integrated and seamless vocational services specially designed to accommodate the limitations arising from their disabilities, in which they can be provided work opportunity, develop their social and economic potential, achieve upward mobility in vocational rehabilitation, and prepare for potential advancement to open employment where possible.

Purpose and objectives

The prime objective of IVRSC is to enable persons with disabilities to secure, retain and advance in suitable employment and thereby to further their integration into society, in which they can be trained to achieve the following aims:

- (a) to engage in training in community environment;
- (b) to learn to adjust to work requirements;
- (c) to develop social skills and relationship;
- (d) to prepare for potential advancement to open employment; and
- (e) to achieve self-reliance as far as possible.

In addition, it is a welfare-oriented service without an employer–employee relationship between the service operator and the service users.

Nature of service

Service operator is required to meet the holistic and individual needs of service users by providing a well-planned and coordinated range of services facilitative to the vocational rehabilitation for persons with disabilities. The services provided by IVRSC may include:

- (a) Centre-based training

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

Centre-based sub-contract jobs in the form of simple processing, finishing and assembly or sub-assembly work, desk-top publishing, laundry service, computer work, design and printing, producing handicrafts, banner making, and other trades that match with market trend.

(b) Non-centre-based training

Outdoor contractual services such as car-washing, cleaning, delivery service, retailing, catering, kiosk management and leaflet distribution, etc.

(c) Employment-related training

Job finding, matching, coaching, job attachment, job trial, post-employment service and employment related skills training through individual approach, including individual placement model and home-based employment model, group approach, including mobile crew, enclaved model, benchwork model and simulated business.

(d) Retraining and other vocational training services

Activities such as retraining programmes to enable persons with disabilities to secure, retain and advance in open employment and integration into society as far as possible.

(e) Support services

Vocational assessment, counseling and other casework services, post-discharge services, social and recreational activities, family life education activities and other support activities for the trainees and their families

(f) Commercial-hired transport service

The operation of a bus route with the vehicle hired from a commercial transport company for the trainees

Target group

The target group is persons with disabilities aged 15 or above with a need of vocational rehabilitation training or in need of support to take up open employment. It also includes IVRSC's direct intake of ex-trainees falling back from open employment within the time limit specified in the Operator's proposal which should not be less than 3 years after their discharge. In case no immediate place is available, IVRSC should take back these fallback trainees when the first opportunity arises.

Eligibility criteria

To be eligible for an IVRSC place, an applicant should be:

- aged 15 or above;

- having work motivation/ability;
- capable of self-care; and
- mentally and emotionally stable with no active infectious disease and severe disturbing behaviour.

Referrals are via the Central Referral System for Rehabilitation Services (CRSRehab) operated by SWD.

To be eligible for the transport service, the applicant should be those disabled persons who are unable to use public transport and have no alternative means of transport to attend integrated vocational rehabilitation services centre.

II Performance Standards

The service operator will meet the following performance standards:

Outputs

<u>Output standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Average number of persons served per month *	128
2	Open employment cases per 2 years *	10
3	Rate of progress review completed within one year *	98%
4	Average enrolment rate of commercial-hired transport service in a year *	98%

(* Please refer to Notes and Definitions)

Essential service requirements

The service operator is required to comply with the essential service requirements as follows:

- registered social worker is the essential staff of the service; and
- latest CRSRehab Guidelines and Procedures should be complied with;
- nursing service should be provided for IVRSC.

Quality

Service operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operators

SWD will undertake the duties set out in the General Obligations of SWD to service operators.

In addition, SWD will meet the following service-specific standard of performance. The actual performance of the department in relation to this obligation is expected to affect the ability of the service operator to meet its required standard of performance:

- to provide a referral from the CRSRehab within **28 days** of written notification of a vacancy, provided that there is a referral with updated and complete information in hand. Should a referral not be in hand, SWD will negotiate with the service operator as appropriate.

IV Basis of Subvention

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

The service operator is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by the SWD on subvention policies and procedures.

V. Other References

Apart from this Funding and Service Agreement, service operators should also comply with the requirements/commitments set out in the respective Service Specifications, and the service operators' proposals and supplementary information, if any. The service operator's compliance to all these documents will be closely monitored by SWD.

Notes and Definitions

1. **Persons served** refer to the service users enrolled in the Integrated Vocational Rehabilitation Services Centre through referrals from CRSRehab of SWD and direct intake of “fallback” service recipients. For supported employment cases under IVRSC, direct applications to the service operator are also acceptable.

2. **Average number of persons served per month =**

$$\frac{\text{Sum of no. of persons served in each month in the reporting year}^*}{12}$$

(* No. of persons served in each month = No. of enrolment brought forward from previous month + No. of admissions during the month + No. of fallback ex-trainees during the month)

3. **Open employment** refers to those service users who have been settled in open employment for 6 months with an average monthly salary exceeding \$1,500. Open employment may not be necessarily limited to one employment throughout the six-month period.

4. **Open employment cases per 2 years** means that the number of trainees having secured open employment should be calculated on a two-year cumulative basis.

5. **Progress review** refers to individual case plan review. A case plan should be formulated for each service users upon intake, to be reviewed at regular intervals. The review is to meet individual trainee’s various needs including work-related, social and developmental aspects.

6. **Rate of progress review completed within one year =**

$$\frac{\text{Total number of progress reviews completed in the reporting year}}{\text{Total number of progress reviews due for completion in the reporting year}} \times 100\%$$

(*Those service users admitted for less than 3 months during the reporting year can be excluded.)

7. **Enrolment of commercial-hired transport service** refers to the total number of passengers of each route at the end of each month.

8. **Average enrolment rate of commercial-hired transport service =**

$$\frac{\text{Sum of month-end enrolments of transport service of the 12 months} \div 12}{\text{Recognized Capacity}} \times 100\%$$