

Funding and Service Agreement¹

Family Support Programme

This is a supplementary Funding and Service Agreement (FSA) applicable to Integrated Services Centre. It should be applied together with the related Funding and Service Agreement in force.

I. Service Definition

Introduction

The Chief Executive has pledged in his Policy Address in October 2005 to further strengthen families and our support to them. Despite the full array of existing services available for our families, there remain needy families who are unwilling to seek help. To increase connection with vulnerable families which are unmotivated to seek help to address their problems at an early stage, a Family Support Programme (FSP) is launched in the Integrated Services Centre which has the component of family service among others.

Purpose and Objectives

2. The purpose of FSP is to increase connection with vulnerable individuals / families that are unmotivated to seek help to address their problems at an early stage. The objectives are the same of the existing Integrated Services Centre.

Nature of Service

3. Under FSP, social workers would, through various means, introduce the needy to various support services available and motivate them to receive appropriate services to prevent further deterioration of their problems. Subject to professional judgment and individual case circumstances, social

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

workers are encouraged to mobilize family support persons to facilitate the engaging / helping process as appropriate.

Target Users

4. They are the same of the existing Integrated Services Centre.

II. Performance Standards

Output Indicators

5. In addition to the output and outcome standards of the current FSA for Integrated Services Project, the service operator should meet the following outputs and provide the statistics as required by the Social Welfare Department (SWD):

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
1.	Number of family support persons ²	20
2.	Number of individuals / families newly engaged in centre services ³ or community services ⁴ under the Family Support Programme	80

² Family support persons may include (i) existing service users or ex-users of the Integrated Services Centre having gone through similar problems / crisis before or those having positive experience in tackling their personal / family difficulties with intervention / support by the Integrated Services Centre; and (ii) suitable volunteers recruited / selected by the Integrated Services Centre, who can be mobilized to reach out or render support or befriend vulnerable individuals / families that are unmotivated to seek help with a view to linking them to centre services or community support services and / or forming a network of community care and assistance. The involvement / participation of family support persons aims to facilitate the engaging / helping process but they are **not** to replace the social workers' role nor take over their duties. The Integrated Services Centre should maintain an updated list of family support persons recruited for the purpose of statistical reporting.

³ Include intensive counselling / brief counselling / supportive casework or therapeutic / support / mutual-help / educational / developmental group or educational / developmental programmes but exclude drop-in and promotional programmes such as carnivals.

⁴ Include formal or informal support services available in the community, including those provided by subvented service units (e.g. DECCs, NECs, ICYSCs, etc.) or non-subvented / self-financing units (e.g. women's associations, etc).

Essential Service Requirements

6. They are the same of the existing Integrated Services Centre.

Quality

7. The service operator will meet the requirements of the 16 Service Quality Standards.

III. Obligation of SWD to Service Operators

8. SWD will undertake the duties set out in the General Obligation of SWD to service operators.

IV. Basis of Subvention

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

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