Service-specific Sections

Funding and Service Agreement

Funding and Service Agreement

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

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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

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

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 SWD to Service Operators**

The SWD will undertake the duties set out in the General Obligations of SWD to service operators.

IV  **Basis of Subvention**

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

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