

**Funding and Service Agreement<sup>1</sup>**  
**(Lump Sum Grant)**  
**Integrated Services Team for Street Sleepers**

**I. Service Definition**

**Purpose and Objectives**

1. Integrated Services Team for Street Sleepers (IST) are provided to meet the following three major objectives:
  - (a) to assist street sleepers to live off the street and reintegrate into the community;
  - (b) to equip street sleepers and other homeless persons with adequate skills to be self-reliant; and
  - (c) to assist in homeless prevention work, such as organising community education programmes relating to street sleepers and homeless prevention.

**Target Groups**

2. IST serves (i) street sleepers and (ii) people with immediate risk of becoming homeless in respective IST's service boundary through self-approach, outreaching visits and referrals.

**Nature of the Service**

3. The following package of services is to be delivered in a coordinated and flexible manner:
  - (a) outreaching visit (including mid-night outreaching) to clients on the street, in street sleepers' shelters, in 24 hours shop and temporary cold shelters, etc.;
  - (b) on site health and mental assessment for motivating the client with such problem to seek early treatment through bridging them to mainstream health service;
  - (c) counselling for personal/ emotional problems, budget management, etc.;
  - (d) emergency fund to solve clients' immediate financial problem;
  - (e) employment guidance and training;
  - (f) short-term hostel placement;
  - (g) social skill training to facilitate the building of supportive network;
  - (h) tangible assistance, including personal care service, escort service, etc.;

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

- (i) referrals for other services e.g. medical service, compassionate rehousing, drug treatment and long-term housing arrangement, etc.;
- (j) aftercare service for case being accommodated<sup>(Note 1)</sup> for a period of six months;
- (k) provision of cold-spell-related activities, including preventive measures to help street sleepers better prepare for the cold weather before the approach of cold spell and outreaching service to needy street sleepers during cold spells;
- (l) provision of assistance to the Social Welfare Department (SWD) in joint clearance operation involving street sleepers;
- (m) handling of case referrals on street sleeper cases from the public, members of Legislative Council/ District Councils, etc;
- (n) programmes/ activities on volunteer and community education relating to street sleepers and homeless prevention; and
- (o) educational and developmental programmes for street sleepers to enhance their mental health and general well-beings.

### **Service Strategies**

4. The service strategies adopted by IST include:

- (a) adopting an integrated approach to provide comprehensive and one-stop service with a continuum of services ranging from remedial, supportive to preventive to cater for various needs of street sleepers in a holistic and coordinated manner;
- (b) paying proactive outreaching visits to identify needy clients and render early intervention;
- (c) offering tailor-made services/ programmes to address to the specific needs of street sleepers in the districts;
- (d) networking and collaborating with related social service units, medical professionals, drug withdrawal service units, churches and local groups in the community to facilitate smooth service delivery; and
- (e) carrying out other innovative and value-added programmes.

## II. Performance Standards

5. The Service Operator shall meet the following performance standards:

### Outputs

#### For Casework Service

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	No. of street sleepers being approached within one year	112
2	No. of cases served within one year <sup>(Note 2)</sup>	100
3	No. of cases being accommodated <sup>(Note 1 &amp; 3)</sup> within one year	50
4	No. of unemployed cases successfully engaged in employment <sup>(Note 4)</sup> within one year	20
5	No. of visits paid with each visit provided with medical support services <sup>(note 5)</sup> in the quarter	36
6	No. of attendance of street sleepers to programme/ group relating to mental/ physical health promotion within one year	300

#### For Short-term Hostel

(based on a short-term hostel with 25 places)

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
7	No. of residents served within one year	50
8	Average utilisation rate within one year	80%
9	Average rate of successful discharge <sup>(Note 6)</sup> within one year	60%

**Outcomes**

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Average non-relapse rate <sup>(Note 7)</sup> of accommodated cases	80%
2	Percentage of service users with perceived improvement in main problem(s) after having received services from the Integrated Services Team for Street Sleepers	65%
3	Percentage of service users with improved self-esteem after having received services from the Integrated Services Team for Street Sleepers	65%
4	Percentage of service users with enhanced support network after having received services from the Integrated Services Team for Street Sleepers	65%

**Essential Service Requirements**

6. The Service Operator shall meet the following essential service requirements:
- (a) Staff requirement includes registered social worker<sup>2</sup> apart from a supervisor who should be a registered social worker<sup>2</sup> with no less than 5 years of social work experience;
  - (b) Medical support services should be procured or provided by a Registered Nurse (Psychiatric) who possesses a valid/ current psychiatric nursing practicing certificate in Hong Kong or provided by a Registered Nurse (RN) who possesses a valid/ current nursing practicing certificate in Hong Kong where this RN shall have an attendance of course(s) related to psychiatric illness/ mental health<sup>3</sup> (with certificate) for at least 10 training hours per year;
  - (c) Short-term hostel should provide 24-hour service, with at least one staff member present at all times (for short-term hostel arranged under leasing with guesthouse(s)/self-financing hostel(s)/other suitable accommodation facilities, at least one staff member should stand-by, i.e. make themselves available and be contacted via phone, at all times);

<sup>2</sup> Registered Social Worker refers to the definition governed by the Social Workers Registration Ordinance.

<sup>3</sup> Topics related to child psychiatry are not required.

- (d) Outreaching visits, including outreaching visits at mid-night should be conducted to meet the service need in the district(s); and
- (e) Registering/ updating/ deregistering street sleeper cases in the Street Sleepers Registry maintained by SWD.

**Quality**

- 7. Service Operators shall meet the requirements of the 16 Service Quality Standards (SQSs).

**III. Obligation of SWD to Service Operators**

- 8. SWD will undertake the duties set out in the General Obligation of SWD to Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

**IV. Basis of Subvention**

- 9. The basis of subvention is set out in the offer and notification letters issued by SWD to the Service Operator.

**Funding**

- 10. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account the 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 project and recognised 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.
- 11. 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, LSG Circulars, management letters and correspondence in force as issued by SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments and other charges in line with price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

**Payment Arrangement, Internal Control and Financial Report Requirements**

12. Upon the Service Operator's acceptance of the FSA and confirmation of service commencement, payment of the LSG subventions will be made on a monthly basis.
13. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control 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 representative.
14. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson/ NGO Head/ Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

**Corruption Prevention and Probity Requirements**

15. It is the responsibility of the Service Operator to ensure that its management, board members and staff comply with the Prevention of Bribery Ordinance (Cap. 201) and the relevant requirements. The Service Operator shall prohibit the members, staff, agents, and contractors from offering, soliciting or accepting advantages when discharging their duties under the FSA. With regard to the provision of the subvented services, the Service Operator shall avoid and declare any conflict of interest.
16. The Service Operator should also make reference to the relevant guidelines on corruption prevention and probity requirements to uphold integrity in every aspect, including but not limited to the governance structure, internal control, financial/ fund management, procurement, staff administration, delivery of services/ activities, management of maintenance works as set out in the "Best Practice Checklist on Governance and Internal Control in Non-Governmental Organisations" and the "Integrity and Corruption Prevention Guide on Managing Relationship with Public Servants" issued by the Independent Commission Against Corruption.

**V. Validity Period**

17. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms of 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 SWD, SWD may, after expiry of such notice, terminate this FSA 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 assessment on the need for the service and 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 Specifications, 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 with all these documents will be closely monitored by SWD.

**Notes and Definitions**

- 1 Cases being accommodated refer to street sleepers and persons with immediate risk of becoming homeless receiving proper accommodation, e.g. emergency shelters, short-term hostels, urban hostels, private tenements, public housing, etc. for a period of not less than 1 week.
- 2 No. of cases served within one year = No. of active cases as at 1<sup>st</sup> April of the current financial year + Total no. of new and reactivated cases in the year.
- 3 To avoid double-counting, a person accommodated to emergency shelter in the first instance and placed to another accommodation at a later stage should only be reported once.
- 4 Successfully engaged in employment refers to the service user being gainfully employed in job of any nature, including casual job, part-time job for a period of not less than 4 weeks within 3 months. To avoid double-counting, a street sleeper who has been successfully assisted to get jobs on several occasions should only be reported once.
- 5 Medical support services for street sleepers refer to body check, drug-related consultation, wound dressing, escort to receive medical treatment and case referral to medical specialist or other allied health professional as appropriate.
- 6 Successful discharge refers to cases being accommodated (see note 1) and have been discharged within 6 months.
- 7 Non-relapse rate =  $\frac{\text{No. of accommodated cases without returning to street sleeping for a period of more than 7 consecutive days within the past 6 months}}{\text{No. of accommodated cases 6 months ago}} \times 100\%$