

## Funding and Service Agreement<sup>1</sup>

### Multi-programme Integrated Service (Type 2)

#### I. Service Definition

##### **Introduction**

The integrated services centre aims at providing comprehensive, holistic and one-stop integrated services to residents to fulfill their multifarious needs. The guiding principles and concepts include : accessibility, early identification, integration, partnership, comprehensive service coverage, holistic concern for individuals, child-centred, family-focused, community-based, proactive reaching-out approach, multi-level intervention, flexible and cost-effective use of resources.

##### **Purpose and Objectives**

2. The purpose of the integrated services centre is to meet the multifarious needs of all age groups (including children, youth, people with disabilities, adults, elderly persons and carers, etc) in the community.

3. The specific objectives of the integrated services centre are:

- (a) To provide a comprehensive range of preventive, developmental, supportive and remedial services to enhance the physical, psychological, intellectual and social functions of the residents living in the community;
- (b) To preserve and strengthen the family as a unit, support and enhance family functioning and development of its members, facilitate social and interpersonal relationship among residents, and build up a supportive and caring community to facilitate betterment of life;
- (c) To identify problems early, and to provide early intervention to

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<sup>1</sup> This Funding and Service Agreement is a sample document for reference only.

support and assist people in disadvantaged circumstances (e.g. families in trouble, children and youth at risk, frail and / or demented elderly persons, etc) so as to help them cope with life crises, regain self resilience and restore their normal functioning.

### **Nature of Service**

4. On the service scope, the centre provides a continuum of services with preventive, developmental, supportive and remedial functions.

#### Preventive and development level :

- drop-in centre
- socialization and developmental groups / programmes
- mutual support groups / programmes
- educational groups / programmes ( community education, family life education, social responsibility and competence enhancement programme, etc)
- volunteer development groups / programmes (for all ages, including individuals and groups, one of the purposes being to support vulnerable groups such as vulnerable elderly persons who are living alone or lacking family support) networking with other units and organisations for establishing a mutual referral mechanism to identify and assist those that are vulnerable or at risk, and also for joint programmes
- outreaching for early identification of those that are vulnerable or at risk
- family resource centre
- information giving and self-learning facilities
- reading / study room facilities
- recreation / social / leisure time activities
- play groups
- toy library
- hotline service
- Smart Tung Chung website

#### Support level :

- brief counselling
- supportive groups and family education programmes
- 3 places of occasional child care service, 14 places of extended hours service,

and 12 places of integrated programme in kindergarten-cum-child care centre (IP in KG-cum-CCC)

- 20-places day care centre for the frail / demented elderly persons plus at least 2 places of day respite service
- referral for tangible services
- after-school care programme
- meal service
- bathing service
- laundry service
- employment service

#### Remedial level1:

- intensive counselling (cases screened by assessment tool and using case management approach)
- therapeutic groups (using multi-disciplinary approach as appropriate)
- crisis intervention programmes (e.g. outreaching service to individuals in crisis, debriefing programme after a tragic event)

#### **Target Service Users**

5. The integrated services centre serves residents of all ages in the community, in particular those hard-to-reach and at risk groups. Apart from serving residents in Tung Chung Area 30 & 31, services should also be extended to residents of other areas in Lantau Island, including Discovery Bay and particularly those areas without centre-based welfare services.

## **II. Performance Standards**

#### **Annual Business Plan**

6. The service operator is required to prepare an annual business plan to identify the service gaps and needs of the district together with strategies to meet these needs and demands. The business plan is to be drawn up in consultation with the Social Welfare Department (SWD) and the District Coordinating Committees concerned. The value added services should be presented in the Annual Business Plan.

## Output and Outcome Indicators

7. Output and Outcome indicators shall be adopted in performance assessment. The service operator shall meet the performance standards listed below. If there is evidence indicating changes in the service requirements, the service operator may be required to change the output and / or outcome requirements within the available capacity or resources given. This may be linked up with the annual business plan stated in para.6 above.

### Output Indicators :

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of new and renewed members at end of year	2,500
2	Average attendance (centre-based) per session in a year	150
3	Total number of preventive / development group / programme sessions in one year (i.e. socialization and developmental groups / programmes, mutual support groups / programmes, educational groups / programmes, volunteer development groups / programmes/cognitive training groups/programmes )	1,650 (including 40 programmes jointly organized with other service units, local organisations.)
4	Total number of supportive / therapeutic group / programme sessions in one year (i.e. supportive groups and family education programmes, therapeutic groups)	850
5	Number of new / reactivated cases receiving intensive counselling / brief counselling / supportive casework	298
6	Average enrolment rate of day care centre for the elderly persons in one year	105%
7	Average daily attendance rate of day care centre for the elderly persons in one year	90%
8	Care plan for elderly persons in day care centre	
	a. Rate of individual care plan (ICP) formulation within one month after admission	100%
	b. Rate of ICPs reviewed (once every 6 months)	100%
9	Total number of volunteer service for vulnerable elderly persons in one year (including telephone contacts, home visits and simple personal assistance to	3,100

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
	vulnerable elderly persons)	
10	Total number of volunteers in one year	150
11	Total number of elderly persons who have received support team for the elderly (STE) networking support services	600 per year
12	Average enrolment rate of IP in KG-cum-CCC within a period of one year	90%
13	Rate of achieving plans of IP in KG-cum-CCC within a period of 6 months	95%
14	Average attendance rate of Occasional Child Care Service per session per year	50%
15	Average attendance rate of extended hours child care service within a year	80%
16	Services for hidden or vulnerable elderly persons:	
	a. monthly average number of active cases of hidden or vulnerable elderly persons (summing up the 12 month-end number of active cases ÷ 12)	35
	b. turnover rate of cases served in one year in relation to hidden or vulnerable elderly persons (total number of closed case ÷ total number of cases served x 100%)	20%
17	Total number of activities of building up rapport with local stakeholders for service promotion and/or establishing strategic partnership in one year.	12
18	Total number of carers served within one year	30
19	Total number of Minimum Data Set-Home Care (MDS-HC) Version 2.0 <sup>2</sup> assessments conducted within one year. <sup>3</sup>	55

<sup>2</sup> MDS-HC Version 2.0 or the prevailing version of MDS-HC adopted by SWD

<sup>3</sup> SWD will take into consideration the availability of referrals should the agreed level not being met.

**Outcome Indicators :**

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	% of service users showing satisfaction with the integrated services	85% & above
2	% of service users showing improvement in family relationship	85%
3	% of service users whose support network is widened	85%
4	% of service user showing improvement in problem solving skills and coping skills when facing crises	85%
5	% of residents having increased knowledge about community resources	85%
6	% of service users having learned various relaxation skills and made improvement in their mental status	85%
7	% of volunteers having found satisfaction from volunteer service	85%
8	% of service users being empowered psychologically and in behavioural terms	85%
9	Average successful rate of finding jobs of individuals after receiving work-related skill training in a year	50%

**Essential Service Requirement**

8. The essential service requirements include :

- The integrated services centre including the drop-in centre at 1st floor of Area 31 and RT/F of Area 30 shall be opened at least 18 sessions per week including 6 evening sessions and 1 session on Sunday. The main drop-in centre on RT/F of Area 30 shall be opened from 10:00 a.m. to 6:00 p.m. during all public holidays except the 1st , 2nd and 3rd days of Lunar New Year, Ching Ming Festival, Chung Yeung Festival and Hong Kong Special Administration Region Establishment Day.
- Occasional child care service (OCCS) and extended hours child care service (EHS) have to comply with the relevant legislations and operation manual of pre-primary institutions. The operating hours of OCCS are from 8:00 a.m. to 6:00 p.m. from Monday to Friday, and from 8:00 a.m. to 1:00 p.m. on Saturday.

The operating hours of EHS are 12 hours per week (that is, from 6:00 p.m. to 8:00 p.m. from Monday to Friday, and from 1:00 p.m. to 3:00 p.m. on Saturdays).

- All services of the IP in KG-cum-CCC have to comply with the operational procedures of Central Referral System for Rehabilitation Services - Sub-system for disabled pre-schoolers (CRSRehab-PS) and designated child care worker is essential staff of the service.
- Service hours of IP in KG-cum-CCC are from 8:00 a.m. to 6:00 p.m. from Monday to Friday and from 8:00 a.m. to 1:00 p.m. on Saturday. Services of the IP in KG-cum-CCC have to be maintained during inclement weather including Typhoon Signal No. 3 and Red Rainstorm Warning Signal.
- The day care centre for the elderly persons shall be opened 12 sessions per week from 8:00 a.m. to 6:00 p.m. from Monday to Saturday with extended hours from 6:00 p.m. to 7:00 p.m. There should be enrolled/registered nurse in the centre at all times during the service hours.
- The sub-base at Discovery Bay shall be opened at least 10 sessions a week.
- There should be registered social worker (RSW) with recognized degree in social work in the integrated services project. There should also be qualified nurse in the Day Care Centre for the Elders, and special child care worker (not exceeding the ratio of 1 worker to 6 disabled children) for the IP in KG-cum-CCC service.

### **Quality**

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

### **III. Obligations of SWD to the Service Operator**

10. SWD will undertake the duties set out in the General Obligations of SWD to the service operator as specified in the Funding and Service Agreement (FSA) Generic Section.

#### **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. 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 service unit and recognized 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.

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 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 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 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 representatives.

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.

**V. Validity Period**

17. This FSA is valid for a time-defined period. Should the service operator be in breach of any term 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 respective 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 to all these documents will be closely monitored by SWD.