

Funding and Service Agreement¹

Youth Outreaching Teams

I. Service Definition

Introduction

1. For enhancing the outreaching service for at-risk youths to better meet the service demands, Youth Outreaching Teams (YOTs) are set up and adopt a new mixed mode of day and night outreaching service (i.e. with flexibility in the operating hours). 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.) in a defined service boundary.

Purpose and objectives

2. The purposes of YOTs are to identify, reach out and engage target service users to help them overcome their problems and difficulties, develop their potentials, prevent them from falling prey to negative elements and become socially integrated.

3. The specific objectives of YOTs are-

- (a) to identify early and reach out to the target service users and prevent them from further behavioural deterioration or falling prey to negative elements;
- (b) to provide guidance/ support to direct the target service users to more positive lifestyles;
- (c) to empower the target service users 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 of the target service users.

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

Nature of service

4. The services to be provided by the Service Operator include-
 - (a) identifying and establishing direct contacts with the target service users, either on an individual or group basis;
 - (b) providing guidance and counselling, either on an individual or group basis, to assist the target service users to overcome their difficulties or problems;
 - (c) organising group activities or programmes for rapport building, guidance, life skills training, developing better drug awareness, providing community service or other specified purposes in order to achieve case plans;
 - (d) providing on-the-spot crisis intervention, including escorting young night drifters (YNDs) back to their home or crisis residential centre/ temporary shelters during late hours, if required;
 - (e) referring the target service users to other appropriate services such as youth employment programmes, counselling centres for psychotropic substance abusers or other drug treatment and rehabilitation centres, integrated family service centres, integrated children and youth services centres, clinical psychological or psychiatric services, etc. according to their service needs; and
 - (f) providing any other services to meet the changing service needs of the target service users.

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

Target group

6. Target service users are young people/ YNDs aged 6 to 24, who do not normally participate in conventional social or youth activities and are vulnerable or exposed to undesirable influence and/or manifesting behavioural problems, usually frequenting places like internet cafes, playgrounds, video game centres, etc. or loitering or drifting in the street at late hours at night in the defined boundaries.

II. Performance Standards

7. The Service Operator will meet the following performance standards-

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	No. of cases served (including cases involving YNDs) of a service unit per year ^{Note 1}	240*
2	No. of cases closed (including cases involving YNDs) having achieved the case goal/ plan of a service unit per year ^{Note 2}	43*
3	No. of YNDs served of a service unit per year ^{Note 3}	360*
4	No. of direct contact hours (including direct contact hours working with YNDs) of a service unit per year ^{Note 4}	6235*
5	No. of referrals successfully made for mainstream services or youth employment programmes of a service unit per year ^{Note 5}	43*
6	No. of group/ programme sessions conducted by a service unit per year ^{Note 6}	96*
7	No. of newly identified youths (including YNDs) of a service unit per year ^{Note 7}	144*

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Percentage of programmes having achieved their programme goals in a year ^{Note 8}	70%*
2	Percentage of youths served indicating satisfaction after receiving the service in a year ^{Note 9}	70%*

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
3	Percentage of youths served with enhanced resilience or problem solving capacity in a year ^{Note} 10	70%*

*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.

(For the explanatory notes, please refer to the Annex 2 attached to this Agreement.)

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 the Service Operators as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV. Basis of Subvention

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

Funding

12. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. This lump sum has taken into account personal emoluments, including provident fund for employing registered social workers 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.

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 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 government-wide price adjustment factor. 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

14. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

15. 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.

16. The Service Operator shall submit 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.

V. Validity Period

17. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms of condition of the Agreement and fail to remedy the same in such manner and within such time as shall be specified in a written notice from SWD that the same be remedied, SWD may after expiry of such notice, terminate this

Agreement by giving 30 days' notice in writing to the Service Operator.

18. 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.

19. Continuation of service for the next term will be subject to the relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. SWD reserves the right to reallocate the project.

VI. Other References

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

<u>Note 1</u>	Case should have the service user's consent to receive social work intervention with an agreed goal(s), case plan and time frame.
<u>Note 2</u>	<p>(i) Cases closed denotes when (1) the service user requests for termination of service; or (2) the social worker considers termination of service or referring out the service user to other parties for follow up appropriate; or (3) the service user has lost contact/ has been untraceable or left Hong Kong for 3 months or more.</p> <p>(ii) Case plan should include following components:</p> <ol style="list-style-type: none"> a. the plan is worked out between the social worker and the service user with agreed direction such as drug abstinence or dealing with other problem(s) identified; b. specific time frame; c. specific actions to be taken by the social worker and/or the service user in working towards the agreed direction; and d. 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.
<u>Note 3</u>	YNDs denote young people aged 6 to 24, who loiter or drift in the street at late hours at night.
<u>Note 4</u>	Direct contact hours refer to face-to-face encounters, telephone contacts and written communication with active cases, other targets and their relevant systems.
<u>Note 5</u>	(i) Successful referral denotes both 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

	<p>be kept. More than one successful referral (as well as the corresponding consent) for the same service user can be counted.</p> <p>(ii) Mainstream services include drug counselling/ rehabilitation, family, medical, legal, residential, school and institutional services, etc.</p>
<p><u>Note 6</u></p>	<p>(i) Each group/programme session should preferably have four or more participants;</p> <p>(ii) Programmes may be in the format of talks, workshops, mass programmes, exhibitions, publication of educational booklets and media interviews / programmes, etc;</p> <p>(iii) Groups are to be counted at the month of termination; and</p> <p>(iv) Each session should last for at least 1 hour. In case of a whole day programme, a maximum of three sessions can be counted.</p>
<p><u>Note 7</u></p>	<p>Newly identified youth is at-risk youth newly met by the social worker, who is able to be identified either by name or nickname with contact means and is assessed by the social worker with welfare needs.</p>
<p><u>Note 8</u></p>	<p>The percentage is calculated basing on the “number of programmes having achieved their programme goals” against the “total number of programmes having completed”.</p>
<p><u>Note 9</u></p>	<p>The percentage is calculated basing on the “number of youths served having indicated satisfaction after receiving the service” against the “total number of cases closed”.</p>
<p><u>Note 10</u></p>	<p>The percentage is calculated basing on the “number of youths served having reported enhanced resilience or problem solving capacity” against the “total number of cases closed”.</p>