

FUNDING AND SERVICE AGREEMENT¹**Integrated Family Service Centre****(A) Service Definition****(1) Introduction**

An Integrated Family Service Centre (the Service) serves as a community-based integrated service centre focusing on supporting and strengthening families. It provides a spectrum of services to individuals and families of a specific locality to address their multifarious needs under the direction of “child-centred, family-focused and community-based” and the guiding principles of accessibility, early identification, integration and partnership.

(2) Purpose and Objectives

The Service serves as a community-based integrated service centre focusing on supporting and strengthening families. It provides a range of preventive, supportive and remedial services to deal with the social and emotional needs of families in the community with the following objectives –

- (a) to support and strengthen the family as a unit through enhancing family functioning and development of its members, facilitating inter-relationship among individuals, families and other support systems in the community, and building up a supportive and caring community to facilitate betterment of life; and
- (b) to identify problems early and to provide early intervention to support and assist individuals and families in disadvantaged circumstances so as to help them cope with crises, regain resilience and restore their functioning.

(3) Service Nature and Contents

The Service includes but not limited to –

- (a) a continuum of services with preventive, supportive and remedial functions through three major components, namely Family Resource Unit, Family Support Unit and Family Counselling Unit. Each of these units has strategic functions as stated below –

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

- (i) **Family Resource Unit (FRU)**
FRU provides developmental and preventive services to families in the community with drop-in services, information giving, family life education, parent-child activities, educational/developmental groups/ programmes, mutual help groups, volunteer development, social networking and outreaching, etc. The main objective is to develop the strength and resilience of individuals and families.
 - (ii) **Family Support Unit (FSU)**
FSU provides support services to vulnerable or at risk individuals and families. Support services include parenting and family management training, support groups, referrals for assistance and brief counselling, etc. The main objective is to render timely support services to prevent further deterioration of individual or family problems.
 - (iii) **Family Counselling Unit (FCU)**
FCU provides intensive counselling, therapeutic groups and crisis intervention, etc. to individuals and families in crisis. The main objective is to assist individuals and families to regain resilience, restore family functioning and prevent family breakdown and tragedies.
- (b) family aide service to needy individuals/ families under this Funding and Service Agreement (FSA) (please refer to the Service Brief of family aide service at **Annex I**), if applicable.

(4) **Target Service Users**

The Service serves individuals and families in the specific geographical boundary as agreed with the Social Welfare Department (SWD).

(B) Service Performance Standards

(5) **Essential Service Requirements**

The Service Operator must comply with the following essential service requirements–

- (a) the Service should normally have at least 13 registered social workers apart from a supervisor who should be registered social worker with a recognised degree in social work;
- (b) the number of operating sessions of the Service should be agreed by

SWD having regard to the service demand of a specific locality.

(6) **Service Output and Outcome Standards**

The Service Operator is required to meet the service output and service outcome standards according to the Terms and Requirements of Specific Service Unit at **Annex II**.

(7) **Service Quality Standards**

The Service Operator shall meet the requirements of the 16 Service Quality Standards.

(C) **Subvention**

(8) The Service is subvented by the SWD under the Lump Sum Grant (LSG) Subvention System and the basis of subvention is set out in the notification letter issued by the SWD. The Service Operator is required to observe the rules of subvention according to the prevailing LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondence issued by the SWD. The Government will not accept any liabilities or financial implications arising from the Service other than the amount of subvention as approved by the SWD.

(9) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified staff, and other charges (covering all other relevant operating expenses such as utilities, programme and administrative expenses, minor repairs and maintenance, employees' compensation insurance and public liability insurance, etc.) applicable to the operation of the Service and recognised fee income, if any. Rent and rates in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.

(10) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of subvention will be made on a monthly basis.

(D) **Validity Period**

(11) This FSA is valid for a time-defined period. Should the Service Operator breach any terms or condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD, the SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

(12) Where there is any change to the service performance standards within the

agreement period, the 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.

- (13) Renewal of the FSA 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. The SWD reserves the right to reallocate the Service.
- (14) The SWD may immediately terminate the FSA upon the occurrence of any of the following events –
 - (a) the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
 - (b) the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security;
or
 - (c) the SWD reasonably believes that any of the events mentioned above is about to occur.

(E) Others

- (15) In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

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Annex I**SERVICE BRIEF****Family Aide Service****(A) Service Definition****(1) Introduction**

Family Aide Service (FA Service) aims to help needy individuals/ families acquire and develop basic skills in self-care, household management and providing care for other members in the family.

(2) Purpose and Objectives

The FA Service serves as a support to needy individuals/ families. The objective is to facilitate casework intervention to needy cases by imparting the customers with basic skills in personal care, household management and providing care for other members in the family through systematic training programmes. The ultimate aim is to develop and strengthen the customer's ability in independent living.

(3) Service Nature and Contents

The Service includes but not limited to –

- (a) training of parents/ carers and if necessary, other family members on the basic household management and providing care for other members in the family;
- (b) training of individuals/ families on management of self-care and basic household matters;
- (c) provision of emergency family aide service on need basis.

(4) Target Service Users and Eligibility Criteria

The target service users are individuals/ families who are receiving casework services with the following criteria -

- (a) inadequate parents/ carers (i.e. lack of knowledge, skills or experience in managing the household tasks and /or taking care of their young children/ the elderly/ the sick/ disabled);
- (b) disabled/ mentally-ill parents with young children who are inadequate in managing household tasks and/or taking care of their young children (those mentally-ill parents should be on medication/follow-up

treatment and do not manifest violent behaviour);

- (c) any family member who has to manage household tasks and/ or take care of young children/ the elderly/ the sick/ disabled due to family crisis such as desertion, imprisonment, hospitalization, divorce or death of carer;
- (d) any other individuals/ families who are assessed to be in need of the family aide service by social worker.

(B) Service Performance Standards

(5) Essential Service Requirements

The Service Operator must comply with the following essential service requirements–

- (a) the needs of individuals/ families should be reviewed at least every 6 months to establish their continuing need and eligibility to receive the service.
- (b) the Family Aide will work in the Integrated Family Service Centre under the direct supervision of a registered social worker who may be the officer-in-charge or a delegated caseworker.

Annex II**Terms and Requirements of Specific Service Unit****(A) Service Performance Standards**Service Output (for Integrated Family Service Centre (IFSC))**Number of Registered Social Workers (RSWs) [Apart from supervisor]: 13**

Service Output Standard (OS)	Service Output Indicator	Agreed Level (Note 1)
1	Number of new/ reactivated cases ^(Note 2) receiving intensive counselling ^(Note 3) / brief counselling/ supportive casework ^(Note 4) in a year	507 (Note 5, 6)
2	Number of therapeutic ^(Note 7) / support ^(Note 8) / educational/ developmental ^(Note 9) / mutual-help ^(Note 10) groups in a year	35 (Note 6, 11)
3	Number of educational/ developmental programmes ^(Note 12) in a year	51 (Note 6, 13)
4	Number of family support persons ^(Note 14) in a year	20 (Note 15)
5	Number of individuals/ families newly ^(Note 16) engaged in centre services ^(Note 17) or community services ^(Note 18) under the Family Support Programme (FSP) ^(Note 19) in a year	80 (Note 15)

Service Output (for Family Aide Service)

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Number of cases with training programmes conducted in a year	25 cases
2	Number of cases with training programmes completed as planned in a year	12 cases

3	Number of training hours in a year	762 hours (Note 20)
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Service Outcome (for IFSC)

Service Outcome Standard (OC)	Service Outcome Indicator ^(Note 21)	Agreed Level ^(Note 22)
1	Percentage of service users ^(Note 23) indicating satisfaction after receiving IFSC service in a year	75%
2	Percentage of service users ^(Note 23) with enhanced problem solving capacity in a year	75%
3	Percentage of service users ^(Note 23) with enhanced support network in a year	75%
4	Percentage of service users ^(Note 24) with perceived improvement in the main problem in a year	75%

Service Outcome (for Family Aide Service)

Service Outcome Standard (OC)	Service Outcome Indicator ^(Note 25)	Agreed Level ^(Note 22)
1	Percentage of service users ^(Note 26) indicating satisfaction after receiving family aide service in a year	75%

Notes and Definitions

- (Note 1) The agreed levels are set for individual IFSC.
- (Note 2) Exclude active cases transferred between Family Counselling Unit and Family Support Unit (i.e. change of caseworker or change of case type with/ without change of caseworker) within the same IFSC.
- (Note 3) Refer to cases assessed by the “Screening Form” to be in need of intensive counselling.
- (Note 4) Refer to cases assessed by the “Screening Form” to be in need of brief

counselling or supportive casework services. Brief counselling cases should normally be completed in less than 8 sessions (excludes mere information giving service) in 4 months. Supportive casework refers to services rendered to individuals that require longer term supportive casework care.

- (Note 5)** The agreed level for OS1 is calculated on the basis of 39 new/reactivated cases per RSW for individual IFSC.
- (Note 6)** If the actual output of the OS1 has reached 105% to below 110%, 110% to below 115% and 115% or above of the agreed level, the agreed levels for OS2 and OS3 may be adjusted downward by 7.5%, 15% and 22.5% respectively. On the contrary, if the actual output of the OS1 has reached 95% to below 100%, 90% to below 95% and 85% to below 90% of the agreed level and provided that no case in need of IFSC counselling/ casework service will be turned away, the agreed levels for OS2 and OS3 may be adjusted upward by 7.5%, 15% and 22.5% respectively.
- (Note 7)** Refer to groups which are formed to facilitate intensive group counselling. Each group should preferably have 6 or more participants and at least 4 sessions.
- (Note 8)** Refer to groups which are formed with the purpose of providing emotional support and sharing of life experience by participants. Target participants are vulnerable individuals or families such as single parents, new arrivals, etc. Each group should preferably have 6 or more participants and at least 4 sessions.
- (Note 9)** Refer to groups which are formed with purposeful intervention to enhance participants' personal growth, social skills and healthy relationship with family members, peers, colleagues, etc. Each group should preferably have 6 or more participants and at least 4 sessions.
- (Note 10)** Refer to groups which are formed with the purpose of providing mutual aid and support among participants to cope with daily needs/ problems. Participants have high degree of independence and the need for social worker's intervention is limited. Target participants are vulnerable individuals or families such as single parents, new arrivals, etc.
- (Note 11)** The agreed level for OS2 is calculated on the basis of 2.7 groups per RSW for individual IFSC.
- (Note 12)** Refer to programmes with educational elements to enhance participants' personal growth, social skills and healthy relationship with family members, peers and colleagues, etc. The programmes can be one-off or are usually with less than 4 sessions and serving a larger size of participants. The programmes can be organised jointly with other

service units (i.e. non-IFSC) of the same or different organisation(s) or other sectors. For programmes organised jointly with other IFSCs, the number of programmes and the number of participants should be equally divided between/ among the IFSCs involved for the purpose of statistical reporting.

- (Note 13) The agreed level for OS3 is calculated on the basis of 3.9 programmes per RSW for individual IFSC.
- (Note 14) Family support persons may include (i) existing service users or ex-users of IFSC having gone through similar problems/ crisis before or those having positive experience in tackling their personal/ family difficulties with intervention/ support by IFSC; and (ii) suitable volunteers recruited/ selected by the respective IFSC, who can be mobilised to reach out or render support or befriend vulnerable individuals/ families that are unmotivated to seek help with a view to linking them to IFSC service 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. IFSC should maintain an updated list of family support persons recruited for the purpose of statistical reporting.
- (Note 15) The agreed levels for OS4 and OS5 are applicable to all IFSCs operated by subvented non-governmental organisations.
- (Note 16) Refer to individuals/ families who have not been engaged in centre services or other welfare services in the past two years.
- (Note 17) Include intensive counselling/ brief counselling/ supportive casework or therapeutic/ support/ educational/ developmental/ mutual-help groups or educational/ developmental programmes but exclude drop-in and promotional programmes such as carnivals.
- (Note 18) 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).
- (Note 19) Family Support Programme (FSP) aims to increase connection with vulnerable individuals/ families that are unmotivated to seek help to address their problems at an early stage. 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 workers are encouraged to mobilise family support persons to facilitate

the engaging/ helping process as appropriate. Nevertheless, involvement of family support persons is **not** a must for all cases reported under OS5.

- (Note 20) Calculation Formula:
 $1,893 \text{ (total working hours)} \times 90\% \text{ (excluding 10\% for annual leave)} \times 80\% \text{ (excluding 20\% for supervision and administrative duties)} - 600 \text{ (travelling hours)} = 762.4 \text{ (total number of training hours per year)}$
- (Note 21) Service Outcome Indicators 1 to 3 are measured by Items 1 to 3 of the “User Satisfaction Form” whereas Service Outcome Indicator 4 is measured by the “Target Problem Rating Form”.
- (Note 22) The agreed level of the service outcome indicator is applicable to all IFSCs regardless of their staffing establishment.
- (Note 23) Include all service users of intensive counselling/ brief counselling/ supportive casework and therapeutic/ support groups.
- (Note 24) Include service users of intensive counselling / brief counselling / supportive casework.
- (Note 25) The Service Outcome Indicator is measured by Item 1 of the “User Satisfaction Form”.
- (Note 26) Include all service users receiving short-term/ long-term case and/ or group training.