

**Minutes of the Second Meeting of
the Joint Committee on Information Technology
for the Social Welfare Sector held at 2:30 p.m. on 4 October 2001**

Present: Mrs Carrie Lam (Chairperson)
Mrs Patricia Chu
Mrs Eliza Leung
Mr Alex Ma
Ms Peggy Leung
Mr Chan Wing-tai
Mr Chong Chan-yau
Mr T K Kang
Ms Christine Fang
Ms Leung Kwai-ling
Mr Li Wai-chiu
Mr Lam Ka-tai (Secretary)

In attendance: Mr John Fung
Miss Shirley Kiang
Mr Eric Chan
Miss Seretta Chan
Mr Paul Chan (for agenda item 6 only)
Miss Clare Wong (for agenda item 6 only)
Mr Charles Chow (for agenda item 6 only)
Mr Max Poon (for agenda item 6 only)
Mr Lee Wing Wai (for agenda item 6 only)

Absent with apologies: Mr Philip Ho

Welcome

The Chairperson welcomed Ms Christine Fang and Miss Shirley Kiang from the Hong Kong Council of Social Service (HKCSS) who attended the meeting for the first time.

Confirmation of Minutes of the Last Meeting

2. The Chairperson said that the minutes of the last meeting as confirmed by Members through e-mail in July 2001 had been posted onto the web site of the Social Welfare Department (SWD) for general information. The Joint Committee would confirm the minutes of the meetings through this means so that records of Members' deliberations could be made accessible to the public, non-government organisations (NGOs) providing welfare services in particular, without undue delay.

Matters arising from the Minutes of the Last Meeting

3. With regard to some of the issues set out in the minutes of the last meeting, the Chairperson briefed Members about the progress as follows -

Paragraph 15

4. The Chairperson said that there were 126 NGOs joining the Lump Sum Grant mode in 2001-02 and that an additional 20 NGOs would join in 2002-03. The amount of subvention to these NGOs constituted more than 95% of the total amount of recurrent subvention to all NGOs providing welfare services.

5. The Chairperson pointed out that invitation to applications under the Business Improvement Programme (BIP) initiated to support NGOs undergoing the transition to the Lump Sum Grant had been sent to NGOs on 31 August 2001. The Lotteries Fund (LF) would be used to finance NGOs in carrying out the BIP projects. The use of information technology (IT) in terms of developing system applications to streamline NGOs' work was one of the proposed business improvement areas. The deadline for submission of applications from NGOs would be 30 November 2001.

Paragraphs 20 and 21

6. The Chairperson said that SWD and the Information

Technology Services Department (ITSD) had jointly organised a seminar on “Usability and Accessibility Considerations in Web Site Implementation”. The seminar had been held on 28 September 2001 at the Hong Kong Convention and Exhibition Centre. Around 300 participants attended the seminar, of whom about 130 were from the welfare sector. Participants generally found the seminar useful.

7. The Chairperson said that the Internet Professionals Association (iProA) had been actively promoting the implementation of barrier-free web sites in the community for greater accessibility. Subsequent to the first Joint Committee meeting, SWD and the Information Technology Resource Centre (ITRC) had had deliberations about possible measures to help address the web accessibility issue in the welfare sector. An action plan had been drawn up and set out in Paper JC 9/01.

Paragraph 23

8. The Chairperson said that SWD had visited some NGOs to introduce the Volunteer IT Advisers Scheme over the past few months. Initial feedback from NGOs on the scheme was encouraging. As of now, there were eight NGOs and a pool of 11 volunteers from three professional bodies in the IT industry who were ready to join the scheme.

9. The Chairperson said that SWD had meetings with the volunteer IT advisers in September 2001 to match them with individual NGOs. Arrangement of familiarisation visits with NGOs for the volunteer IT advisers was under way and the visits would be completed by November 2001.

Paragraph 28

10. The Chairperson said that the papers and minutes for the first Joint Committee meeting had been uploaded on to the SWD homepage for general information. The public could access the information by clicking on the icon “NGOs Corner” on the department’s homepage.

Paragraph 40

11. The Chairperson thanked Mr T K Kang, Mr Chan Wing-tai and Mr John Fung for joining the task group on the provision of Internet access for NGOs and providing valuable advice on the implementation plan. Subsequent to the task group deliberations, a paper JC 6/01 on the proposed implementation plan had been prepared and circulated to Members for comments in mid-July 2001. Mr Alex Ma and Mr Philip Ho had given useful comments on the implementation plan before it was finalised.

12. The Chairperson said that the proposal for the provision of Internet access to NGOs had been deliberated and endorsed at the Subventions and Lotteries Fund Advisory Committee (SLFAC) meeting held on 28 August 2001. SLFAC Members were pleased to see that the package benefited not only subvented NGOs but also bona fide non-profit-making welfare NGOs not receiving government subventions. They also commended the proposal as it was not “penalising” those NGOs who had embraced use of IT with their own resources.

Paragraph 47

13. The Chairperson said that the projects “Setting up a Homepage for Caregivers” and “Implementing a Web-based Social Welfare Information Kit” had been put up to SLFAC Members for funding support by circulation in June 2001. Endorsement had been obtained from SLFAC Members.

Implementation of the Information Technology Strategy for the Social Welfare Sector

14. The Chairperson referred Members to Paper JC 7/01 for an update on the actions taken by SWD in implementing the IT strategy for the social welfare sector subsequent to the first meeting of the Joint Committee held on 31 May 2001. Members raised no questions about the implementation progress set out in the paper.

15. The Chairperson invited Mr John Fung to update Members on the work of the ITRC. Mr John Fung said that the ITRC's total turnover on IT supplies from June to September 2001 was about \$8.42 million, of which \$6.31 million was spent on hardware and \$2.09 million on software. Miss Shirley Kiang shared her experience in working with NGOs on their procurement of IT items. She reckoned that the procurement process was more than a sales transaction as it helped NGO staff to better understand their agencies' IT requirements and make an informed procurement decision. Mr John Fung said that the ITRC had recently reached agreement with some large broadband service providers on provision of broadband services to welfare NGOs at a favourable price and had initiated new services in assisting NGOs with web page production and web hosting. He anticipated that there would be an increase in the sales volume of Internet related services in the months to come.

16. Mr John Fung reported that from June to September 2001, the ITRC had received 873 calls from NGOs for IT support and had provided on-site technical support service on 91 counts. On system consultation, the ITRC had provided services to 19 NGOs by lining up volunteers for their IT projects and furnishing IT project proposals. In the R&D area, the ITRC had recently lined up the Lands Department and a local property firm on a plan to put the addresses of NGOs' service units on a web-based electronic map. With an appropriate interface designed by the ITRC, NGOs could update their service units' addresses on the map easily. In addition, the ITRC had liaised with about 30 NGOs to put together a joint application under the Business Improvement Programme for developing human resource management and financial management applications for welfare NGOs' use.

17. Mr John Fung said that NGO staff tended to be over-cautious in using LF grants allocated to their IT projects. He mentioned about the use of LF grants for Internet access provision for elderly service units and rehabilitation service units where NGOs would rather use 56K dial-up connection than broadband service even though they were offered at the same price. Mr Fung said that NGOs generally had a fear of SWD not recognising the cost for broadband service. He suggested that more efforts should be made to educate welfare NGOs to make the best and

optimal use of the LF grants allocated for their IT projects.

18. The Chairperson said that much flexibility had been built in the recent LF-supported IT projects in that NGOs could choose a technical option best suited to their needs within the resources allocated. While SWD was ready to clarify with NGOs the extent of flexibility allowed in the use of LF grants, NGOs themselves would need to be forthcoming and prepared to exercise the flexibility. The Chairperson hoped that NGOs would get more used to exercising flexibility in the use of public money when they experienced that they would not be questioned by SWD for doing so.

19. Mr Chong Chan-yau suggested that the ITRC publish some success stories for the sector's reference so that NGOs would feel more confident in using the LF grants flexibly. Mr Chan Wing-tai proposed that the success stories be put on web sites for sharing amongst NGOs. Mr John Fung responded that the ITRC had considered to promote sharing of IT knowledge or best practice in the welfare sector through electronic means such as e-magazine and e-bulletin on the web. The ITRC had also liaised with a tertiary institute to develop a sector-wide electronic library with a view to consolidating a wider knowledge base for the welfare sector.

20. Mr T K Kang said that it was worth examining what was meant by good practice in communication. As far as the dissemination of papers for the meeting was concerned, he suggested providing hard copies of the papers to Members while at the same time putting all the discussion papers at a restricted area on the web so that Members could access the papers at any location. The Chairperson said that an emerging practice for meetings was to provide each Member with a notebook and a CD containing all the papers for the meeting as that might help save a lot of papers.

21. Mr John Fung reported that the HKCSS and the Human Service Information Technology Application (HUSITA) would co-organise the first international conference in Asia on the application of information and communication technology in human services in August 2003. He anticipated that the 7th HUSITA conference to take place in

Hong Kong would attract more participants from the Asia Pacific region. A local organising committee under the HKCSS would be formed shortly to work with the HUSITA Board in making arrangements for the conference.

Use of Lotteries Fund for Information Technology Projects

22. Ms Leung Kwai-ling presented Paper JC 8/01 on a proposed framework to support NGOs to carry out IT projects funded by LF. The Chairperson said that the framework was not intended to cover detailed monitoring rules governing NGOs' IT projects but to allow NGOs flexibility in their IT development.

23. The Chairperson referred Members to a fax message from Dr C K Law tabled at the meeting. On the processing of LF applications in respect of IT projects, Dr Law was concerned about the length of time required for the IT-related LF applications to go through relevant SWD subject branches and the Joint Committee for vetting before they were finally submitted to the revamped Lotteries Fund Advisory Committee (LFAC) for funding support. He suggested that some streamlining work be done to avoid duplication of vetting and possible delay caused by the procedures.

24. Mr Chan Wing-tai agreed that the vetting process should be speeded up and suggested that there should be a performance pledge on the length of time for vetting to be completed. Ms Christine Fang proposed that for easy and quick administration of the vetting process, LF applications seeking funds below a certain amount should be processed under some simplified vetting procedures. She enquired whether LF applications under the Business Improvement Programme were the same as the proposed annual call for applications in respect of IT projects, and suggested that there should be a clear contact point on SWD's side whom NGOs might contact for further clarification of the applications or enquiry about the progress.

25. The Chairperson agreed that SWD would streamline the vetting process, especially when some applications required comments

from different subject branches. In this regard, she had asked Mrs Patricia Chu to look into the matter with a view to streamlining the internal processing of LF applications. The Chairperson also pointed out that the revamped LF Manual had stipulated that a contact point in SWD would be named in the LF approval letter to ensure smooth monitoring and implementation.

26. The Chairperson said that there was no rule of “first come, first served” nor “bulk processing” in the vetting of LF applications. Each application would be considered and examined on its own merits. While the proposed annual call for LF applications in respect of IT projects would serve as a reminder to NGOs to submit their IT proposals for consideration of funding support, NGOs might still submit their applications for IT proposals for the rest of the year. Exceptionally justified project proposals received outside the normal application period would be considered on individual merits. As for the suggestion of adopting simplified vetting procedures for LF applications requiring funds below a certain amount, the Chairperson said that she as the Director of Social Welfare could approve under delegated authority LF applications below \$400,000. However, the delegated authority was confined to the purchase of standard items such as furniture and equipment, not IT projects involving system applications.

27. Mr Chong Chan-yau said that it was commendable that all bona fide non-profit-making NGOs providing welfare services could apply for LF in respect of their IT projects and that LF would accept applications all the year round. As he saw it, it was not practicable to confine the submission of LF applications to a certain time period during the year.

28. The Chairperson invited Members’ views on another concern raised by Dr C K Law in his fax message, i.e. the technical difficulties in achieving the objective of sharing the products of IT projects in the welfare sector. As Dr Law saw it, the intellectual property of a system application was not solely owned by the software developer. In most cases, a software developer would outsource some development work for a system application to other developers or to adapt some products in the market with the result that the ownership of some parts of the system

application or the product would rest with third party developers. NGOs who purchased the system application might eventually have the right to use only, not the right to own or adapt the system. Dr Law further proposed in his fax message that to ensure the common components of the IT system applications meeting the needs of the sector, both SWD and ITRC should participate in the project management of such IT projects.

29. The Chairperson recognised that the issue of sharing the products of IT projects was complicated not only because of the concern about who owned the intellectual property right but also because of the existing range of welfare NGOs varying in size and with different stages of IT development. Mr John Fung said that the ITRC was preparing proposals on the development of some common applications which could be widely shared for use by welfare NGOs. Mr Chan Wing-tai said that applicant NGOs should state clearly in the proposal the extent to which the products of the proposed IT projects could be shared with other NGOs in the sector. In deciding whether the project should be supported, the bodies involved in the vetting should weigh the cost of the project against its potential of synergy with other initiatives.

30. Mr T K Kang said that it was good practice for NGOs to keep the source code of their applications to facilitate shared use of the applications by the wider sector. He also suggested that applicant NGOs state in their IT proposals the specific problems to be addressed by the proposed IT solution. Mr Chan Wing-tai added that applicant NGOs should also provide a needs analysis for the IT project as the proposed IT solution should not only address existing problems but also have the capability of meeting an organisation's needs for the near future. As regards the technicality relating to the sharing of IT applications, Mr Chan was of the view that it should be left to service vendors to work out a viable arrangement for sharing.

31. Mr Chong Chan-yau said that there were no hard and fast rules for IT projects insofar as synergy with other initiatives was concerned. Some applications which could not be shared for use by other NGOs might be of critical importance to the user NGOs concerned. He suggested that as an alternative, we might consider sharing of requirements rather than the source code. Mr Chong was of the view

that we should allow some NGOs to start off for the time being whilst encouraging the ITRC to develop common applications for the whole sector in the longer term. He also suggested that applicant NGOs should set out in the proposal their risk management strategy in anticipation of possible risks in the course of project implementation.

32. Mr Alex Ma considered it advisable that applicant NGOs should state in their IT project proposals the degree of sharing of the project deliverables with other NGOs. Mr Li Wai-chiu mentioned that it was a common practice in Government IT projects to own the source code of the IT applications developed by external service providers. He added that the advantages of owning the source code of a system application were to ensure continued maintenance of the application even though the developer's business had closed down and to allow room for further use of the application.

33. In respect of IT project management, the Chairperson pointed out that it should be the NGO's responsibility to closely monitor the implementation of the project and to manage any anticipated risk factors. She saw no strong reason that SWD should be involved in project management. Mr John Fung said that the HKCSS would consider organising more training to meet NGOs' needs on IT project management.

34. The Chairperson thanked Members for their suggestions on the proposed framework to support NGOs to carry out LF-supported IT projects. She invited Mr T K Kang and Mr Chan Wing-tai to advise the SWD Information Systems and Technology Branch on the items to include in the application form for IT projects.

Business Improvement Project of the Hong Kong Federation of Youth Groups

35. The Chairperson welcomed Mr Paul Chan and Miss Clare Wong from the Hong Kong Federation of Youth Groups (HKFYG), Mr Charles Chow and Mr Max Poon from the Hong Kong Productivity Council (HKPC), and Mr Lee Wing-wai from SWD who attended the

meeting for this particular agenda item.

36. The Chairperson referred Members to Paper JC 10/01 and briefed Members about the background to BIP projects. She invited Mr Paul Chan to present the HKFYG's IT proposal submitted under the BIP. Mr Paul Chan presented the project and explained that with the implementation of the Lump Sum Grant, the HKFYG needed computerised information systems for updated information and reliable projection of the agency's human resource and financial positions when making strategic plans on the agency's service development. He revealed that the HKFYG had started preparing the user requirements of the information systems a year ago and had invited quotations from four vendors. Of the proposals received, the HKFYG found the one prepared by the HKPC comprehensive in coverage yet at a relatively lower cost.

37. Mr Paul Chan said that the systems would be completed in 18 months and before full implementation, there would be a period for parallel run to ensure smooth operation of the systems. In order to monitor the progress of system development, the management board of the HKFYG would set up a committee to oversee the implementation of the project.

38. Mr T K Kang enquired about the HKFYG's existing practice in financial and human resource management. Mr Paul Chan explained that in respect of the accounting system, the HKFYG was using RealWorld Accounting running on standalone PCs. Each office was required to submit its monthly account statement in hard and soft copies together with the supporting documents to the Accounts Office which would then check and consolidate all the returns. Checking and consolidating manual records was found to be rather time-consuming. Mr Paul Chan said that the HKFYG had not used any software in human resource management. There was only in place a payroll system developed by the HKPC about four years ago for calculating the staff salary. Other than that, reports on staff information would have to be compiled manually. Mr Paul Chan pointed out that with the implementation of the Lump Sum Grant, the HKFYG management board would need updated and accurate financial information before making a decision on salary adjustment. They also required updated staff

information for arranging staff movement arising from service re-engineering.

39. Mr Chan Wing-tai enquired about the extent to which the proposed systems would meet the HKFYG's ongoing expansion. Mr Paul Chan said that the financial system would be developed according to well-established accounting conventions so that the system would be able to meet the relevant professional standards and hence be sustained longer for use. In drawing up the user requirements for the human resource system, reference had been made to similar systems used by the Government, other NGOs and some statutory bodies. The development cost for the human resource system would be inflated if the system was to incorporate measures of core competence.

40. Mr Chong Chan-yau enquired about the cost of annual maintenance, the life cycle of the proposed systems, and the amount of money used for the purchase or adaptation of existing software in system development. He would also like to know what measures would be taken to ensure that the third party developers would provide continued maintenance support in the case of existing software being adapted in system development, and whether there was any mechanism to govern changes in user requirements in the process of system development.

41. Mr Paul Chan said that the annual maintenance cost was about \$700,000 and would be fully borne by the HKFYG, and that the life cycle of the proposed systems was expected to be about ten years. Mr Charles Chow explained that they did not expect many changes to the financial system as the system was to be developed on well-established best practice in accounting. As for the human resource system, appropriate change control clauses would be set out in the contract to govern the procedures of change in user requirements in the course of system development.

42. As regards the cost breakdown for system development, Mr Paul Chan said that about three-fourths of the total system development cost (i.e. \$3.90 million) would be spent on purchase of software and implementation whereas one-fourth would be on system development. The HKPC would adapt some accounting products in the market for the

financial system. In deciding on the products to be used, consideration would be given not only to the quality of the products but also the reliability and technical support available from the developers. Although the risk of the closing down of the developer could not be fully ruled out, it should be regarded as a risk within a normal range. In case the developer did close down, the HKPC would provide necessary support for the product.

43. The Chairperson expressed her concern about the possibility of putting the systems for shared use by other NGOs or getting the systems to be adapted to suit the specific business needs of other NGOs. She reckoned that the matter involved consideration of the issues of intellectual property right and licence to use the application. Mr Charles Chow said that the concern could be addressed through adopting an Application Service Provider (ASP) model in system development. The financial system which would be developed on commonly adopted best practice in accounting could be shared amongst other NGOs with slight adaptation and subject to payment of the licence cost for the adapted software. The HKPC would be ready to negotiate with the developers concerned for a reasonable price for NGOs in the welfare sector. As for the human resource system to be developed from scratch, it merited consideration to commission a developer to design a master programme for NGOs in the sector under the ASP model.

44. In response to Mr Li Wai-chiu's question, Mr Charles Chow clarified that the cost estimate stated in the HKFYG's proposal was not based on the ASP model. Mr Alex Ma enquired if the capacity of the proposed financial system was a bit in excess of the required capacity having regard to the number of users for the system. Mr Paul Chan explained that of the 630 staff in the HKFYG, 100 would use the accounting system. As some service units of the HKFYG operated till 10:00 p.m., the system was required to operate all day round.

45. Mr T K Kang was concerned about the security of the proposed financial system as having regard to its web-based application nature, it was possible that the system would become jeopardised in case of virus infection and hacker attack. Mr Charles Chow responded that the HKPC was well aware of the risk of virus infection and was keeping

up-to-date information on computer virus. The HKPC had established the Hong Kong Computer Emergency Response Team Coordination Centre to provide a centralised contact for local enterprises and Internet users to report on computer and network security incidents, and to coordinate response and recovery actions for reported incidents. Mr Chow pointed out that if there was a requirement for workstations to be run independently during virus infection, there would be additional cost implication for the system. At the proposed cost level for the financial system, it was recommended that regular data backup be made on the client side. Mr Max Poon added that for remote hosting by the HKPC, there would be proper security protection with the use of firewall against virus infection and hacker attack.

46. Mr T K Kang asked what kind of database programme would be used for the system. Mr Charles Chow said that a relational database programme would be adopted and the exact database structure would be determined subject to the finalised user requirements for the system.

47. Ms Christine Fang raised a concern on the transferability of the system to other NGOs for use and the related cost implication. Mr Charles Chow said that with regard to the proposed financial system, the HKPC was ready to negotiate with relevant software developers for shared use of the system subject to payment of a licence cost. For the HKPC-developed human resource system, it was possible for other NGOs to use it by paying a licence fee at a reasonable price.

48. Mr John Fung asked whether the HKPC would contribute the source code of the system at no additional cost if there was a pool of system source codes shared amongst NGOs in the welfare sector, and whether the HKPC would examine other source codes in the pool before developing a system. Mr Charles Chow said that the HKPC would have to cover some overhead costs in case it decided to contribute the source code to the pool. The HKPC might consider reviewing the source codes available in the pool before developing a system, but it was anticipated that the review would be time-consuming. Mr Chow said that the idea of “open source” as applied to the social welfare sector was a bit ambitious because the “open source” model would require the users to

have the technical know-how in tapping the codes from an open source. He considered an alternative solution of the ASP model more appropriate to the welfare sector.

(Mr Paul Chan, Miss Clare Wong, Mr Charles Chow, Mr Max Poon and Mr Lee Wing-wai left the meeting at this juncture.)

49. The meeting had further deliberations about the HKFYG's proposal. The Chairperson said that the HKFYG's proposal had been drawn up for months and the agency was quite ready to make business improvement through computerisation. Ms Leung Kwai-ling said that the HKFYG should provide a breakdown of the recurrent cost for the system. The Chairperson said that as a prerequisite for applications under the Business Improvement Programme, applicant NGOs would have to bear the recurrent cost for their projects. There was no need to have a breakdown of the recurrent cost for the HKFYG's project provided that the agency had committed to shoulder it. Mr Chan Wing-tai said that he was trying to ascertain whether the Joint Committee should concentrate on commenting about the technical aspects of the proposal and leave other aspects such as the costing to the funding body for consideration. The Chairperson said that the final cost of a project would be subject to competitive bidding by contractors.

50. The meeting concurred that the proposed system would contribute towards the agency's business improvement and supported that the proposal be submitted to LFAC for consideration of funding support. Members however reminded that the HKFYG should put in place a change control mechanism in their system development as well as appropriate system security and back-up arrangements.

51. The meeting suggested that with a view to facilitating other NGOs to use the HKFYG's systems or any part of the system development work, a condition should be made under the LF grant to the effect that the HKFYG should try as far as possible to acquire the intellectual property right in respect of the self-developed system or the customised components of the application software. The HKFYG could also be advised to stipulate as a condition of service for the contractor to make the self-developed system or the customised components of the

application software available for use by other NGOs on a fee-charging basis if necessary, and to indicate fees to be charged at the outset. As for the ASP model, the meeting agreed that it would be separately examined for future IT projects.

Enhancing the Accessibility of Web Sites of Non-government Organisations in the Welfare Sector

52. The Chairperson referred Members to Paper JC 9/01 on a proposal to enhance the accessibility of web sites of NGOs in the welfare sector. She pointed out that the proposal was to enhance the web pages of existing NGOs' web sites by providing alternate text equivalents of graphics, links and multi-media contents. The proposed tailoring work would cover adding proper alternate text to the web pages related to social services and the relevant links from the NGO main page. It would take about 700 man-hours to complete including coordination with NGOs concerned.

53. Mr Chong Chan-yau said that web accessibility would become a standard for web page design. The trend was moving towards a single web site with text description rather than one with a separate text version. The Chairperson proposed and Members agreed that the ITRC be invited to take up the tailoring work as it would be more desirable for such a project to be implemented in a centralised and coordinated way. Mr John Fung agreed that the man-hours required for the work be absorbed within the existing manpower of the LF-financed ITRC.

54. Mr Eric Chan gave a demonstration of how a server-based software developed by a local IT firm worked in providing real-time translation to speech of the text of a web site and real-time translation of the text from traditional Chinese to simplified Chinese. Mr Chong Chan-yau said that the software was not so useful to the visually impaired people as in the first instance they needed to turn on their PCs and open the browser before they could enjoy the assistance of the software in surfing through the Internet. It was necessary to further enhance the screen reader at the workstations of the visually impaired people. As this server-based software was still at its early stage of development, the

meeting agreed that at this stage it was only fair to keep an eye on the customer feedback and further development of the software.

55. There being no other business, the meeting was adjourned at 5:45 p.m.

Social Welfare Department
October 2001
(a1300)