

Funding and Service Agreements¹

Supported Hostel

I Service Definition

Introduction

1. Supported Hostels (SHOS) provide group home living for persons with disabilities who can only live semi-independently with a fair amount of assistance from hostel staff in daily activities.

Purpose and objectives

2. The objectives of SHOS are:

- to provide residential care and facilities for semi-independent living;
- to enhance residents' independent living skills and facilitate their integration into the community; and
- to promote the quality of life of the residents and to maximize their potentials through the provision of a supportive and stimulating environment.

Nature of service

3. The services provided by SHOS include:

- a) provision of accommodation, food and meals;
- b) provision of guidance/assistance to residents in performing some 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 group

4. The target group for SHOS is persons with disabilities aged 15 or above, with a need for accommodation for social reasons, who can manage semi-independent living.

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

Eligibility criteria

5. To be eligible for a SHOS place, an applicant should be:
- actively occupied in various forms of employment / day training;
 - 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.
6. Referrals are via the Central Referral System for Rehabilitation Services (CRSRehab) operated by Social Welfare Department (SWD).

II Performance Standards

7. The service operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output indicator</u>	<u>Agreed Level</u>
1	Average enrolment rate within one year	95%
2	Rate of achieving individual plan within one year	95%

(Notes and Definitions attached at Annex of this Agreement.)

Essential service requirements

8. The service operator is required to comply with the essential service requirement as follows:
- a) staff on shift duty to provide 24-hour service;
 - b) provision of regular meals each day with a variety of food;
 - c) all services to comply with the latest CRSRehab Guidelines and Procedures; and
 - d) registered social worker is the essential staff of the service.

Quality

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

III Obligations of SWD to Service Operators

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

11. 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 Central Referral System for Rehabilitation Services (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 Subvention²

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

13. 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 the SWD on subvention policies and procedures.

V Validity Period (*Applicable to time-defined projects only*)

14. This FSA is valid for a time-defined period. Should the service operator be in breach of any terms of condition of the Agreement 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 Agreement by giving 30 days' notice in writing to the service operator.

15. Where there is any change to the performance standards within the agreement

² There are some versions with fee-charging principles.

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.

16. 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 project.

VI Other References

17. 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.

Notes and Definitions

1. **Enrolment** refers to the total number of enrolled person as at the end of each month.
2. **Enrolment rate** =
$$\frac{\text{Sum of month-end enrolments of the 12 months} \div 12}{\text{Capacity}} \times 100 \%$$
3. **Individual plan** refers to the plan conducted by the home 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. For calculation reference, the number 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.
4. **Rate of achieving individual plans** =

$$\frac{\text{No. of plans completed during the period } ^1}{\text{Total no. of plans required during the period } ^2} \times 100 \%$$

Formula for calculating the total no. of plans required 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 x 1/3 P	a3 X 2/3 P	a4 x P

Notes :

- 1 = Total no. of plans completed for all residents in a year.
- 2 = Summation of all residents' plans that will be counted in a year i.e. summation of (b).
- P = 2 (no. of plans required for each individual resident in a year)