

Funding and Service Agreement¹**Services for Ex-offenders and Discharged Prisoners****I Service Definition****Introduction**

The Service Operator helps ex-offenders and discharged prisoners reintegrate into the community and develop healthy as well as law-abiding life through multi-rehabilitation programmes and collaborations with other services units. The Service Operator also provides public education programmes in order to promote public awareness on crime prevention.

Purpose and Objectives

- (1) To help ex-offenders start afresh through social work intervention and multi-rehabilitation programmes which include casework, group work, programmes, accommodation and employment rehabilitation services;
- (2) To educate the public, especially the young people, to stay away from crime for building a safe and orderly society; and
- (3) To promote public concern and involvement in offender rehabilitation and crime prevention using community resources.

Nature of Service

A variety of services is provided for ex-offenders and discharged prisoners at various stages of their rehabilitation and return to the community:

(1) *Hostel Service*

- (a) To provide transitional residence to ex-offenders and discharged prisoners to facilitate them to reunite with families or to achieve a stable living arrangement;
- (b) To arrange social and recreational programmes conducive to rehabilitation; and
- (c) To facilitate social interaction and mutual help among residents through regulated group living environment.

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

(2) *Integrated Service Centres (ISC)*

- (a) To render counselling to ex-offenders and discharged prisoners;
- (b) To provide ex-offenders and discharged prisoners with short-term cash assistance on needy basis, especially for those newly discharged from prisons and their application for Comprehensive Social Security Assistance is still processing;
- (c) To facilitate ex-offenders and discharged prisoners and their families to strengthen their social support network;
- (d) To provide support services to families of ex-offenders and discharged prisoners;
- (e) To refer ex-offenders and discharged prisoners and their families to other services when their needs cannot be met by ISC;
- (f) To organize social, developmental and therapeutic groups and programmes together with more community engagement activities developed for ex-offenders and discharged prisoners and their families;
- (g) To develop service users to be volunteers or peer supporters of ISC

(3) *Employment Development Service*

- (a) To help discharged prisoners and ex-offenders in job matching and placement according to their individual ability, interest, and expectation; and
- (b) To provide a variety of vocational training in a sheltered-work centre to discharged prisoners and ex-offenders who, due to health and other reasons, are considered temporarily not ready for open employment.

(4) *Pre-release Preparation Service (PRPS)*

The Pre-release Preparation Service for inmates of penal institutions of the Correctional Services Department includes:

- (a) To introduce the services of the Service Operator to inmates in reception centres in the form of group briefing;

- (b) To conduct individual and group interviews of inmates of respective penal institutions before they are discharged to work out individual discharge plan so as to help them reintegrate into the community; and
- (c) To conduct group sessions for preparation of release in penal institutions.

(5) *Court Social Work Service*

Court social work service includes:

- (a) Outreaching social service in courts to provide basic information relating to court procedure, emotional support and assistance;
- (b) Developing and mobilising volunteers; and
- (c) Providing counselling service and welfare assistance.

(6) *Community Education and Crime Prevention Service*

- (a) To promote civic consciousness and law-abiding lifestyle through crime prevention programmes such as talks, groups, topical activities, workshops and seminars, etc.; and
- (b) To mobilize rehabilitated ex-offenders in conducting crime prevention programmes, such as school talks and group activities.

(7) *Short-term Rental Assistance (SRA)*

To meet the immediate accommodation needs of newly discharged prisoners^{Note 1} who have genuine hardship to settle rental expenses. Each person can only benefit once for one month for each discharge from prison. There may be exceptional cases with justifiable reasons, yet at most two consecutive months of SRA will be considered.

Target group

Service nature

Target group

Hostel Service

– Discharged prisoners and ex-offenders with accommodation needs

Integrated Service Centres	<ul style="list-style-type: none"> - Discharged prisoners and ex-offenders who are experiencing a range of family or personal difficulties in the course of reintegrating into the community - Families of the ex-offenders and discharged prisoners
Employment Development Service	<ul style="list-style-type: none"> - Discharged prisoners and ex-offenders
Pre-release Preparation Service	<ul style="list-style-type: none"> - All inmates who are serving sentences in penal institutions.
Court Social Work Service	<ul style="list-style-type: none"> - People in conflict with the law
Community Education and Crime Prevention Service	<ul style="list-style-type: none"> - General public with particular attention to: <ol style="list-style-type: none"> 1. School students 2. Youth at risk 3. Young inmates in institutions 4. Ex-offenders
Short-term Rental Assistance	<ul style="list-style-type: none"> - Target users should be those prisoners who are newly discharged from prisons having financial difficulty and lack of adequate resources to solve accommodation problem of their own accord.

II Performance Standards

The Service Operator shall meet the following performance standards in respect of individual service nature:

Hostel Service

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1M	Average occupancy rate at male hostel service within 1 year	90%
1F	Average occupancy rate at female hostel service within 1 year	80%
2M	Number of admission at male hostel service within 1 year	300

Service-specific Sections (LSG)**Funding and Service Agreement**

2F	Number of admission at female hostel service within 1 year	35
3	Number of social and recreational activities ^{Note 2} completed in hostel service within 1 year	72

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the year</u>
1	Service users ^{Note 3} indicating that hostel service met their need of transitional accommodation	70%
2	Service users ^{Note 3} indicating enhancement of problem solving capacity after receiving hostel service	70%
3	Service users ^{Note 3} indicating satisfaction after receiving hostel service	70%

Integrated Service Centres

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of cases served per month	3483
2	Number of new cases served ^{Note 4} in a year	870
3	Number of families of ex-offenders and discharged prisoners served ^{Note 5} per month	348
4	Number of counselling hours ^{Note 6} provided per month	2365
5	Percentage of new cases served ^{Note 4} with at least three contacts within the first three months of case opening in a year	80%
6	Number of Counselling Group sessions ^{Note 7} conducted for ex-offenders and discharged prisoners and/or their family members per month	12

Service-specific Sections (LSG)**Funding and Service Agreement**

7	Number of Supportive / Mutual Help / Developmental Groups ^{Note 8} sessions and/or Interest Class sessions conducted for ex-offenders/discharged prisoners and/or their family members per month	32
8	Number of mass programmes ^{Note 9} per month	3
9	Number of community involvement or linkage activities and/or programmes ^{Note 10} per month	4

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the Year</u>
1	Service users ^{Note 3} indicating satisfaction after receiving ISC service	70%
2	Service users ^{Note 3} indicating enhancement of problem solving capacity after receiving ISC service	70%
3	Service users ^{Note 3} indicating enhancement of support network after receiving ISC service	70%

Employment Development Service

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of discharged prisoners being referred to job interview within 1 year	1200 ^{Note 11}
2	Number of discharged prisoners being placed in jobs within 1 year	600 ^{Note 12}
3	Number of discharged prisoners and ex-offenders enrolled in the sheltered-work centre within 1 year	150
4	Average daily attendance in the sheltered-work centre within 1 year	15

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the Year</u>
1	Service users ^{Note 3} indicating enhancement of confidence in their employability after receiving Employment Development Service	75%
2	Service users ^{Note 3} indicating satisfaction after receiving Employment Development Service	70%

Pre-release Preparation Service (PRPS)

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of group briefing conducted within 1 year	400
2	Number of attendance of the group briefing conducted within 1 year	7000
3	Number of inmate interviews in penal institutions conducted within 1 year	1400
4	Number of inmates of penal institutions turn to be service users of ISC after receiving PRPS within 1 year	400

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the Year</u>
1	Service users ^{Note 3} indicating enhancement of knowledge of community resources after attending inmate interviews of PRPS in penal institutions	80%

Court Social Work Service

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of outreach contacts per quarter	540
2	Number of intake cases per quarter	45
3	Number of counselling hours per quarter	360

Service-specific Sections (LSG)**Funding and Service Agreement**

4	Number of service hours provided by volunteers within 1 year	700
---	--	-----

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the Year</u>
--------------------------------	---------------------------------	--

1	Service users ^{Note 3} indicating enhancement of problem solving capacity after receiving Court Social Work Service	75%
---	--	-----

2	Service users ^{Note 3} indicating satisfaction after receiving Court Social Work Service	70%
---	---	-----

Community Education and Crime Prevention Service

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
-------------------------------	--------------------------------	----------------------------

1	Number of school talks within 1 year	100
---	--------------------------------------	-----

2	Number of attendance of school talks within 1 year	25000
---	--	-------

3	Number of structured school programmes within 1 year	12
---	--	----

4	Number of attendance of structured school programmes within 1 year	3000
---	--	------

5	Number of group meetings within 1 year	125
---	--	-----

6	Number of attendance of group meetings within 1 year	1500
---	--	------

7	Number of community education programmes within 1 year	4
---	--	---

8	Number of attendance of community education programmes within 1 year	800
---	--	-----

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level in the Year</u>
--------------------------------	---------------------------------	--

1	Service users ^{Note 3} indicating enhancement of awareness and knowledge on crime prevention after receiving Community Education and Crime Prevention Service	80%
---	--	-----

2	Service users ^{Note 3} indicating satisfaction after receiving Community Education and Crime Prevention Service	70%
---	--	-----

Short-term Rental Assistance

Short-term Rental Assistance is under cash grant of the Central Item. The monitoring mechanism shall be subject to **“The General Guidelines on Management of Short-term Rental Assistance for Newly Discharged Prisoners”** separately.

Essential service requirements

Hostel Service

- 24-hour care per day, with at least one staff member on duty

Integrated Service Centres

- Service should be provided by registered social worker

Employment Development Service

- 11 opening sessions per week
- Registered social worker is the essential staff

Pre-release Preparation Service

- Social workers will visit adult penal institution(s) of the Correctional Services Department at least once a month
- Staffing requirement includes a registered social worker

Court Social Work Service

- Counselling service should be provided by registered social workers

Community Education and Crime Prevention Service

- Staffing requirement includes registered social worker

Quality

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

III Obligations of Social Welfare Department (SWD) to Service Operators

SWD will undertake the duties set out in the General Obligations of SWD to the 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 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 agreement service unit and recognized fee income, if any. Rent and rates in respect of premises recognized 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 Guide to Social Welfare Subventions (October 1993), whichever is applicable, as well as the relevant Guidance Notes for specific services. 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 agreement service unit beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

Upon the Service Operator's acceptance to 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 reporting

documents on income and expenditure relating to the agreement service unit 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 practicing certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorized 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 References

Apart from this AFR, 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 with all these documents will be closely monitored by SWD.

Explanatory Notes:

<i>Key</i>	<i>Definitions</i>
Note 1	Service target for SRA is newly discharged prisoners who are discharged from correctional institutions within one month
Note 2	Social and Recreational activities refer to group programmes arranged in line with 'nature of the service' and with planned objectives, programme contents, evaluation and documentation.
Note 3	Service users include those having completed the respective "Users' Feedback Form (UFF)" (服務使用者意見調查問卷) as agreed with SWD upon case/service termination.
Note 4	Cases refer to service recipients who have been convicted in law courts or have been released from prisons in or outside Hong Kong. New cases served in the year refer to those cases haven't received any service(s) from ISC in the past 12 months
Note 5	To rebuild and strengthen social support of ex-offenders and discharged prisoners, ISC facilitates them reconnecting with their families. ISC also provides families of ex-offenders with support services, such as information

giving, visit, group service etc. ISC may refer service users to the welfare services units for follow-up services as appropriate if the users are assessed to have welfare needs requiring assistance, such as caring problems of children and elderly and counselling need for working on complicated family dynamic. When making referral to the welfare services units, ISC should take into consideration of and follow the relevant guidelines and procedures of the related welfare services units, for examples, Procedural Guidelines for Handling Battered Spouse Cases, Procedural Guidelines for Handling Child Abuse Cases.

Note 6 Counselling hours of the group sessions for Output Standards 6, 7, 8 and 9 should be excluded.

Note 7 Counselling group sessions refer to groups with planned objective(s), programme contents with group counselling elements, evaluation and documentation, and preferably have six or more participants. One group session should last for at least 90 minutes (excluding preparation time and follow-up work). In case of a whole day counselling programme with morning, afternoon and evening service, a maximum of 3 sessions can be counted. For a continuous session which lasts for three or more hours, only one session can be counted.

Note 8

- The number of sessions and members of each class/ group should not be less than four respectively. Each session of the class/ group should last no less than one hour.
- Support groups refer to groups which are formed with the purpose of providing emotional support and sharing of life experience by participants.
- Mutual help groups refer to groups which are formed with the purpose of providing mutual aid and support among participants to cope with daily needs/ problems.
- Developmental groups refer to groups which are formed with purposeful intervention to enhance participants' personal growth, social skills and healthy relationship with family members, peers, colleagues etc.

Note 9 Mass programmes refer to social/ recreational/ educational activities conducted for ex-offenders and discharged prisoners and their family members. Each program should last no less than 2 hours.

Note 10 Community involvement or linkage activities and programs are geared to cultivate better understanding of ex-offenders and discharged prisoners, to

promote inclusion, integration and community participation of ex-offenders and their families, to support and educate carers of ex-offenders and discharged prisoners, to develop the potential and positive personal value of ex-offenders and discharged prisoners, to enhance their interpersonal relationship and to strengthen their supporting network. Linkage activities and programs may be jointly organized with other types of social services, schools, local community organizations, commercial sector, etc.

Note 11 900 out of 1200 are preferably newly discharged prisoners.

Note 12 450 out of 600 are preferably newly discharged prisoners.