

FUNDING AND SERVICE AGREEMENT¹**Youth Outreaching Teams****(A) Service Definition****(1) Introduction**

For enhancing the outreaching service for at-risk youths to better meet the service demands, Youth Outreaching Teams (the Service) are set up and adopt a new mixed mode of day and night outreaching service (i.e. with flexibility in the operating hours). Contacts are usually made in the places that these young people are known to frequent (e.g. internet cafes, playgrounds, parks, shops, housing blocks and video games centres, etc.) in a defined service boundary.

(2) Purpose and Objectives

The purpose of the Service is to identify, reach out and engage target service users to help them overcome their problems and difficulties, develop their potentials, prevent them from falling prey to negative elements and become socially integrated.

The specific objectives of the Service are-

- (a) to identify early and reach out to the target service users and prevent them from further behavioural deterioration or falling prey to negative elements;
- (b) to provide guidance/ support to direct the target service users to more positive lifestyles;
- (c) to empower the target service users to overcome their difficulties and problems; and
- (d) to foster the development of positive social values and attitudes as well as to enhance their social functioning and potentials of the target service users.

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

(3) Service Nature and Contents

The Service to be provided by the Service Operator includes-

- (a) identifying and establishing direct contacts with the target service users, either on an individual or group basis;
- (b) providing guidance and counselling, either on an individual or group basis, to assist the target service users to overcome their difficulties or problems;
- (c) organising group activities or programmes for rapport building, guidance, life skills training, developing better drug awareness, providing community service or other specified purposes in order to achieve case plans;
- (d) providing on-the-spot crisis intervention, including escorting young night drifters (YNDs) back to their home or crisis residential centre/ temporary shelters during late hours, if required;
- (e) referring the target service users to other appropriate services such as youth employment programmes, counselling centres for psychotropic substance abusers or other drug treatment and rehabilitation centres, integrated family service centres, integrated children and youth services centres, clinical psychological or psychiatric services, etc. according to their service needs; and
- (f) providing any other services to meet the changing service needs of the target service users.

While the Service is outreaching in nature, service users may approach the service directly for assistance, either in or out of the office/ working base.

(4) Target Service Users

The target service users of the Service are the young people/ YNDs aged 6 to 24, who do not normally participate in conventional social or youth activities and are vulnerable or exposed to undesirable influence and/or manifesting behavioural problems, usually frequenting places like internet cafes, playgrounds, video game centres, etc. or loitering or drifting in the street at late hours at night in the defined boundaries.

(B) Service Performance Standards**(5) Essential Service Requirements**

The Service Operator must comply with essential service requirement that the service should be rendered by registered social workers.

(6) 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**.

(7) Service Quality Standards

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

(C) Subvention

(8) The Service is subvented by the Social Welfare Department (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.

(9) 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 and recognised fee income, if any. Rent and rates in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.

(10) 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

(11) This FSA is valid for a time-defined period. 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.

- (12) 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.
- (13) 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.
- (14) 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

- (15) In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

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AnnexTerms and Requirements of Specific Service Unit(A) Service Performance StandardsService Output

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	No. of cases served (including cases involving YNDs) of a service unit per year ^{Note 1}	240*
2	No. of cases closed (including cases involving YNDs) having achieved the case goal/ plan of a service unit per year ^{Note 2}	43*
3	No. of YNDs served of a service unit per year ^{Note 3}	360*
4	No. of direct contact hours (including direct contact hours working with YNDs) of a service unit per year ^{Note 4}	6 235*
5	No. of referrals successfully made for mainstream services or youth employment programmes of a service unit per year ^{Note 5}	43*
6	No. of group/programme sessions conducted by a service unit per year ^{Note 6}	96*
7	No. of newly identified youths (including YNDs) of a service unit per year ^{Note 7}	144*

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of programmes having achieved their programme goals in a year ^{Note 8}	70%*

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
2	Percentage of youths served indicating satisfaction after receiving the service in a year ^{Note 9}	70%*
3	Percentage of youths served with enhanced resilience or problem solving capacity in a year ^{Note 10}	70%*

* There are different additional output/ outcome standards committed by individual service operators. Actual agreed level of respective service unit will be subject to the agreement with Agency.

Notes and Definitions

<u>Note 1</u>	Case should have the service user's consent to receive social work intervention with an agreed goal(s), case plan and time frame.
<u>Note 2</u>	<p>(i) Cases closed denotes when (1) the service user requests for termination of service; or (2) the social worker considers termination of service or referring out the service user to other parties for follow up appropriate; or (3) the service user has lost contact/ has been untraceable or left Hong Kong for 3 months or more.</p> <p>(ii) Case plan should include following components:</p> <ol style="list-style-type: none"> the plan is worked out between the social worker and the service user with agreed direction such as drug abstinence or dealing with other problem(s) identified; specific time frame; specific actions to be taken by the social worker and/or the service user in working towards the agreed direction; and goals which can be evaluated and adjusted during the helping process including concrete behavioral change such as decreasing abscondance/ resuming studies or participating vocational training/ securing gainful employment/ improving family relationship and etc.
<u>Note 3</u>	YNDs denote young people aged 6 to 24, who loiter or drift in the street at late hours at night.
<u>Note 4</u>	Direct contact hours refer to face-to-face encounters, telephone contacts and written communication with active cases, other targets and their relevant systems.

<u>Note 5</u>	<p>(i) Successful referral denotes both written and verbal referrals are acceptable. Social workers of the unit should have direct contacts with the receiving end to ensure that the receiving-end has conducted case intake through face-to-face/telephone interview or home visit, etc. Brief records on the referrals, such as date, reason and outcome of the referrals should be kept. More than one successful referral (as well as the corresponding consent) for the same service user can be counted.</p> <p>(ii) Mainstream services include drug counselling/rehabilitation, family, medical, legal, residential, school and institutional services, etc.</p>
<u>Note 6</u>	<p>(i) Each group/ programme session should preferably have four or more participants;</p> <p>(ii) Programmes may be in the format of talks, workshops, mass programmes, exhibitions, publication of educational booklets and media interviews / programmes, etc;</p> <p>(iii) Groups are to be counted at the month of termination; and</p> <p>(iv) Each session should last for at least 1 hour. In case of a whole day programme, a maximum of three sessions can be counted.</p>
<u>Note 7</u>	Newly identified youth is at-risk youth newly met by the social worker, who is able to be identified either by name or nickname with contact means and is assessed by the social worker with welfare needs.
<u>Note 8</u>	The percentage is calculated basing on the “number of programmes having achieved their programme goals” against the “total number of programmes having completed”.
<u>Note 9</u>	The percentage is calculated basing on the “number of youths served having indicated satisfaction after receiving the service” against the “total number of cases closed”.
<u>Note 10</u>	The percentage is calculated basing on the “number of youths served having reported enhanced resilience or problem solving capacity” against the “total number of cases closed”.