

**Funding and Service Agreement<sup>1</sup>**  
**Cyber Youth Support Teams**

**I. Service Definition**

**Introduction**

1. To address the at-risk and hidden youths who may not prefer conventional mainstream services, Cyber Youth Support Teams (CYSTs) are set up to proactively approach and engage them through cyber means. The CYSTs provide professional social work intervention with online and offline counselling and group/ programme services to at-risk and hidden youths. The CYSTs will form partnership with other community stakeholders and organisations to foster cross-sectoral collaboration to address the needs of at-risk and hidden youth.

**Purpose and Objectives**

2. The purposes of CYSTs are to identify and approach at-risk and hidden youths through online platforms and to connect them to relevant mainstreams services for follow up.

3. The objectives of the CYSTs are to assist the target service users by –

- (a) proactively searching and approaching at-risk and hidden youths through online platforms popular among youths, providing intervention, support and counseling (viz preventive, developmental, supportive and remedial levels) through online and offline means as well as referral services to relevant mainstream services for follow up;
- (b) forming partnership, strategic alliance and cross-sectoral collaboration with other community stakeholders and organisations, including subvented and self-financing welfare service units both within and

---

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

outside the CYSTs' own organisations, government departments, local bodies, schools, religious groups, other professionals, etc. to address the needs and problems of the at-risk and hidden youths; and

- (c) mobilising community resources, arranging training, promoting community education, handling case referrals, answering enquiries, etc. on matters relating to at-risk and hidden youths in their respective serving regional clusters<sup>2</sup>.

### **Nature of Service**

4. The CYST is required to provide an integrated service delivery model/ protocol, technical development/ support and authenticity system as well as to suggest innovative programme means for their CYST, which may include, but not limited to, the following -

- (a) to develop a website with relevant web-based services/use instant messaging software on mobile phones and computers to engage at-risk and hidden youths for further contacts with social workers. Being the webmaster, the Service Operator is required to establish the authenticity system on those web-based services before in use;
- (b) to search for and engage at-risk and hidden youths, including those who are manifesting various at-risk and hidden behaviours and are in need of social work intervention through online services;
- (c) to provide guidance, support and counseling services viz preventive, developmental, supportive and remedial levels for the service users and

---

<sup>2</sup> The service boundary of 5 CYST is as follows:

<b>Service boundary</b>	<b>Districts in respective service boundary</b>
Hong Kong Island	Central/Western/Southern & Islands District, Eastern/Wan Chai District
East Kowloon	Kwun Tong, Wong Tai Sin/Sai Kung District
West Kowloon	Kowloon City/Yau Tsim Mong District and Sham Shui Po District
New Territories East	Sha Tin District and Tai Po/North District
New Territories West	Tsuen Wan/Kwai Tsing District, Tuen Mun District and Yuen Long District (including Tin Shui Wai)

their significant others<sup>3</sup> to overcome their difficulties and problems;

- (d) to organise online and offline group activities and programmes for enhancing at-risk and hidden youths' problem-solving skills, conflict resolution, resilience, stress management, life skills training, etc.;
- (e) to mobilise at-risk and hidden youths to receive offline services and connect them to other mainstream services, employment programmes, etc. when necessary and as appropriate;
- (f) to share a case management system among the five CYSTs<sup>4</sup> for case checking to avoid duplication of cases handling as the CYSTs do not have specific catchment area in online services;
- (g) to establish referral mechanism/ network and interfacing with other mainstream services, such as Integrated Children and Youth Services Centres (ICYSCs), Integrated Family Service Centres (IFSCs), clinical psychological services, psychiatric services, Suicide Crisis Intervention Centre, etc.;
- (h) to provide public education and training in the community/ welfare/ education sectors as well as foster cross-sectoral collaboration and partnership with community stakeholders and organisations to address the needs of and provide support for at-risk and hidden youths; and
- (i) to provide any other services to meet the changing service needs of the service users.

## **Target Group**

5. It refers to at-risk and hidden youths, aged 6 to 24, who have emotional or

---

<sup>3</sup> "Significant others" refer to the immediate family members or carers of the service users.

<sup>4</sup> The five CYSTs are required to share the current case management system for case checking purpose. Further deliberation on sharing other functions of the case management system has to be made among the five CYSTs. Related maintenance cost for the system is shared by the five CYSTs funded already under "Other Charges" of the subventions.

behavioural problems and are manifesting or engaging in various at-risk behaviours in the Internet. Given that there may be difficulties in verifying the real age of the persons connected in the online platforms at the initial contact/ outreaching stage, to cater for immediate needs of persons connected and allow flexibility in service provision, transitional intervention may be provided by the CYSTs on a need basis for those persons connected online but are later confirmed to be outside the age range of 6 to 24. However, the CYSTs should refer them to appropriate mainstream services as soon as practicable.

## **II. Performance Standards**

6. The CYST is required to meet the following performance standards:

### **Outputs**

<b><u>Output Standard</u></b>	<b><u>Output Indicator</u></b>	<b><u>Agreed Level</u></b>
1	Total number of at-risk/hidden youths engaged through online outreaching approach in a year <sup>Note 1</sup>	1200
2	Total number of cases served <sup>Note 2&amp;3</sup> in a year	250
3	Total number of cases closed having achieved the case goal(s)/plan in a year	50
4	Total number of counselling sessions in a year <sup>Note 4</sup>	2000
5	Total number of cases with referrals made to mainstream service units <sup>Note 5</sup> in a year	75
6	Total number of group/programme sessions <sup>Note 6&amp;7</sup> conducted in a year	190
7	Total number of training and collaboration with community stakeholders and other relevant professionals <sup>Note 8</sup> in a year	40

**Outcomes**

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Percentage of service users indicating positive change (e.g. enhancement of resilience, improvement in problem solving skills, etc.) after receiving counselling service in a year <sup>Note 9</sup>	75%
2	Percentage of service users indicating positive change (e.g. enhancement of resilience, improvement in problem solving skills, etc.) after participating in groups/programmes in a year <sup>Note 10</sup>	75%
3	Percentage of community stakeholders indicating satisfaction for service effectiveness and performance in a year <sup>Note 11</sup>	75%

**Explanatory Notes**

<u>Note 1</u>	<b>Engaged youths</b> refer to service users who have built up relationship with social workers with preliminary contacts.
<u>Note 2</u>	<b>Case</b> should have service user’s consent to receive social work intervention with agreed goal(s)/plan.
<u>Note 3</u>	If the actual output of the OS2 has reached 95% to below 100%, 90% to below 95% and 85% to below 90% of the agreed level, the agreed levels for OS6 may be adjusted upward by 7%, 14% and 21% respectively.
<u>Note 4</u>	Each <b>counselling session</b> should last for 45 minutes. Counselling sessions can be provided to the at-risk/hidden youths and their significant others (i.e. the immediate family members or carers of the at-risk/hidden youths). Breakdown of the counselling sessions for at-risk/hidden youths and significant others is required to be specified in the Statistical Information System (SIS) Form.

<p><u>Note 5</u></p>	<p><b>Mainstream services</b> include young people services, schools, family service, residential service, medical setting, drug rehabilitation setting, employment service, legal service, etc. A case which has been referred to more than one service units should be counted once only.</p>
<p><u>Note 6</u></p>	<p><b>Group/programme sessions</b> include both online and offline activities. Group/programme sessions can be provided to at-risk/hidden youths and their significant others with at least three or more participants in each session. Breakdown of the programme sessions for at-risk/hidden youths and significant others is required to be specified in the SIS Form. One session should last for at least 1 hour. In case of a whole day programme, a maximum of 3 sessions can be counted.</p>
<p><u>Note 7</u></p>	<p>If the actual output of the OS6 has reached 95% to below 100%, 90% to below 95% and 85% to below 90% of the agreed level, the agreed levels for OS2 may be adjusted upward by 7%, 14% and 21% respectively.</p>
<p><u>Note 8</u></p>	<p>This refers to the actual number of training and collaboration programmes for which one programme may involve more than one session. One training session should last for at least 1 hour. In case of a whole day training programme, a maximum of 3 sessions can be counted.</p>
<p><u>Note 9</u></p>	<p>The percentage is calculated basing on the “number of service users indicating positive change upon case closed having achieved the case goal(s)/plan” against the “total number of cases closed”.</p>
<p><u>Note 10</u></p>	<p>The percentage is calculated basing on the “number of service users indicate positive change after participating online and offline groups/programmes” against the “total number of participants participating groups/programmes”.</p>
<p><u>Note 11</u></p>	<p>The percentage is calculated basing on the “number of community stakeholders indicating satisfaction for service effectiveness and performance” against the “total number of training and collaboration with community stakeholders and other relevant professionals”.</p>

**Essential Service Requirement**

7. The CYST is required to comply with Essential Service Requirements that the service should be rendered by registered social workers, with at least one registered social worker holding a recognised degree in social work.

**Quality**

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

**III. Obligations of Social Welfare Department to Service Operator**

9. The Social Welfare Department (SWD) will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

**IV. Basis of Subvention**

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

**Funding**

11. An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period.. This lump sum has taken into account personal emoluments, including provident fund for employing registered social workers and supporting staff, and other charges (covering all other relevant operating expenses including related maintenance cost of the case management system shared among the CYSTs, employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognised fee income, if any.

12. 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 Reporting Requirements**

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

14. 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.

15. The Service Operator shall submit 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. Validity Period**

16. 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 SWD that the same be remedied, SWD may after expiry of such notice, terminate this Agreement by giving 30 days' notice in writing to the Service Operator.

17. 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.

18. Continuation of 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. SWD reserves the right to reallocate the project.

**VI. Other References**

19. Apart from this FSA, the Service Operator should also comply with the requirements/ commitments set out in the 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.