

Funding and Service Agreement¹

Integrated Children and Youth Services Centres with Services for Young Night Drifters

I Service Definition

Introduction

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

Purpose and objectives

ICYSCs with services for YNDs 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;
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; and
5. to reach out to prominent spots in the street where young people usually gather at late night so as to provide them with appropriate, on-the-spot services, prevent them from falling prey to negative elements and steer those vulnerable away from drugs.

¹ The 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 with services for YNDs 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 services for YNDs should be set according to community needs. In addition, ICYSCs with services for YNDs should collaborate strategically with stakeholders who may affect the welfare of children and youth.

ICYSCs with services for YNDs should:

1. provide extended hours service from 10 p.m. to 6 a.m. the next day for reaching out to YNDs and to provide centre-based or drop-in service during these hours, if necessary;
2. provide on-the-spot crisis intervention, including escorting YNDs back to their home or temporary shelters, if required, within the designated districts;
3. provide short-term intervention, including counselling, welfare referrals and escorting YNDs to agencies concerned, if necessary;
4. arrange YNDs and their families to receive mainstream young people and family services for positive social and personal development; and
5. refer YNDs with drug history to Counselling Centre for Psychotropic Substance Abusers (CCPSA) or other drug treatment and rehabilitation (T&R) programmes for follow-up services.

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 aged from 6 to 24 who loiter or drift outside home at late night.

II Performance Standards

The ICYSCs with services for YNDs are required to achieve the following performance standards:

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Total number of new and renewed members registered in the year ending 31 March ³	1,400
2	Total number of programme/case sessions in a year ⁴	250 ×

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.

⁴ 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

	establishment of social workers of the centre since 1.4.2000 ¹⁰
2a ⁵ . Out of (2), total number of programme sessions for specific target groups in a year ^{6&7}	25 x establishment of social workers of the centre since 1.4.2000 ¹⁰
2b ⁶ . Out of (2), total number of programme sessions involving strategic alliance in a year ⁸	25 x establishment of social workers of the centre since 1.4.2000 ¹⁰
(The output requirement of 2c is for those ICYSCs with resources pooled from school social work service only)	1.4.2000 ¹⁰
2c ⁹ . Out of OS2, total number of programme sessions (excluding cases) for enhancing mental health/stress resilience in a year	10 x number of recognised school social workers

record).

⁵ 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.

⁶ 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.

⁷ Breakdown of the programme sessions for the specific target groups (select one type only) is required to be specified in the SIS Form.

⁸ “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.

⁹ 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.

¹⁰ 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. The additional manpower injected in 2001, 2005 and 2008 for delivering the extended services for YNDs would not be counted in deriving the target levels of Output Standards 2, 3 and 5. Social Workers refer to social workers at the ranks of SWA, SSWA and ASWO.

3	Total programme attendance in a year ¹¹	(a) 2,500 × establishment of social workers of the centre since 1.4.2000 ¹⁰
	(The output requirement of 3(b) is for those ICYSCs with resources pooled from school social work service only)	(b) 1,500 x number of recognised school social workers ¹¹
4	Rate of achieving programme plans in a year ¹²	85%
5	Average number of service recipients by quarter ¹³	45 × establishment of social workers of the centre since 1.4.2000 ¹⁰
6	(The output requirement of 6 (including 6a) is for those ICYSCs with resources pooled from school social work	

¹¹ Different agreed levels for (a) the number of ICYSC social workers (i.e. recognised social workers excluding school social workers) of the centre and (b) the number 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.

¹² 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.

¹³ “Average number 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).

	service only)	
	Total number of collaboration meetings with school personnel in a year ¹⁴	5 x each secondary school
	6a. Out of OS6, total number of meetings for exchanges and feedback on service planning/evaluation in a year ¹⁵	1 x each secondary school
7	Total number of YNDs served within one year	720*
8	Total number of direct contact hours for YNDs in a year (with a minimum of 70% of the contact time falling between 10 p.m. and 6 a.m. the next day) ¹⁶	4,676* <i>(4,676+4,676/ recognised number of YND worker of the centre injected in 2001 & 2005 [i.e. 6] x 60%)</i>
9	Total number of referrals made for mainstream services or youth employment programmes for YNDs in a year ¹⁷	30*
10	Total number of service sessions for YNDs in a year ¹⁸	240*

¹⁴ 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.

¹⁵ The meeting involves supervisor of the school social workers.

¹⁶ The direct contact hours fall outside 10 p.m. to 6 a.m. the next day can be put for the following use:
 (i) Follow up work on crisis case that calls for immediate social work intervention (other than rendering temporary shelter, follow up work outside 10 p.m. to 6 a.m. the next day on the following immediate threat or danger is needed such as runaway from home, gang fights, unstable emotions, hospitalisation, suspected child abuse, family violence, police arrest, attempted suicide, planned abortion etc.);
 (ii) Community collaboration and networking with other stakeholders/ working partners for YNDs and their relevant systems (include making referrals, escorting YNDs for intake/treatment sessions, case conference with working partners and/ or stakeholders, etc.);
 (iii) Service provision outside 10 p.m. to 6 a.m. the next day to address the vocational, counselling of other developmental needs of YNDs (includes volunteer training, competition and contest, job training/hunting, etc.)

¹⁷ Mainstream services include drug counselling/rehabilitation, family, medical, legal, residential and school etc.

¹⁸(i) Service sessions include the sessions provided for intensive/brief counselling/supportive individual work, therapeutic/support/educational/developmental/mutual-help/natural groups, educational/developmental programmes.

(ii) Each counselling session should last for at least 30 minutes.

(iii) Each group session should be counted with preferably 3 or more YNDs for at least one hour in a time with shared/common group goals and follow up sessions.

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Percentage of successful referrals to mainstream services or youth employment programmes for YNDs in a year ^{19&20}	75%
2	Percentage of YNDs served having achieved one of the following objectives upon termination of service within one year ²¹ : <ol style="list-style-type: none"> i. settled with proper schooling; ii. settled with gainful employment; iii. other service outcomes (please specify) achieved which are conducive to the positive development of the YND and preventing him/her from falling prey to negative elements 	80%
3	Percentage of successful referrals to CCPSA or other T&R programmes within one year, among the consents obtained from YNDs served with drug history ^{19&22}	60%
4	Percentage of members ²³ 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%

(iv)The programme can be in the form of talks, workshops and mass programmes, exhibitions, publication of educational booklets and media interviews, etc.

(v)A whole day programme comprises of a maximum of 3 sessions.

¹⁹ Written and verbal referrals are acceptable. Social workers of the unit should have direct contacts with the receiving-end to ensure that the receiving-end has conducted case intake through face-to-face/telephone interview or home visit, etc. Brief records on the referrals, such as date, reason and outcome of the referrals should be kept.

²⁰ The percentage is calculated basing on the “number of successful referrals to mainstream services or youth employment programmes for YNDs” against the “total number of referrals to mainstream services or youth employment programmes for YNDs”.

²¹ The YNDs served refer to those having treatment plans with one of the objectives listed in OC2 (i) to (iii). The percentage is calculated basing on the “number of YNDs served having achieved one of the said objectives upon termination of service” against the “total number of YNDs served”.

²² The percentage is calculated basing on the “number of successful referrals to CCPSA or other T&R programmes for follow up services” against the “total number of the consents obtained from YNDs served with drug history to receive T&R programmes”.

²³ 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.

- | | | |
|---|--|-----|
| 5 | Percentage of service users ²⁴ 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 only)] | 75% |
| 6 | Percentage of service users ²⁴ 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 only)] | 75% |

*There are different additional output/outcome standards committed by individual operators. Actual agreed level of respective Agency will be subject to the agreement with Agency.

Essential service requirements

The ICYSCs with services for YNDs shall:

- open 11 sessions per week²⁵ (excluding services provided for YNDs between 10:00 p.m. and 6:00 a.m. the next day);
- 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;
- provide outreaching service between 10:00 p.m. and 6:00 a.m. the next day;
- provide centre-based or drop-in service during the above service hours, if necessary; and

²⁴ “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 only).

²⁵ 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.

- ensure that the staff who are designated to provide services for YNDs should be registered social worker.

Quality

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 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' 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.

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

Other References

Apart from this FSA, the Service Operator should also comply with the requirements/ commitments set out in the Service Specification (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.