

Funding and Service Agreement¹**Family Support Networking Team (FSNT)****I. Service Definition*****Introduction***

As a follow-up to the recommendations of the Consultancy Study on the Review of Integrated Neighbourhood Projects (INPs) in Targeted Old Urban Areas completed in July 2002, a portion of INP resources will be redeployed to form eight Family Support Networking Teams (FSNTs) with effect from January 2003. These FSNTs will be attached to existing services of the eight INP operators for better interfacing and synergy. The eight FSNTs will be formed in the same Social Welfare Department (SWD) administrative districts of respective INPs, i.e. Kowloon City, Sham Shui Po and Yau Tsim Mong, so as to continue serving the vulnerable living in these old urban districts.

Purpose and objectives

The FSNT is set up to respond to the changing welfare needs through targeted and proactive outreaching methods to early identify those in need of assistance for timely intervention. To enhance service interfacing and efficient referral of vulnerable to appropriate services, the FSNT should maintain strong link with local bodies, welfare service units, non-governmental organizations, SWD and other government departments etc in the district.

Nature of the service

The service includes:

- a) Rendering proactive and targeted outreaching service to the vulnerable through concern visits, street counters or other outreaching means;

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

- b) Referring vulnerable individuals/families to appropriate welfare or mainstream services such as Social Security Field Units, Integrated Family Service Centres, Family Support and Resource Centres, Medical Social Service Units, other government departments and local organizations for follow-up services; and
- c) Networking vulnerable to serve as volunteers for assisting in outreaching efforts and networking efforts.

Target Groups

FSNT is set up to provide services to the vulnerable groups according to district needs and assessment. Examples of vulnerable include the following:

- Unemployed
- Unengaged youth
- New arrivals
- Vulnerable elderly
- CSSA clients/ families with financial hardship
- Single parent families
- Families with problems of child care or history of child abuse
- Families with relationship problems, etc.

II. Performance Measurement

The service operator will meet the following performance standards:

(a) Output Measurement

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	No. of vulnerable households newly and successfully contacted through outreaching attempts	200 households x (establishment of social worker of the service unit) in a year

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2	No. of vulnerable households newly and successfully referred to other welfare or mainstream services ¹	80 households x (establishment of social worker of the service unit) in a year
3	No. of volunteers newly recruited ² to assist in outreaching and networking efforts	25 volunteers x (establishment of social worker of the service unit) in a year

(b) Outcome Measurement

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of the vulnerable households newly and successfully contacted reported to have increased knowledge of the community and welfare resources	80%
2	Percentage of the vulnerable households newly and successfully contacted reported to have improved network with the community	80%

Explanatory Notes:

1. ***Vulnerable households newly and successfully referred to other welfare or mainstream services*** - refer to those vulnerable *currently not known* to other social work service units (except for social security field units) and newly and successfully referred to receiving end for service assessment. A vulnerable household being successfully referred to several services should only be entered once in this table to avoid double counting.
2. ***Volunteers newly recruited*** - only counts the number of volunteers newly recruited from vulnerable outreached and networked by FSNT.

Essential service requirements

- Staff requirement includes registered social worker.
- The FSNT is attached to existing services of its agency in the locality.

Quality

Service operators will meet the requirements of the 16 Service Quality Standards (SQSs).

III. Obligations of SWD to Service Operators

The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators.

IV. Basis of Subvention

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

The service unit is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by the SWD on subvention policies and procedures.