

**FUNDING AND SERVICE AGREEMENT<sup>1</sup>**

**Transitional Support Service for Persons in Mental Recovery**

**A. Service Definition**

(1) Introduction

Transitional Support Service (TSS) for Persons in Mental Recovery (PMRs) (the Service) is set up to strengthen community support for those service users waitlisting for halfway house (HWH) service under Central Referral System for Rehabilitation Services (CRSRehab) of the Social Welfare Department (SWD).

(2) Purpose and Objectives

The Service aims to provide a stop-gap, timely and enhanced transitional support for the service users with genuine and specific needs through setting up clustered-based multi-disciplinary outreaching support teams with medical-social collaboration to facilitate their smooth transition into HWH service.

(3) Service Nature and Contents

Service users shall be served according to their residential addresses. The Service Operator is required to form strategic partnership and collaborative platform among psychiatric facilities under Hospital Authority (HA), HWHs, welfare service units and family members/carers, etc. within the designated cluster<sup>2</sup> to meet the specific needs of PMRs by providing them a range of necessary transitional support, which include but not limited to the following:

- (a) To motivate service users to receive rehabilitation services and facilitate their adjustment in the community while waiting for a HWH placement;

---

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

<sup>2</sup> There are three clusters:

- (i) Hong Kong Island & Kowloon East, including Central and Western District, Southern District, Islands District, Eastern District, Wan Chai District; Kwun Tong District, Wong Tai Sin District and Sai Kung District;
- (ii) Kowloon West, including Kowloon City District, Yau Tsim Mong District, Sham Shui Po District, Kwai Tsing District and Tsuen Wan District; and
- (iii) New Territories, including Sha Tin District, Tai Po District, North District, Yuen Long District and Tuen Mun District.

- (b) To prepare service users for admission into HWH service with clear explanation on the rehabilitation journey, including the optimal length of stay;
- (c) To conduct ongoing review with service users on their service need together with other professionals with a view to providing bridging services and orientation programmes prior to their HWH living or alternative structured support service to sustain their community living through community support services;
- (d) To provide at least 6-month post HWH admission support service to service users, taking early intervention to prevent any possible premature discharge and addressing any intervening adverse factors;
- (e) To develop a resources kit accessible to all stakeholders and arrange orientation visits to HWHs to facilitate the referrers, service users and family members/carers to better understand the service, their physical environment, regulation and level of care to be provided by HWHs during the stage of service waitlisting;
- (f) To engage family members/carers, as appropriate, to participate in the rehabilitation plan of service users, especially during service entry and formulation of rehabilitation plan while involving the service users and respecting their views;
- (g) To sustain the motivation of service users, who insist to leave HWH service within 6-month after admission, for continual rehabilitation and facilitate their smooth adjustment to community living with regular drug compliance, psychiatric medical follow-up and meaningful daily engagement through reviewing the agreed training plan as devised in HWHs, connecting them closely with community support services, such as integrated community centre for mental wellness and medical social services, for post-discharge follow-up, and providing emotional and rehabilitation support by peer supporters, etc.; and
- (h) To render peer support service to service users and their carers by sharing their experience in the journey of mental recovery and rehabilitation in HWHs through interviews and concern calls, providing escort to PMRs and their carers to attend medical appointments, HWH orientation visits, organising groups and activities, as well as public education programmes for promoting support for PMRs in HWHs.

(4) Target Service Users

The target service users are PMRs waitlisting for places in HWHs, including HWHs with special provision, under CRSRehab of the SWD.

(5) Referrals

The service users and/or their family members/carers may approach the Service Operator of TSS for PMRs directly or through referrals by medical practitioners, social workers and other service units. Consent from parent(s)/guardian(s) has to be sought for service users whose age is below 18.

**(B) Service Performance Standards**

(6) Essential Service Requirements

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

- (a) The TSS for PMRs shall be open for a minimum of 44 hours (at least 11 sessions<sup>3</sup> or above) per week; and
- (b) Registered social worker<sup>4</sup> is the essential staff of the Service.

(7) 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 I**.

(8) Service Quality Standards

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

---

<sup>3</sup> Opening hours may vary among TSS teams for meeting operational needs but it should be regular and made known to the public.

<sup>4</sup> A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

**(C) Subvention**

- (9) 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.
- (10) 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, subvention for central administration and recognised fee income, if any. Rent, Government rent and rates as well as management and maintenance fees in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.
- (11) 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**

- (12) This FSA is valid for a time-defined period as set out at **Annex I**. 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.
- (13) 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.
- (14) 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.

- (15) 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**

- (16) In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.
- (17) In the event of any dispute or difference arising out of or in connection with the FSA, the SWD and the Service Operator shall first refer to mediation in accordance with The Government of the Hong Kong Special Administrative Region Mediation Rules prevailing at the time. If the said dispute or difference is not settled by mediation, the SWD or the Service Operator may institute litigation / arbitration in respect of the said dispute or difference. The SWD and the Service Operator agree that the courts of Hong Kong shall have exclusive jurisdiction in respect of the said dispute or difference.

- END -

Annex I**Terms and Requirements of Specific Service Unit****Transitional Support Service for Persons in Mental Recovery**  
(TSS for PMRs)

Name of Service Operator :  
 Name of Service Unit :  
 Cluster :

**(A) Validity Period**

This agreement is valid from \_\_\_\_\_ to \_\_\_\_\_.

**(B) Service Performance Standards**Service Output

<b>Service Output Standard (OS)</b>	<b>Service Output Indicator</b>	<b>Agreed Level</b>
1	Total number of new/reactivated cases serving potential service users of halfway house (HWH) in one year	130
2	Total number of individual sharing sessions <sup>(Note 1)</sup> /activities, outdoor support services <sup>(Note 2)</sup> and programmes assisted or conducted by peer supporters in one year	240
3	Total number of therapeutic groups <sup>(Note 3)</sup> /linkage activities <sup>(Note 4)</sup> organised for service users and/or their family members/carers in one year	15

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users having successfully settled in HWH service in one year	75%
2	Percentage of service users having successfully sustained their community living without relapse in one year after leaving HWH service pre-maturely	75%

**(C) Value-added Items**

Subject to the Service Operator's proposal

**(D) Service Achievements**

To encourage the sector to pursue service excellence, the Service Operator shall provide 3 examples (in no more than 300 words each in English or Chinese) achieved by TSS for PMRs during the reporting year, for sharing good practices, showcasing application of innovative intervention strategies, and/or illustrating how the Service helps the target service users for meeting the service objectives.

Notes and Definitions

- (Note 1) **Individual sharing sessions** refer to face-to-face interviews with service users individually (i.e. excluding group sessions), jointly with professional staff (such as social worker), or telephone interviews. Interviews or calls just for showing concern without any sharing element are not counted.
- (Note 2) **Outdoor support services** refer to visits to service users conducted outside the service unit(s) accompanied by other professionals (such as social worker). Visits to service users or escort services for attending medical appointments, community orientation visits, etc. conducted solely by the Peer Supporter may be counted toward outdoor support services subject to endorsement by his/her supervisor with written justifications.
- (Note 3) **Therapeutic groups** are defined as the groups conducted to the service users with (i) professional staff input (i.e. social worker and/or enrolled nurse (psychiatric)), (ii) structured content, (iii) planned objective(s) in response to the specific needs and circumstances of group members, (iv) evaluation and (v) documentation, with a minimum of four sessions and a minimum of four members. Each session of the therapeutic groups should last no less than one hour.
- (Note 4) **Linkage activities** refer to activities arranged in line with the service objectives including but not limited to HWHs' orientation visits, and with staff input, planned objective(s), programme content, evaluation and documentation.

- END -