

**Funding and Service Agreement
(Lump Sum Grant)
Integrated Vocational Rehabilitation Services Centre
(with Special Provision for Commercial-hired Transport Service)**

I Service Definition**Introduction**

An Integrated Vocational Rehabilitation Services Centre (IVRSC) provides persons with disabilities (PWDs) one-stop integrated and seamless vocational services specially designed to accommodate the limitations arising from their disabilities. Work opportunity can be provided to the PWDs where they can develop their social and economic potential, achieve upward mobility in vocational rehabilitation, and prepare for potential advancement to open employment where possible.

Purpose and objectives

2. The prime objective of IVRSC is to enable PWDs to secure, retain and advance in suitable employment and thereby to further their integration into society, in which they can be trained to achieve the following aims:

- (a) to engage in training in community environment;
- (b) to learn to adjust to work requirements;
- (c) to develop social skills and relationship;
- (d) to prepare for potential advancement to open employment; and
- (e) to achieve self-reliance as far as possible.

3. In addition, it is a welfare-oriented service without an employer-employee relationship between the Service Operator and the service users.

Nature of service

4. The Service Operator is required to meet the holistic and individual needs of service users by providing a well-planned and coordinated range of services facilitative to the vocational rehabilitation for PWDs. The services provided by IVRSC may include:

(a) Centre-based training

Centre-based sub-contract jobs in the form of simple processing, finishing and assembly or sub-assembly work, desk-top publishing, laundry service, computer work, design and printing, producing handicrafts, banner making, and other trades that match with market trend;

(b) Non-centre-based training

Outdoor contractual services such as car-washing, cleaning, delivery service, retailing, catering, kiosk management and leaflet distribution, etc.;

(c) Employment-related training

Job finding, matching, coaching, job attachment, job trial, post-employment service and employment related skills training through individual approach, including individual placement model and home-based employment model, group approach, including mobile crew, enclaved model, benchwork model and simulated business;

(d) Retraining and other vocational training services

Activities such as retraining programmes to enable PWDs to secure, retain and advance in open employment and integration into society as far as possible;

(e) Support services

Vocational assessment, counseling and other casework services, post-discharge services, social and recreational activities, family life education activities and other support activities for the service users and their families; and

(f) Commercial-hired transport service

The operation of a bus route with the vehicle hired from a commercial transport company for the service users.

For Supported Employment Services (SE) of IVRSC

(a) Job Placement

To arrange job placement such as job analysis and job matching for the participants.

(b) Support Service

To render support services including employment related skills training, on-the-job coaching and supervision, job-related guidance and advice to the participants, their family members and the job providers.

(c) Flexibility

To ensure support to the participants matching with the reality, the Service Operator is allowed to exercise flexibility in running programmes so as to go with the changing needs of the labour market and economic structure.

(d) Job Attachment

To arrange the participants to receive not more than three months' Job Attachment so as to help cultivate his/her working habits and gain the skills required by employers in a real working environment. Should none of the participants is willing to attempt Job Attachment, the Service Operator is obliged to record the reason(s).

(e) Job Trial

To help those participants who encounter difficulties to secure job in the open employment market, the Service Operator can arrange the participants to receive not more than six months' Job Trial. While the Service Operator will issue wage subsidy to the employer, the participant is to receive wage from the employer. Being engaged in Job Trial is thus, to the participant, regarded as having secured a job in the open employment market. Participant may not need to receive Job Trial if he/she is able to secure job with or without receiving Job Attachment.

(f) Post-placement Service

To provide each participant with no less than twelve months' Post-placement Service to help him/her settle in the job. Post-placement Service refers to the support rendered to the participants, their family members and carers, the employers (including potential employers) and also the staff of the employers. The support is to enhance the participant's chance of securing and sustaining job, settling in the work environment and even integration into the community. Pre-employment service including pre-employment training, job matching, counselling that are to render to the participants, should **not** be regarded as Post-placement Service. It is only when the participant is matched with an employment-related placement including job attachment, job trial and/or a job in the open employment market that Post-placement Service is to be rendered.

Target group and eligibility criteria

5. The target group is PWDs aged 15 or above with a need of vocational rehabilitation training or in need of support to take up open employment. It also includes IVRSC's direct intake of ex- service users falling back from open employment within the time limit committed by the Service Operator, which should be within 3 years after their discharge. In case no immediate place is available, IVRSC should take back these fallback service users when the first opportunity arises. To be eligible for an IVRSC place, an applicant should be:

- aged 15 or above;
- having work motivation/ability;
- capable of self-care; and
- mentally and emotionally stable with no active infectious disease and severe disturbing behaviour.

6. The target groups for Supported Employment Services (SE) of IVRSC are:

- a) persons with moderate disablement and working abilities lying between sheltered workshop and open employment without support, i.e. the majority of persons with moderate grade mental handicap, and those with mild grade mental handicap coupled with other disabilities or being recommended/assessed by the Service Operator or allied health professionals such as occupational therapist, psychologists, etc. that they will be benefited from the service; and
- b) persons with moderate disablement and good working abilities but are unable to adjust to the competitive open job market in the absence of support, i.e. those persons with severe physical, sensory, visceral or psychiatric disabilities.
- c) To be eligible for a SE place, an applicant should be:
 - aged 15 or above;
 - a person with disability/ disabilities who is assessed to be capable of or likely capable of open employment if provided with special support programme;
 - not receiving any vocational rehabilitation service, employment training programme or any other day service after admission to Supported Employment services;
 - having adequate self-care and daily living skills; and
 - having motivation to take up open employment.

7. Referrals are to be made via the Central Referral System for Rehabilitation Services (CRSRehab) operated by Social Welfare Department (SWD). For supported employment cases under IVRSC, direct applications filed to the Centre are also acceptable apart from receiving referrals from CRSRehab.

8. To be eligible for the transport service, the applicant should be those disabled persons who are unable to use public transport and have no alternative means of transport to attend integrated vocational rehabilitation services centre.

II Performance Standards

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

Outputs

For IVRSC services

<u>Output standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average number of persons served per month in a year *	Specified for individual
2	Open employment cases per 2 years *	Integrated Vocational Rehabilitation Services Centre (see <i>Annex</i>)
3	Rate of progress review completed in a year *	
4	Average enrolment rate of Commercial-hired Transport Service in a year *	98%

For SE services of IVRSC

<u>Output standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
5	Percentage of participants having received no less than twelve months' Post-placement Service in a year	80 % of the total capacity of SE
6	Number of vocational training or activities arranged for participants / family members or carers / employers / staff of employers in a year	2 per participant (i.e. 2 x total capacity of SE)

Outcomes

For IVRSC services

<u>Outcome standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users indicating satisfaction with IVRSC services in a year (<i>with effect from 1 October 2021</i>)	75%

2	Percentage of service users' family members/ guardians/ carers indicating satisfaction with IVRSC services in a year (<i>with effect from 1 October 2021</i>)	75%
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For Commercial-hired Transport Service

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
3	Percentage of service users indicating satisfaction with Commercial-hired Transport Service for People with Disabilities in a year (<i>with effect from 1 October 2021</i>)	75%
4	Percentage of service users' family members/ guardians/carers indicating satisfaction with Commercial-hired Transport Service for People with Disabilities in a year (<i>with effect from 1 October 2021</i>)	75%

For SE services of IVRSC

<u>Outcome standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
5	Percentage of participants indicating satisfaction with the SE services provided by the Service Operator in a year (<i>with effect from 1 October 2021</i>)	75%
6	Percentage of Job Attachment Providers indicating satisfaction with the services provided by the Service Operator in a year (<i>with effect from 1 October 2021</i>)	75%
7	Percentage of Job Trial Providers indicating satisfaction with the services provided by the Service Operator in a year (<i>with effect from 1 October 2021</i>)	75%

[*Notes and Definitions attached at **Appendix** of this Funding and Service Agreement (FSA)]

Essential service requirements

10. The Service Operator is required to comply with the essential service requirements as follows:

- Registered social worker(s)¹ and qualified nurse(s)² are the essential staff for the

¹ Registered Social Worker refers to the definition governed by the Social Workers Registration Ordinance.

² Nurse refers to any person whose name appears either on the register of nurses maintained under Section 5 of

service;

- All services are to comply with the latest CRSRehab Guidelines and procedures;
- Service Operator should ensure the participants who engage in open employment could work in an open integrated setting where they have access to the usual benefits of having a job; and
- IVRSC should directly intake ex-service users falling back from open employment within 3 years after their discharge. In case no immediate place is available, IVRSC should take back these fallback service users when the first opportunity arises.

Quality

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

III Obligations of SWD to Service Operators

12. SWD will undertake the duties set out in the General Obligations of SWD to Service Operators as specified in the FSA Generic Sections.

13. In addition, SWD will meet the following service-specific standard of performance. The actual performance of the Department in relation to this obligation is expected to affect the ability of the Service Operator to meet its required standard of performance:

- to provide a referral from the CRSRehab within **28 days** of written notification of a vacancy, provided that there is a referral with updated and complete information in hand. Should a referral not be in hand, SWD will negotiate with the Service Operator as appropriate.

IV Basis of Subvention

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

Funding

the Nurses Registration Ordinance, Cap. 164, or the roll of the enrolled nurses maintained under Section 11 of that Ordinance.

15. 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, qualified professionals 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.

16. 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 the 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.

17. For prudent use of public money, it has been agreed with the Service Operator that the subvention for the payment of Job Attachment Allowance (JAA) of Supported Employment Service (SE) to participants of Job Attachment will be provided by three phases according to the principles outlined below:

- (a) First Phase - 70% of the subvention on JAA would be allocated upon the Service Operator indicating acceptance of the FSA;
- (b) Second Phase - An additional 15% of the subvention on JAA (i.e. a total of 85% of the subvention on JAA) would be allocated to the Service Operator upon the utilisation reaching 70% of the total capacity of SE; and
- (c) Third Phase - The remaining 15% of the subvention on JAA (i.e. a total of 100% of subvention on JAA) would be allocated to the Service Operator upon the utilisation reaching 85% of the total capacity of SE.

18. Based on the above parameters, the Service Operator will keep receiving 70% of the JAA until the reported utilisation has reached 70% and 85% of the total capacity that 85% and 100% of the total subvention on JAA is entitled respectively.

Payment Arrangement, Internal Control and Financial Reporting Requirements

19. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

20. 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.

21. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the 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.

V. Other References

22. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the respective Service Specifications, and the Service Operators' proposals and supplementary information, if any. Where these documents are in conflicts, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.

AppendixNotes and DefinitionsFor IVRSC

1. **Persons served** refers to the service users enrolled in the Integrated Vocational Rehabilitation Services Centre through referrals from CRSRehab of SWD and direct intake of “fallback” service recipients by IVRSC. For supported employment cases under IVRSC, direct applications to the Service Operators are also acceptable.

2. **Average number of persons served per month in a year =**

$$\frac{\text{Sum of no. of persons served in each month in a year}^*}{12}$$

(* No. of persons served in each month = No. of enrolment brought forward from previous month + No. of admissions during the month + No. of fallback ex-service users during the month)

3. **Open employment** and **Open employment cases per 2 years** refer to those service users who have settled in job(s) in the open employment market for six months in a 12-month period, including job trial period, with a minimum monthly salary over \$1,500 for **part-time job** and working less than 44 hours per week or \$3,000³ for **full-time job** and working 44 hours or more per week. Open employment may not be necessarily limited to one job throughout the six-month period. The number of cases should be counted on a two-year cumulative basis.
4. **Progress review** refers to individual case plan review. A case plan should be formulated for each service users upon intake and be reviewed at regular intervals. The review is to meet individual service user’s various needs including work-related, social and developmental aspects.
5. **Rate of progress review completed in a year =**

$$\frac{\text{Total number of progress reviews completed in the reporting year}}{\text{Total number of progress reviews due for completion in the reporting year}^*} \times 100\%$$

(* Those service users admitted for less than 3 months during the reporting year can be excluded.)

6. **Enrolment of Commercial-hired Transport Service** refers to the total number of passengers of each route at the end of each month.

³ \$3,000 is set as the minimum monthly salary level for full-time jobs as persons with disabilities can be remunerated at a rate commensurate with their productivity according to the productivity assessment which might be less than the Statutory Minimum Wage rate.

7. Average enrolment rate of Commercial-hired Transport Service =

$$\frac{\text{Sum of month-end enrolments of transport service of the 12 months} \div 12}{\text{Recognized Capacity}} \times 100\%$$

8. Satisfaction of service users refers to the outcome of service evaluation questionnaire conducted by the service unit to collect views from service users on the IVRSC services provided by the service unit.**9. Satisfaction rate of service users =**

$$\frac{\text{Number of service users indicating satisfaction}^0 \text{ with IVRSC service in the year}}{\text{Total number of service users having completed the service evaluation questionnaire in the year}} \times 100\%$$

10. Satisfaction of service users' family members/ guardians/ carers refers to the outcome of service evaluation questionnaire conducted by the service unit to collect views from service users' family members/guardians/ carers on the IVRSC services provided by the service unit.**11. Satisfaction rate of service users' family members/ guardians/ carers =**

$$\frac{\text{Number of service users' family members/ guardians/ carers indicating satisfaction}^0 \text{ with IVRSC service in the year}}{\text{Total number of service users' family members /guardians/ carers having completed the service evaluation questionnaire in the year}} \times 100\%$$

⁰ Refers to the specified service evaluation questionnaire “綜合職業康復服務中心服務 - 服務使用者/家屬意見調查問卷” provided by SWD.

For SE Services of IVRSC**12. Participants** refer to those service users enrolled in the Programme. Participants under Job Trial shall enjoy the employee status to whom they have been employed and are entitled to the normal employment benefits as defined under the Employment Ordinance.**13. Post-placement Service** refers to the provision of support service including on-the-job coaching and supervision, job-related guidance and advice to the participants, their family members and the job providers. Irrespective of the employment status of the participant, the requirement of the 12-month's Post-placement Service is to be counted once it is being rendered.**14. Percentage of participants having received no less than twelve months' Post-placement Service in a year =** (Number of participants having received no less than twelve months' Post-placement Service ÷ total capacity) x 100%

15. Vocational training or activities could be arranged in individual or group format related to supporting the participants for open employment during the post-placement period. Examples are, as related to the settling in employment of the participants, making concern calls to the employees and employers, paying visits or conducting interviews or rendering counselling to the participants and handling of urgent matters; rendering support in case of job change or work position change of the participants, providing training activities to employers or staff of employers, etc.
16. **Participants' satisfaction** refers to the outcome of service evaluation questionnaire conducted by the Service Operator to collect views from participants on the SE services provided by the Service Operator.

The percentage is calculated by the following formula:

(Number of participants indicating satisfaction[#] with the SE services provided by the Service Operator in the year ÷ Total number of participants having completed the service evaluation questionnaire in the year) x 100 %.

17. **Job Attachment Providers' satisfaction** refers to the outcome of services evaluation questionnaire conducted by the Service Operator to collect views from Job Attachment Providers on the services provided by the Service Operator.

The percentage⁴ is calculated by the following formula:

(Number of Job Attachment Providers indicating satisfaction[@] with the services provided by the Service Operator in the year ÷ Total number of Job Attachment Providers having completed the service evaluation questionnaire in the year) x 100 %.

18. **Job Trial Providers' satisfaction** refers to the outcome of service evaluation questionnaire conducted by the Service Operator to collect views from Job Trial Providers on the services provided by the Service Operator.

The percentage⁴ is calculated by the following formula:

(Number of Job Trial Providers indicating satisfaction[&] with the services provided by the Service Operator in the year ÷ Total number of Job Trial Providers having completed the service evaluation questionnaire in the year) x 100 %

⁴ † “N.A.” can ONLY be used if none of the participants is willing to attempt Job Attachment / Job Trial during the whole reporting period. For an input of “N.A.” to Job Attachment, the Service Operator is obliged to record the reason(s) in the supplementary information of the SIS form.

† “N.A.” **cannot** be used when it is the Job Attachment (JA) Providers / Job Trial (JT) Providers who refuse(s) to indicate their satisfaction with the service or the Service Operator fails to request JA Providers or JT Providers to complete the evaluation questionnaire. In both situations, only “0” can be filled in the SIS form.

Refers to the specified service evaluation questionnaire “輔助就業服務 - 服務使用者意見調查問卷” provided by SWD.

@ Refers to the specified service evaluation questionnaire “輔助就業服務 - 提供見習 (Job Attachment) 的僱主/機構意見調查表” provided by SWD for Job Attachment Providers

& Refers to the specified service evaluation questionnaire “輔助就業服務 - 提供在職試用 (Job Trial) 的僱主/機構意見調查表” provided by SWD for Job Trial Providers.