

Funding and Service Agreement¹ **Hotline Service for Youth at Risk**

I Service Definition

Introduction

Hotline service for youth at risk is to help young people through telephone contact when they are desperate. It is a safety net for young callers to seek guidance and counselling on their worries and puzzles in daily life through timely intervention.

Purpose and objectives

The purpose of hotline service for youth at risk is to provide a means to alleviate the problem of youth at risk, especially youngster suicide. Callers who are emotionally unstable or have suicidal thought or attempt could have an opportunity to ventilate their emotion and seek for help.

The objectives of hotline service for youth at risk are to support the young people through telephone contact:

- by offering help in an easy and convenient way in crisis situation without exposing their identities
- by facilitating them to solve their own problems instead of accumulating and aggravating their negative emotions which ultimately may lead to desperate outbursts
- by providing counselling service which can help them ease their distress

Nature of the service

Hotline service for youth at risk provides the following services to the callers:

- telephone guidance and counselling
- face-to-face counselling to those callers who requiring immediate intervention and for further referral
- referring clients to other appropriate services units in order to meet their needs
- special educational or preventive projects to address their common problems identified from callers

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

Target group

The main target group is those aged between 6 to 24. Other callers will be made appropriate referral after the first call, if necessary.

II Performance Standards

The service operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average number of calls handled per month	3,000
2	Average number of hours spent on handling calls per month	1,275
3	Rate of achieving the agreed goal plan on the incoming calls within one year	85%

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of children and youth service users indicating satisfaction after receiving hotline service in a year (Note)	80%
2	Percentage of children and youth service users with improved emotion in a year (Note)	80%

Note : Children and youth service users refer to the young callers who seek guidance and counselling on their worries and puzzles in daily life through hotline service. In every five incoming calls, one service user would complete a verbal survey before the termination of call. [The sample size, i.e. total no. of incoming calls with verbal survey should not be less than 20% of the total no. of incoming calls handled by hotline workers in the year.]

Essential statistics (for reference only)

- Number of cases handled (cases handled not more than 2 months)
- Number of counselling hours for cases
- Number of cases closed (cases handled not more than 2 months)
- Rate of achieving the agreed goal plan on the closed cases

Essential service requirements

Staffing should include registered social worker with recognised degree in social work

Quality

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

III Obligations of Social Welfare Department to Service Operators

The Social Welfare Department (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 the SWD to the Service Operator.

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.