

Funding and Service Agreement¹

Crisis Residential Service for Youth-at-Risk

I Service Definition

Introduction

Crisis Residential Service (the Service) provides immediate accommodation and professional intervention in its two centres (the Boys' Centre and the Girls' Centre) for the youth-at-risk who are referred to the centres by the youth outreaching teams, the integrated children and youth services centres, other welfare units serving youth-at-risk, etc. Self-referral is also accepted.

Purpose and Objectives

The purpose of the Service is to provide round-the-clock admission service for the youth in need of immediate residential care and crisis intervention.

The objectives of the Service are: -

- to provide immediate shelter for the youth in a stable and safe group living environment;
- to provide a residential programme with supervised living, guidance and supportive counselling services on the youth's problems;
- to provide professional intervention and support after the youth is discharged from the centre for a period of not less than three months to a maximum period of six months.

Nature of Service

The services provided include:-

- i. immediate and temporary shelter for the youth-at-risk, normally lasting from 1 day to a maximum of 2 months;

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

- ii. professional intervention and support after the youth is discharged from the centre for a period of not less than 3 months to a maximum period of 6 months;
- iii. guidance and supportive counselling to the youth to enhance his/her self-esteem, coping capabilities, interpersonal relationship, budget control, life skills, problem-solving skills, etc.;
- iv. liaison with significant others including the parent/ guardian/ family member, referring worker, school personnel, employer, etc.; and
- v. guidance to facilitate the youth's academic/ vocational development as appropriate for their reintegration into the mainstream society.

Target Group

The target group of the Service is at-risk boys/ girls between the age of 8 and 21, who are encountering relationship problems with their families, having run away from home, loitering in the street during the night time but not yet deeply involved in triad subculture, or being temporarily unable or unwilling to stay at home or any youth requiring immediate assistance.

(Remark: In justified circumstances, such as cases involving younger siblings, a child between the age of 6 and below 8 may be considered on individual merits of the case. For these cases, written parental/ guardian's consent and completed medical assessment form are required upon admission or within 48 hours of admission if situation warrants; and the maximum period of stay should not exceed 2 weeks.)

Capacity

The capacity of the Crisis Residential Centre - Boys' Centre and the Crisis Residential Centre - Girls' Centre is 15 each (Note 1).

II Performance Standards

The Service Operator shall meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Rate of placement occupancy in a year (Note 2)	85 % for Boys' Centre 85 % for Girls' Centre
2	Rate of acceptance of referrals in a year (Note 3)	100 % for Boys' Centre 100 % for Girls' Centre
3	Total number of cases admitted in a year	410 (Boys' and Girls' Centres in total)
4	Total number of counselling hours provided in a year	3 000 (Boys' and Girls' Centres in total)
5	Total number of educational activities completed in a year (Note 4)	50 (Boys' and Girls' Centres in total)
6	Rate of achieving scheduled case reviews in a year (Note 5)	80% (Boys' and Girls' Centres in total)
7	Rate of referring non-engaged residents for follow-up service in a year (Note 6)	80% (Boys' and Girls' Centres in total)

(Explanations of the Notes are provided at the end of this Agreement.)

Outcomes

Outcome

<u>Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of youths restored home or arranged for living in other kinds of acceptable accommodation upon discharge from the residential centre in a year	80 % for Boys' Centre 80 % for Girls' Centre
2	Percentage of youths resuming studies or work or actively seeking jobs upon termination of case in a year	80 % for Boys' Centre 80 % for Girls' Centre

Essential Service Requirements

- 24-hour care and supervision with at least one staff member present all the time in each centre;
- registered social worker in each centre;
- separate beds for the residents in each centre;
- meals with varied food in each centre; and
- programmes, books and other equipment appropriate to the residents' ages in each centre.

Quality

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

III Obligations of SWD to Service Operator

The Social Welfare Department (SWD) will undertake the duties set out in the General Obligations of SWD to Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

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

Funding

An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals and supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the Service and recognised fee income, if any. Rent and rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

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, whichever is applicable, as well as the relevant Guidance Notes for specific services, if any. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with government-wide price adjustment factor. 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

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

The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, and internal control system 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.

The Service Operator shall submit Annual Financial Report (AFR) as reviewed and the annual financial statements of the non-governmental organisation (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 Other Reference

Apart from this FSA, the Service Operator should also comply with the requirements/ commitments set out in the respective Service Specification (Detailed Description), 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 with all these documents will be closely monitored by SWD.

Explanatory Notes

Note 1 Under normal circumstances, the maximum number of residents will not exceed capacity. For needy cases, the management has the flexibility to adjust the 15 capacity of each centre on the condition that each should not exceed accommodating 20 persons at any one time while any over capacity should not be maintained for more than 72 hours. The management needs to observe the safety arrangement of the centre all the time.

Note 2 **Rate** of placement occupancy within one year =

$$\frac{\text{sum of daily enrolment (Note 2)}^1 \text{ in the year}}{\text{capacity x no. of operating days in the year}} \times 100\%$$

(Note 2)¹ **Daily enrolment** refers to the number of places occupied every day, counted from the date of admission to the date of formal discharge and including youth on sick/ home leave or pre-discharge leave. [SWD will take into consideration the availability of referrals should the agreed occupancy rate not be met.]

Note 3 **Rate** of acceptance of referrals =

$$\frac{\text{total no. of cases accepted for admission}}{\text{total no. of referrals received} - \text{total no. of referrals not accepted due to full enrolment (Note 3)}^1 - \text{total no. of ineligible referrals (Note 3)}^2} \times 100\%$$

(Note 3)¹ **Full enrolment** refers to the situation when the placement quota is used up.

(Note 3)² **Ineligible referrals** refer to cases with severe mental or emotional problems, severe self-destructive behaviour or suicidal inclination, or drug addiction problem, or those who are medically unfit for group living, have no genuine needs for assistance or refuse admission.

Note 4 **Educational activities** refers to activities arranged in line with “nature of the service” in the format of talks, workshops, group sessions or mass programmes, and with staff input, planned objective(s), programme content, evaluation and documentation. The activity arranged should have 4 or more participants.

Note 5 **Rate** of achieving (Note 5)¹ scheduled case reviews (Note 5)²=

$$\frac{\text{total no. of case reviews completed}}{\text{total no. of case reviews required}} \times 100\%$$

(Note 5)¹ **Achieving scheduled case review** refers to scheduled case reviews “completed”.

(Note 5)² **Scheduled case review** refers to case conference initiated by the Centre and shall meet the following criteria :-.

- a) **participants** include social worker of the Centre, the resident and a third party, i.e., parents/ social worker responsible for follow-up service/ teacher/ clinical psychologist, etc.;
- b) there is a **welfare plan** concerning the resident, including discharge plan, work plan, placement plan, family reunion plan, or any problem arisen in the course of placement;
- c) the review is **documented**, i.e., record is kept;
- d) there is **follow-up action**; and
- e) the **frequency of case review** would be conducted for each resident within the **first seven calendar days** upon admission and **once in every two weeks** thereafter.

Note 6 **Rate** of referring non-engaged residents for follow-up service =

$$\frac{\text{total no. of case referrals completed (Note 6)²¹$$

(Note 6)¹ **Non-engaged residents** refers to the residents who are not being engaged in any social welfare services at the time of admission and requires temporary accommodation for more than three days. Those residents include but not limit to self-approached youth without any referrers, or their referrers being teachers, therapists, church mentors or other helping professionals, whom are non-social workers.

(Note 6)² **Case referrals completed** means referring the non-engaged residents to suitable service units for follow-up their long-term welfare service needs **within seven calendar days upon admission**. In case the non-engaged resident is subsequently found to be under the care of a welfare service unit, the Centre is required to contact the responsible social worker for follow-up service.