

Funding and Service Agreement¹

Integrated Children and Youth Services Centres with Community Support Service Scheme

I Service Definition

Introduction

The Integrated Children and Youth Services Centres (ICYSCs) with community support service scheme (CSSS) adopt a total person and community approach to meet the multifarious needs of children and youth in specific catchment areas (including five respective service boundaries¹). ICYSCs with CSSS provide professional social work intervention (preventive, developmental, supportive and remedial services) in working with children and youth, including those put under the Police Superintendent's Discretion Scheme (PSDS), their significant others as well as the community, to achieve their service objectives.

Purpose and objectives

ICYSCs with CSSS 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;

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

The service boundary of 5 CSSS is as follows:

Service boundary	Districts in respective service boundary
Hong Kong Island	Central, Western, Southern & Islands (except Tung Chung), Eastern & Wan Chai Districts
Kowloon East	Kwun Tong, Wong Tai Sin & Sai Kung Districts
Kowloon West	Sham Shui Po, Yau Tsim Mong & Kowloon City Districts
New Territories West	Tsuen Wan & Kwai Tsing and Tuen Mun Districts, and Tung Chung
New Territories East	Yuen Long (including Tin Shui Wai), Shatin, Tai Po & North Districts

3. to support children and youth at risk or in disadvantaged circumstances and provide them with opportunities to development and participation;
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;
5. to provide supporting services for young people, who are cautioned under PSDS, so as to assist them to be re-integrated into the community, eliminate their deviant and unlawful behaviour and to reduce their likelihood of law infringement; and
6. to adopt a community-based planning strategy to respond and address to local youth needs and to arouse the community's concern on youth issues so that young people could grow up in a more concerned and supportive environment.

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 with CSSS 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 with CSSS should be set according to community needs. In addition, ICYSCs with CSSS should collaborate strategically with stakeholders who may affect the welfare of children and youth. ICYSCs with CSSS should provide secretarial support to the Family Conference as and when required.

Programmes are drawn up in consultation with the Social Welfare Department (SWD) and the Local Committee on Services for Young People.

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)², disability, etc.);
 3. not in education, employment or training (NEET);
 4. social or ethnic minorities;
 5. facing difficulties arising from societal changes; or
 6. young people who are cautioned under PSDS.

II Performance Standards

The Service Operator will meet the following standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of members registered in the year ending 31 March ³	1,400

² “SEN” refers to the types recognised by the Education Bureau.

³ 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.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
2	Total no. of programme sessions within one year ⁴ (for ICYSC) Total no. of programme sessions within one year (for CSSS)	(i) 250 x establishment of ICYSC social workers ⁵ of the centre as at 1.4.2000 ⁶ (ii) 280 x no. of recognised CSSS worker ⁵ of the centre
	2a ⁷ . Out of (2)(i) above, total no. of programme sessions for specific target groups within one year ^{8&9}	25 x establishment of ICYSC social workers of the centre as at 1.4.2000 ⁶

⁴ Programme 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).

⁵ Different agreed levels for (i) the no. of ICYSC social workers/recognised social workers excluding CSSS workers of the centre and (ii) the no. of recognised CSSS workers in calculating the achievement of Output Standard 2 and Output Standard 3.

⁶ 1.4.2000 is the date for the snapshot of establishment of social workers 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. The recognised manpower of CSSS is excluded in calculating 2(i), 2a and 2b of Output Standard 2 and 3(i) of Output Standard 3.

⁷ The figures reported in OS2a and OS2b can be overlapped, 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.

⁸ 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 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.

⁹ Breakdown of the programme sessions for the specific target groups (select one type only) is required to be specified in the SIS Form.

Output Standard	Output Indicator	Agreed Level
	2b ⁷ . Out of (2)(i) above, total no. of programme sessions involving strategic alliance within one year ¹⁰ (not applicable to CSSS)	25 x establishment of ICYSC social workers of the centre as at 1.4.2000 ⁶
3	Total programme attendance within one year	(i) 2,500 x establishment of social workers of the centre as at 1.4.2000 ⁶ excluding no. of the recognised CSSS workers ⁵ (ii) 1,200 x no. of recognised CSSS workers ⁵ of the centre
4	Rate of achieving programme plans within one year ¹¹	85%

¹⁰ “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.

¹¹ 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.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
5	Average no. of service recipients by quarter ¹²	45 x establishment of social workers of the centre as at 1.4.2000 ⁶
6	Total number of new/reactivated PSDS cases served within one year	370
7	Total number of PSDS cases closed, having achieved case goal plan within one year	256
8	Total number of direct contact hours delivered for PSDS cases within one year	6,264
9	Total number of PSDS cases served ¹³ having attended 3 hours drug specific preventive educational group/programme ¹⁴ in the year	296

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of PSDS cases closed having no re-offending behaviour during the supervision period in a year	90%
2	Percentage of PSDS cases closed resuming studies/securing gainful employment during the supervision period in a year	85%

¹² “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).

¹³ It refers to 80% of the agreed level of new/reactivated PSDS cases served within one year (i.e. Output Standard 6). To avoid double counting of cases, each and every case should be reported once only during the entire supervision period.

¹⁴ It refers to **preventive** case/group/programme activities with **drug specific educational elements** to enhance participant’s awareness and knowledge on the harmful effects of drug abuse. In case of a case interview, it should last for at least half an hour. In case of a group/programme, it should not exceed 25 participants.

3	Percentage of PSDS cases reported to have increased awareness and knowledge on the harmful effects of drug abuse ¹⁵ after attending 3 hours drug specific preventive educational group/programme in a year	90%
4	Percentage of PSDS cases with drug related offence/known drug history being successfully referred ¹⁶ to Counselling Centres for Psychotropic Substance Abusers (CCPSA) or others ¹⁷ for drug treatment and rehabilitation programmes/ other follow up services in a year	50%

* The actual agreed level of performance standards outputs / outcomes of respective Agency will be subject to the agreement with Agency.

Essential Service Requirements

- open 11 sessions per week¹⁸
- 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; and
- services of CSSS to be provided by Registered Social Workers.

¹⁵ “Increased awareness and knowledge on the harmful effects of drug abuse” denotes PSDS cases report to have more awareness and knowledge on the harmful effects of drug abuse, e.g. awareness towards the physical and psychological dependence on drug, knowledge on the adverse effect of different types of drug, etc. after attending 3 hours drug specific preventive educational group/programme. Outcome evaluation can be conducted with the participant and/or his/her parent/teacher in the format of questionnaire or feedback form. Evaluation supported by pre-test and pro-test is preferred.

¹⁶ “Successfully referred” denotes written referral sent to CCPSA/others for drug treatment and rehabilitation programmes/other follow-up services with subsequent ‘Notification of Intake Result’ received from the receiving-end who had conducted case intake through face-to-face/telephone interview or home visit, etc.

¹⁷ “Others” refer to (i) Drug Treatment and Rehabilitation Centre (Medical Model); (ii) Drug Treatment and Rehabilitation Centre (Non-medical Model/Gospel Model); (iii) Substance Abuse Clinic (SAC); (iv) Private Psychiatrist; and (v) Others (please specify).

¹⁸ The normal opening days of the centre per week irrespective of public holidays/block leave, e.g. 6 normal opening days per week. If the number of opening days per week in a particular month is varied, please take the average number.

Quality

The Service Operator will 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 Operators.

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 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.

Other References

Apart from this FSA, the Service Operator should also comply with the requirements/commitments set up in the Service Specifications (if applicable), 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.