

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

**Integrated Vocational Training Centre (with residential service)**

**I. Service Definition**

Integrated Vocational Training Centre (IVTC) provides people with disabilities with comprehensive vocational rehabilitation training programme to equip them for their advancement to open employment, develop their potentials and enable them to integrate into the community. It contains a series of tailor-made training programmes including vocational training, sheltered work, supported employment and retraining, etc. to prepare trainees for open employment after a fixed period of training. The Boarding Service provides group home living for PWD to enhance their independent living skills and facilitate their integration into the community.

**Purpose and objectives**

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

(A) Day Service

- (i) to acquire job-related skills;
- (ii) to adjust to normal work requirements;
- (iii) to develop social skills and relationship; and
- (iv) to prepare for open employment.

(B) Boarding Service

- (i) to promote the quality of life of the service users and to maximize their potentials through the provision of a supportive and stimulating environment; and
- (ii) to enhance service users' independent living skills and facilitate their integration into the community.

It is a welfare-oriented vocational rehabilitation service without an employer-employee relationship between the service operator and the service users.

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

**Nature of services**

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

**(A) Day Services****(a) Vocational training service**

To provide training in vocational skills at operational or semi-skilled level.

**(b) Sheltered employment services****(i) Employment-related training**

Job finding, matching and coaching, sheltered placement, job attachment, on-the-job training, post-employment service and other employment related skills training, etc. through individual and group approach.

**(ii) Retraining and other vocational training services**

Activities such as retraining programme to enable people with disabilities to secure, retain and advance in open employment and integration into society.

**(c) Support services**

They include 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. Post-discharge services would also be provided for the graduates for a period of three years.

**(B) Boarding Service**

(a) provision of accommodation, food and meals;

(b) provision of guidance/assistance to residents in performing domestic tasks and daily activities;

(c) provision of opportunities and activities to develop independent living, social, communication and decision-making skills;

(d) provision of opportunities and activities to meet social and recreational needs;

and

- (e) provision of opportunities and activities to enable residents to maintain contact with the families and community.

**Target trainees**

The target group is people with disabilities aged 15 and above, who are

- (i) because of the nature of their disabilities and special needs, cannot follow mainstream vocational training; or
- (ii) in need of support to take up open employment.

**Eligibility criteria**

Referrals can be made by school social workers, medical social workers, family caseworkers and staff of rehabilitation service units, directly to the IVTC. Applicants can also approach the IVTC for direct application.

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

- aged 15 and above;
- capable of self-care;
- possessing work motivation; and
- mentally and emotionally stable with no active infectious disease and severe disturbing behaviours.

For boarding service, an applicant should also be:

- admitted by the day service;
- physically and mentally suitable for group living;
- physically healthy with no active infectious disease or drug/alcoholic abuse; and
- capable of semi-independent living i.e. mastery of self-care skills but may need a fair amount of guidance/assistance in some domestic tasks like cooking or washing or in community living activities like shopping.

**II Performance Standards**

The Operator will meet the following performance standards:

**(a) Output standards**

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average enrollment of trainees of day service per month in a year <sup>(Note 1)</sup>	233
2	Total number of open employment cases of vocational training and sheltered employment service in a year <sup>(Notes 2)</sup>	38
3	Rate of completing progress reviews for trainees of day service in a year <sup>(Note 3)</sup>	100%
4	Average enrolment rate of boarding service in a year <sup>(Notes 4 and 5)</sup>	98%
5	Rate of achieving individual plans of trainees of boarding service in a year <sup>(Notes 6 and 7)</sup>	100%

**(b) Outcome standards**

<u>Outcome Standard</u>	<u>Outcome indicator</u>	<u>Agreed Level</u>
1	Trainees' satisfaction rate on day service provided by the Operator <sup>(Note 8)</sup>	80%
2	Trainees' satisfaction rate on boarding service provided by the Operator <sup>(Note 8)</sup>	80%

**Essential service requirements**

- (a) Registered social worker and teaching staff with qualified teacher/instructor status are the essential staff for the service
- (b) 24 hours care per day with at least one staff member present at all times for boarding service; and
- (c) Provision of regular meals each day with varied food for boarding service.

**Service quality standards**

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

**III Obligations of SWD to the Operator**

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

**IV Basis of Subvention**

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

The service unit 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 SWD on subvention policies and procedures.

## Notes and Definitions

1. **Enrollment** refers to the service users of day service enrolled in the IVTC as at the end of each month.
2. **Open employment** refers to those trainees who have been settled in open employment for 6 months with average monthly salary over \$1,500. Continuous employment in the same job is not a must.

**Sheltered employment services** refer to services provided by the IVTC other than vocational training service such as Supported Employment service, Job Attachment, Sheltered Placement, Retraining, etc.

The total number of open employment cases of vocational training and sheltered employment services in a year is 38. Such an agreed level is based on the summation of the total number of open employment cases of vocational training services and sheltered employment services.

3. **Progress review** refers to individual case plan review. A case plan should be formulated for each service user upon intake, to be reviewed at regular intervals. Taking into consideration that three months may be required to review any case plan, the no. of progress reviews due for completion in the year excludes those service users admitted for less than 3 months.

Rate of completing progress reviews within the financial year = Total number of progress reviews completed in the reporting year ÷ Total number of progress reviews due for completion in the reporting year x 100%.

4. **Enrolment** refers to the total number of enrolled persons of boarding service as at the end of each month.
5. **Average enrolment rate** = Sum of month-end enrolment of the 12 months ÷ 12 months ÷ Capacity x 100%.
6. **Individual plan** refers to the plan conducted by the hostel to meet individual resident's needs. It should include objectives, specific goals, process for service delivery, programme content and time frames for achieving or reviewing goals. (Standards 12: criterion 12.4 of Service Quality Standards). The no. of individual plans is set at **two** for each individual resident for each year. These individual plans should form the basis of regular case reviews which should be conducted at least annually for each resident. **Achieving individual plans** refer to individual plans completed.
7. **Rate of achieving individual plan** = No. of plans completed during the period <sup>(i)</sup> ÷ Total no. of plans required during the period <sup>(ii)</sup> x 100%

**Formula for calculating the total no. of plans required by the boarding service during the period**

Length of stay of the resident at the time of calculation	0 to 3 months	>3 to 6 months	>6 to 9 months	>9 months
No. of residents (a)	a1	a2	a3	a4
Proportion of plans to be counted (b)	0 (Not counted)	$a2 \times 1/3P$	$a3 \times 2/3 P$	$a4 \times P$

$P = 2$  (minimum number of plans required for each individual resident in a year)

<sup>i</sup> = Total no. of plans completed for all residents in a year.

<sup>ii</sup> = Summation of all residents' plans that will be counted in a year, i.e. summation of (b).

8. **Trainees' satisfaction** on service provided by the Operator refers to the outcome of survey or questionnaire conducted by the Operator to collect views from trainees on the services provided by the Operator. The **rate** is calculated by the following formula:

The number of respondents indicating satisfaction on the services provided by the Operator  $\div$  Total number of respondents completing the survey within one year  $\times 100\%$ .