

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

### **Integrated Children and Youth Services Centres**

#### **I Service Definition**

##### **Introduction**

The Integrated Children and Youth Services Centres (ICYSCs) adopt a total person and community approach to meet the multifarious needs of children and youth in specific catchment areas. ICYSCs provide professional social work intervention (preventive, developmental, supportive and remedial services) in working with children and youth, their significant others as well as the community, to achieve their service objectives.

##### **Purpose and objectives**

ICYSCs should achieve the following specific objectives:

1. to facilitate the personal development of children and youth by developing their life skills, potentials and problem-solving ability;
2. to enhance the social development of children and youth by strengthening their interpersonal and family relationships and building up their social competence, sense of civic-mindedness, social responsibility and connectedness with the community;
3. to support children and youth at risk or in disadvantaged circumstances and provide them with opportunities to development and participation; and
4. to build a supportive, socially inclusive and responsive environment to address and respond to the needs and challenges of children and youth in collaboration with community stakeholders.

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

**Nature of service**

Through the flexible application of social work intervention strategies (including casework, group work and community work) in different platforms (i.e. centre, school, or community), forging strategic alliance and making use of information technology (wherever appropriate), the following programmes should be provided by ICYSCs for children and youth to achieve the specific objectives as set out in the preceding paragraph :

1. guidance and counselling;
2. supportive programmes;
3. developmental and socialisation programmes; and
4. community engagement programmes.

Priority of work of ICYSCs should be set according to community needs. In addition, ICYSCs should collaborate strategically with stakeholders who may affect the welfare of children and youth.

Programmes are drawn up in consultation with the Social Welfare Department (SWD) and the Local Committee.

**Target group**

- The target group is composed of children and youth between the ages 6-24, abled-bodied and disabled.
- Particular attention should be given to children and youth at risk or in disadvantaged circumstances. The following are some of the examples and the list is not exhaustive:
  1. coming from problematic or deprived family;
  2. with special needs (e.g. suspected/diagnosed with special educational needs (SEN)<sup>2</sup>, disability, etc.);
  3. not in education, employment or training (NEET);
  4. social or ethnic minorities; or

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<sup>2</sup> “SEN” refers to the types recognised by the Education Bureau.

5. facing difficulties arising from societal changes.

**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	Total number of new and renewed members in the year ending 31 March <sup>3</sup>	1 400
2	Total number of programme/case sessions in a year <sup>4</sup>	250 x establishment of social workers of the centre since 1.4.2000 <sup>5</sup>
	2a <sup>6</sup> . Out of OS2, total number of programme/case sessions for specific target groups in a year <sup>7&amp;8</sup>	25 x establishment of social workers of the centre

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<sup>3</sup> Only those members (including children and youth members and their affiliated family members) recruited or renewed during the period of 1 April – 31 March should be reported. In the SIS Form, the column “Total number of members registered b/f from past period” should therefore be blank in April, the first month of the financial year. The indicator would only be evaluated at the end of the financial year when the total figure is available.

<sup>4</sup> Programme/case sessions should be made up by groups, activities and/or case interviews for children and youth aged 6-24 and their affiliated family members (not limited to registered members) in the designated catchment area while programme nature is related to the welfare of the children and youth. For calculation purpose, 1 case interview is equivalent to 1 programme session (case only refers to one with treatment plan and case record).

<sup>5</sup> 1.4.2000 is the date for the snapshot of establishment of social worker of the unit/service operator when the service operator declares option of the Lump Sum Grant. This establishment would be the basis to calculate the Output Standards. However, when there is formation, expansion or reduction of the service during the year or after 1.4.2000, the establishment of social workers as a result of formation, expansion or reduction would be recognised instead.

<sup>6</sup> The figures reported in OS2a and OS2b may overlap, i.e. a programme session, serving specific target group while involving strategic alliance at the same time, can be counted in both OS2a and OS2b.

<sup>7</sup> The counted sessions include all types of groups, activities and/or case interviews designated to serve the needs of specific target groups at risk or in disadvantaged circumstances as set out on Page 2-3 of the FSA. The criteria for the specific target groups are those requiring additional effort/input/support. The nature of the programme sessions designated for specific target group is to provide services with nature as set out on Page 2 of the FSA.

<sup>8</sup> Breakdown of the programme sessions for the specific target groups (select one type only) is required to be specified in the SIS Form.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
		since 1.4.2000 <sup>5</sup>
	2b <sup>6</sup> . Out of OS2, total number of programme sessions (excluding cases) involving strategic alliance in a year <sup>9</sup>	25 x establishment of social workers of the centre since 1.4.2000 <sup>5</sup>
	(The output requirement of 2c is for those ICYSCs with resources pooled from school social work service only)	
	2c <sup>10</sup> . Out of OS2, total number of programme sessions (excluding cases) for enhancing mental health/stress resilience in a year	10 x no. of recognised school social workers
3	Total programme attendance in a year <sup>11</sup>	(a) 2,500 x establishment of ICYSC social workers <sup>11</sup> of the centre since 1.4.2000 <sup>5</sup>

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<sup>9</sup> “Programmes involving strategic alliance” refer to programmes/activities (excluding cases) collaborating strategically with community stakeholders (e.g. schools, community leaders, NGOs, etc.) to meet the children and youth’s needs. The programmes conducting with strategic partners as well as its programme attendance can be counted in both OS2 and OS3.

<sup>10</sup> The figures reported in OS2c may overlap with OS2a and/or OS2b if the programme also serves specific group and/or involves strategic alliance at the same time.

<sup>11</sup> Different agreed levels for (a) the no. of ICYSC social workers (i.e. recognised social workers excluding school social workers) of the centre and (b) the no. of recognised school social workers of the centre (as a result of formation, expansion or reduction would be recognised) in calculating the achievement of OS3. Each school social worker serves 1 500 programme attendance within one year. The calculation of OS3 should be a summation of OS3a and OS3b. The underachievement of either OS3a or OS3b could be complemented by each other.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
	(The output requirement of 3(b) is for those ICYSCs with resources pooled from school social work service only)	(b) 1 500 x no. of recognised school social workers <sup>11</sup>
4	Rate of achieving programme plans in a year <sup>12</sup>	85%
5	Average number of service recipients by quarter <sup>13</sup>	45 x establishment of social workers of the centre since 1.4.2000 <sup>5</sup>
6	(The output requirement of 6 (including 6a) is for those ICYSCs with resources pooled from school social work service only)	
	Total number of collaboration meetings with school personnel in a year <sup>14</sup>	5 x each secondary school

<sup>12</sup> For the purpose of reporting, programmes completed/cases closed and ongoing programmes/cases which have been run/handled for 3 months or more as at 31 March must either be classified as “with goals achieved” or “with goals not achieved”. The following programmes/cases (including joint programmes/shared cases) should be reported:

1. Activities/groups completed/terminated during the reporting period.
2. Cases closed during the reporting period (cases only refer to one with treatment plans and case records).
3. Ongoing activities/groups/cases which have been run/handled for 3 months or more as at 31 March should also be reported in the quarter of 1 January - 31 March.

<sup>13</sup> “Average no. of service recipients by quarter” refers to the average number of service recipients served by each worker in four quarters. Any service recipient served by more than one worker in a quarter should only be counted as one. “Service recipients” (including children and youth, their parents, their significant others etc.) should (i) be networked through programmes; (ii) participate in at least 3 programme/case activity sessions in the quarter (case activity includes interview with principal clients and their significant systems, conjoint interview, purposeful telephone interview, escort and home visit).

<sup>14</sup> Collaboration meetings refer to meetings (excluding case conference) promoting partnership with school personnel (school principal and/or his/her delegates) to meet the purpose and objectives of school social work service provided by ICYSC.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
	6a. Out of OS6, total number of meetings for exchanges and feedback on service planning/evaluation in a year <sup>15</sup>	1 x each secondary school

**Outcomes**

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed level</u>
1.	Percentage of members <sup>16</sup> indicating satisfaction after receiving service in a year [a sample size of survey should not be less than 10% of the agreed level of members]	75%
2.	Percentage of service users <sup>17</sup> with enhanced personal development (e.g. life skills, potentials and problem-solving ability developed) in a year [a sample size of survey should not be less than 20 x establishment of social worker of the centre (including ICYSC workers and School Social Workers)]	75%
3.	Percentage of service users <sup>17</sup> with enhanced social development (e.g. interpersonal and family relationships, social competence, sense of civic-mindedness, social responsibility and connectedness with the community strengthened) in a year [a sample size of survey should not be less than 20 x establishment of social worker of the centre (including ICYSC workers and School Social Workers)]	75%

**Essential Service Requirements**

- open 11 sessions per week<sup>18</sup>.

<sup>15</sup> The meeting involves supervisor of the school social workers.

<sup>16</sup> It refers to the members of the centre with a sample size of not less than 10% of the agreed level of total number of members registered in the year ending 31 March, i.e. OS1.

<sup>17</sup> “Service users” refers to those who have joined various types of programmes/ activities/ casework activities and are willing to take part in the outcome evaluation with written feedback. The sample size should not be less than 20 x establishment of social worker of the centre since 1.4.2000 (including ICYSC workers and School Social Workers).

<sup>18</sup> The normal opening days of the centre per week excluding public holidays/block leave, e.g. 6 normal opening

- provide stationing school social work service as appropriate.  
(for those ICYSCs with resources pooled from school social work service)
- ensure that the staff who are designated to provide stationing school social work service should be registered social worker with recognised degree in social work.

**Quality**

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

**III Obligations of SWD to Service Operator**

SWD will undertake the duties set out in the General Obligations of SWD to Service Operators 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 the 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 project 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. The LSG will be subject to adjustments including salary

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days per week. If the number of opening days per week in a particular month is varied, please take the average number.

adjustments in line with civil service pay adjustments and other charges in line with the price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the project 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, 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.

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 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.