

Funding and Service Agreement¹

District Youth Outreaching Social Work Teams

I Service Definition

Introduction

1. District Youth Outreaching Social Work Teams (YOTs) seek to reach out and establish direct contacts with young people who are unattached to normal social systems but are inclined to be, or are, attached to some undesirable systems or elements. Contacts are usually made in the places that these young people are known to frequent (e.g. internet cafes, playgrounds, parks, shops, housing blocks and video games centres, etc.).

Purpose and objectives

2. The purpose of YOTs is to identify and engage target clients to help them to overcome their problems and difficulties, develop their potentials and become socially integrated.

3. The objectives of working with these young people are:

- (a) to prevent them from further behavioural deterioration;
- (b) to direct them to more positive lifestyles;
- (c) to empower them to overcome their difficulties and problems; and
- (d) to foster the development of positive social values and attitudes as well as to enhance their social functioning and potentials.

Nature of service

4. The services provided include:

- (a) identifying and targeting potential clients;
- (b) establishing direct contacts with target clients, either individually or in groups;

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

- (c) providing counselling, either on an individual or group basis, to assist clients to overcome their difficulties or problems;
- (d) organising group activities or programmes for guidance, skill training, education, drug awareness, community service, recreation, rapport building or other specified purposes in order to achieve case plans; and
- (e) referring clients to other appropriate services such as Counselling Centres for Psychotropic Substance Abusers in order to meet their needs which cannot be met by the outreaching social work service.

5. While the service is outreaching in nature, clients may approach the service directly for assistance, either in or out of the office/ working base.

Target group

6. Target clients of the service are young people between the ages of 6-24 who are unattached to normal social systems and are vulnerable or exposed to undesirable systems or elements. The focus is on those aged between 8-17 years of age.

II Performance Standards

7. The service operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	No. of cases (including potential cases) of a service unit per month	455(133) [400(117)÷ 9.45] ^{Note 1} x (notional establishment of social worker of the service unit - 1.25 ^{Note 2})
2	No. of cases closed, having achieved case goal plan of a service unit per year	52 [46 ÷ 9.45] ^{Note 1} x (notional establishment of social worker of the service unit - 1.25 ^{Note 3})
3	No. of clients identified through external contact and direct approach of a service unit per year	248 [218 ÷ 9.45] ^{Note 1} x

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
		(notional establishment of social worker of the service unit – 1.25 ^{Note 4})
4	No. of direct contact hours of a service unit per year	7 482 [6 577 ÷ 9.45] ^{Note 1} x (notional establishment of social worker of the service unit - 1.25 ^{Note 5})
5	No. of anti-drug programme sessions of a service unit per year	48 ^{Note 6}

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Percentage of cases closed having achieved agreed case plan ^{Note 7}	50%
2	Percentage of participants of anti-drug programmes having reported increasing anti-drug knowledge and / or awareness ^{Note 8}	70%

(Please refer to the Appendix for the detailed elaboration and notes of the above five output indicators and two outcome indicators.)

Essential service requirements

8. The service is rendered by registered social workers.

Quality

9. The service operator will meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operator

10. SWD will undertake the duties set out in the General Obligations of SWD to service operators as specified in the FSA Generic Section.

IV Basis of Subvention

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

V. Funding

12. This additional recurrent resource will be allocated on a Lump Sum Grant (LSG) mode to the service operator. This lump sum has taken into account personal emoluments, including provident fund for employing registered social worker, and other charges (including employees' compensation insurance and public liability insurance). 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.

13. In receiving the LSG, the service operator is accorded flexibility in the use of the grant but will be required to observe the guidelines set out in the latest LSG Manual and the LSG Circulars in force on the use of subventions. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with government-wide price adjustment factor. The actual subvention allocation will also be adjusted in accordance with the date of commencement of service. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

VI Payment Arrangement, Internal Control and Financial Reporting Requirements

14. Upon approval of the application, signing of the Funding and Service Agreement

(FSA) and confirmation of commencement of service, the LSG subventions payment will be made on monthly basis.

15. The service operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system 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.

16. The service operator has to submit annual financial report (AFR) and statements reviewed by a certified public accountant registered under the Professional Accountants Ordinance (Cap 50) in accordance with the requirements as stipulated in the latest LSG Manual and LSG Circulars in force. The AFR should be prepared on cash basis and non-cash items like depreciation, staff leave accrual etc. should not be included in the AFR. Special or major capital expenditure items should only be included in the AFR if they had been thoroughly discussed in management board, well justified and documented.

Elaboration on the Output Standards

All Output Standards ^(Note 1): The agreed level in 2008 before manpower enhancement

Output Standard 1 ^(Note 2): “Number of cases (including potential cases) of a service unit **per month**”

- (i) This indicator is measured and based on the average of 12 months.
- (ii) A caseload of 455 cases comprising 322 active cases and 133 potential cases is required for a YOT with a notional establishment of 12 social workers, including the team leader who will spend 25% of his/her man-hours on direct service with clients while 50% of service output of one additional social worker enhanced in 2010-11 will be excluded in the calculation in view that more intensive social work intervention is required in engaging and motivating target youth with drug related problem or multi-problem for positive change. The agreed level for a YOT with more than 12 social workers will be adjusted upwards on proportion.

Output Standard 2 ^(Note 3): “Number of cases closed, having achieved case goal plan of a service unit **per year**”

52 cases per year having case goal plan are required to be closed by a YOT with a notional establishment of 12 social workers, including the team leader who will spend 25% of his/her man-hours on direct service with clients while 50% of service output of one additional social worker enhanced in 2010-11 will be excluded in the calculation in view that more intensive social work intervention is required in engaging and motivating target youth with drug related problem or multi-problem for positive change. The agreed level for a YOT with more than 12 social workers will be adjusted upwards on proportion.

Output Standard 3 ^(Note 4): “Number of clients identified through external contact and direct approach of a service unit **per year**”

- (i) “Number of clients” is defined as “No. of New cases plus No. of New Potential cases plus No. of Re-opened cases plus No. of Re-opened Potential cases minus No. of Potential cases transferred to active cases”.
- (ii) There is no need to differentiate “external contact” from “direct approach”.

- (iii) 248 clients per year are required to be identified by a YOT service unit with a notional establishment of 12 social workers, including the team leader who will spend 25% of his/her man-hours on direct service with clients while 50% of service output of one additional social worker enhanced in 2010-11 will be excluded in the calculation in view that more intensive social work intervention is required in engaging and motivating target youth with drug related problem or multi-problem for positive change. The agreed level for a YOT with more than 12 social workers will be adjusted upwards on proportion.

Output Standard 4 ^(Note 5): “Number of direct contact hours of a service unit **per year**”

- (i) “**Direct** contact hours” refers to “face-to-face encounters, telephone contacts and written communication with active cases, potential cases, other targets and their relevant systems”.
- (ii) 7 482 direct contact hours per year are required for a YOT service unit with a notional establishment of 12 social workers, including the team leader who will spend 25% of his/her man-hours on direct service with clients while 50% of service output of one additional social worker enhanced in 2010-11 will be excluded in the calculation in view that more intensive social work intervention is required in engaging and motivating target youth with drug related problem or multi-problem for positive change. The agreed level for a YOT with more than 12 social workers will be adjusted upwards on proportion.

Output Standard 5 ^(Note 6): “Number of anti-drug programme sessions of a service unit per year”

Anti-drug programmes refer to drug preventive education and publicity programmes to the at-risk youth in the serving district. These programmes may be in the format of talks, workshops, groups and mass programmes, exhibitions, publication of educational booklets and media interviews/programmes, etc.

Outcome Standard 1 ^(Note 7): “Percentage of cases closed having achieved agreed case plan”

- (i) **Case plan** shall include four components: i) a plan worked out between the social worker and the service user with agreed direction such as

service user's consent on working towards drug abstinence or other problem(s) identified and agreed to deal with; ii) specific time frame; iii) specific actions to be taken by the social worker and/or the service user in working towards the agreed direction; and iv) goals which can be evaluated and adjusted during the helping process including concrete behavioral change such as decreasing abscondance / resuming studies or participating vocational training / securing gainful employment / improving family relationship and etc .

- (ii) The percentage is calculated basing on the “no. of cases closed having achieved case plan upon termination of service” against “the total no. of cases closed (excluding potential cases)”.

Outcome Standard 2 ^(Note 8): “Percentage of participants of anti-drug programmes having reported increasing anti-drug knowledge and / or awareness”

The percentage is calculated basing on the “no. of participants having reported increasing anti-drug knowledge and / or awareness” against the “total no. of participants having completed the anti-drug programmes including talks, workshops and groups”.