

Funding and Service Agreement¹

Emergency/Short-term Care in Small Group Home

I Service Definition

Introduction

1. Emergency/Short-term Care in Small Group Home (ESCSGH) is a kind of residential service provided in small group homes (SGH) for children aged between 4 and 18 ^{Note 1} who are in need of temporary care away from their home due to various family problems or crises.

Purpose and objectives

2. ESCSGH aims at providing urgent and short-term out-of-home care for children who cannot be adequately cared for by their families due to various family problems or crises, such as sudden illness, hospitalisation, desertion or death of parents. These children are placed in a home-like setting and under the care of houseparents supported by a social worker who provides advice and guidance on the care and well-being of the children. The duration of placement is temporary, normally lasting for a period of 2 weeks to a maximum of 3 months ^{Note 2}.

Service Nature and Contents

3. The services provided include:
 - a) Physical and basic care, including:
 - provision of temporary/short-term accommodation in a home-like living environment where the atmosphere is intended to be similar to that of an ordinary family unit, and the exact addresses of SGHs should not be disclosed in the public domain with a view to protecting the privacy and safety of the children;
 - provision of physical care 24 hours per day by “houseparents”^{Note 3} (or in their absence “relief houseparents”);
 - provision of domestic help on a full-time basis to assist with the

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

day-to-day household chores within the home;

- provision of sufficient and varied food appropriate to the age and needs of the children;
- arranging appropriate, basic clothing items and daily necessity items; and
- arranging transport or escorting children to attend activities or functions, appropriate to the age and needs of the children.

b) Meeting individual needs, including:

- supervising daily activities and routines, including schooling and homework;
- liaising with significant others involved in a child's placement, including schools, other organisations, the families/guardians and the referring organisation or workers responsible for the children's welfare; and
- encouraging and facilitating contacts with families/guardians, and working closely with the referring organisation for home restoration or transfer of placement.

c) Welfare planning and counselling, including:

- development and review of individual plans or programmes, in conjunction with the referring workers and relevant others involved in a child's placement through regular case discussions or review meetings; and
- counselling, either on an individual or group basis, to help the children cope with the underlying problems which brought about the need for temporary placement.

d) Social and developmental activities, including:

- arranging a variety of social and developmental activities, including participation in community events and activities as an integrated family group; and
- providing the opportunity to cultivate individual's own aptitudes and interests.

Target Service Users

4. Target service users of ESCSGH should be children:
 - a) aged between 4 and 18 whose families face emergency or crisis situation and cannot provide them with adequate care. This may include children with mild behavioural or emotional problems, or children who experience minor health problems; and
 - b) having been medically examined and assessed to be fit for small group living.
5. Referrals are sent to the non-governmental organisations receiving subventions providing service of ESCSGH, and copied to Centre Referral System for Residential Child Care Services (CRSRC) operated by the Social Welfare Department (SWD).

II Service Performance Standards

6. The Service Operator is required to meet the following Essential Service Requirements as well as the agreed level of the Output and Outcome Standards.

Essential Service Requirements

- Children receiving residential child care service are free from abuse, and that the SGH should arrange relevant professionals (including social workers, psychologists, etc.) to formulate individual care and development plans according to the circumstances and developmental needs of individual child;
- Registered social worker ^{Note 4};
- Full-time domestic help;
- 24-hour care per day, with at least one staff member present in each SGH at all times ^{Note 5};
- At least three meals a day with sufficient and varied food appropriate to the age and needs of the children;
- Arrangement of appropriate and basic clothing items and daily necessity items;
- Boys and girls in the SGHs should be accommodated in separate bedrooms;
- Toys, books and other equipment appropriate to the children's age; and

- All service operations have to comply with the Referral Guidelines and Procedures of ESCSGH and make reference to the Manual of Procedures of CRSRC.

Service Outputs

<u>Service Output Standard</u>	<u>Service Output Indicator</u>	<u>Agreed Level</u>
1	Rate of placement occupancy ^{Note 6} in a year	70%
2	Rate of referral accepted ^{Note 7} in a year	90%
3	Rate of achieving scheduled processing time ^{Note 8} , i.e. 7 working days, in a year	90%
4	Rate of achieving scheduled case review meeting ^{Note 9} in a year	85%
5	Number of in-house staff training on strengthening knowledge and skills in child protection and/or working with children with special and mental health needs in a year	1

Service Outcome

<u>Service Outcome Standard</u>	<u>Service Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of children expressing to have received care in a safe and stable environment ^{Note 10} in a year	70%

Service Quality Standards

7. The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of the Social Welfare Department to Service Operator

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

IV Basis of Subventions

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

Funding

10. An annual subventions will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. 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 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, rates, Government rent and management fee (Rent and Rates) in respect of the premises, if any, recognised by the 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 Subvention Manual, LSG Circulars, management letters and relevant correspondence issued by the SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with the price adjustment factor (currently the Composite Consumer Price Index). The Government will not accept any liabilities or financial implication arising from the service beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

12. Upon the Service Operator's acceptance of the FSA, 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 service and make them available for inspection by the Government representative.
14. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statement of the non-governmental organisation (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 of the governing board and the NGO Head in accordance with the requirements as

stipulated in the latest LSG Subvention Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, provisions and accruals 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 “Corruption Prevention Guide on Governance and Internal Control for 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 the Agreement and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD that the same be remedied, the 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, 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.
19. Continuation of the 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. The SWD reserves the right to reallocate the service.

20. 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.

VI Other References

21. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the respective Service Specifications, Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

Explanatory Notes

Key Illustrations/Definitions

Note 1 Ordinary SGH admits boys aged 4 to before 12 and girls aged 4 to before 18, whereas single-sex SGH admits boys/girls aged 4 to before 18.

Note 2 If placement exceeding 6 weeks is required, the referring worker should make an application for extension of placement in accordance with the requirement and procedures stated in the referral guidelines on ESCSGH.

Note 3 Houseparent is employed by the Service Operator to act as substitute parent and to assume overall responsibility for the children’s care, under the close supervision and guidance of the social worker of the SGH. The houseparent is required to live in the SGH, and if applicable with his/ her spouse and children, if any. His/her spouse is expected to have regular employment outside and shall perform a parent role in the SGH as well as assist in carrying out necessary care duties and in managing the SGH. Generally, his/her spouse is a volunteer entitled to an incentive payment.

Note 4 Registered Social Worker refers to the definition governed by the Social Workers Registration Ordinance (Chapter 505).

Note 5 The Essential Service Requirement of “with at least one staff member present in each SGH at all times” is exempted when all the children residents have participation in activity(ies) held out of the SGH and cared by the SGH staff.

Note 6 Placement occupancy refers to the number of places occupied starting from the date of admission to the date of formal discharge.

The calculation of **rate of placement occupancy** is

$$\frac{\text{Sum of daily attendance}^{\text{@}} \text{ during the year}}{\text{Capacity x no. of operating days (i.e. 365 / 366 days*) in the year}} \times 100\%$$

@ Daily attendance is counted to include children on sick/home leave.

*Prior approval from SWD should be sought if SGH Service Operators vary the above operating days.

[SWD will take into consideration the availability of referrals should

placement occupancy rate not be met.]

Note 7 Rate of referral accepted refers to the percentage of eligible referrals accepted for admission.

The calculation of **rate of referral accepted** is

$$\frac{\text{No. of referrals accepted during the year}}{\text{No. of referrals received in the year – No. of referrals eligible but not accepted in the year\#}} \times 100\%$$

Referral may either be verbal or written made by the referring worker subject to the following conditions:

- (i) that the case is eligible for the service;
- (ii) that all information necessary for screening is available; and
- (iii) that there is a tentative date scheduled for the child’s admission within 7 working days.

#Referrals eligible but not accepted refer to those referrals which are not accepted due to the following reason(s):

- (a) full enrolment;
- (b) withdrawal by referrers; or
- (c) vacancy available under the SGH Service Operator (i.e. locality of the SGHs providing ESCSGH or the availability of boy/girl placement) does not match with that of the child referred.

Note 8 Scheduled processing time refers to the maximum time allowed for the child’s admission provided that a vacancy is available and the child is eligible for admission in accordance with the criteria laid down in the referral guidelines.

The calculation of **rate of achieving scheduled processing time** is

$$\frac{\text{No. of children admitted for service within 7 working days upon receipt of referral during the year}}{\text{Total no. of eligible referrals accepted in the year}} \times 100\%$$

Note 9 Scheduled case review meeting refers to case conference initiated by the SGH and shall meet the following criteria:

- (a) The frequency of case review meeting is set at once every 3 months for individual child staying in the SGH for more than 3 months. The first review would be completed for every resident child immediately after the child is admitted to the service for 3 months. The second and subsequent review would be conducted once every 3 months counting from the date of the last review meeting;
- (b) Participants include social worker of the SGH, referring worker, the child (subject to the age and maturity of the child) and a third party (i.e. parent(s)/teacher/clinical psychologist, etc.);
- (c) There is subject area concerning the child, including individual work plan/placement plan/family reunion plan, or any problems arisen in the course of placement;
- (d) The review is documented, i.e. record is kept; and
- (e) There is follow-up action.

Achieving scheduled case review meeting refers to scheduled case review meeting completed.

The calculation of **rate of achieving scheduled case review meeting** is

$$\frac{\text{No. of case review meeting completed on or before schedule}}{\text{No. of case review meeting due for completion required during the year}} \times 100\%$$

Note 10 Percentage of children expressing to have received care in a safe and stable environment is measured through the designated questionnaire ESCSGH Form A for each child upon discharge from ESCSGH. Children of young age or having been regarded as mental incompetence/emotionally unstable should not be required to fill the questionnaire.

The calculation of percentage of children expressing to have received care in a safe and stable environment is

$$\frac{\text{No. of completed questionnaires indicating that the children expressed to have received care in a safe and stable environment as "agreeable" or "very agreeable" upon discharge}}{\text{Total no. of children completing ESCSGH Form A during the period}} \times 100\%$$