

Funding and Service Agreement¹

Care and Support Networking Team

I Service Definition

Introduction

1. With resources redeployed from termination of its Lower Ngau Tau Kok Estate Neighbourhood Level Community Development Project in June 2003, Service Operator operates the Care and Support Networking Team (CSNT) to assist target vulnerable individuals, mainly (i) persons in mental recovery and (ii) street sleepers, to be reintegrated into the community through provision of outreaching, support, casework and group work services.

Purpose and objectives

2. The service aims:
 - (a) to identify and network with target groups;
 - (b) to match the target groups' needs with appropriate social and welfare services;
 - (c) to strengthen the target groups' social functioning and life skills; and
 - (d) to re-integrate them into the community.

Nature of the service

3. The service includes:
 - (a) outreaching services such as concern visits and street counters, etc.;
 - (b) support services such as service referrals and temporary financial aid;
 - (c) case and group work services; and

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

- (d) on site medical support services.

Target groups

4. The CSNT serves mainly the (i) persons in mental recovery and (ii) street sleepers in West Kowloon. Needy cases in other districts will also be served, if required. Special attention should be given to those who are not aware of social and welfare services or are unmotivated to receive such services.

II Performance Standards

5. The Service Operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Total number of target vulnerable individuals newly reached ^{Note 1} in a year	336
2	Total number of target vulnerable individuals successfully referred to other services ^{Note 2} in a year	185
3	Total number of cases handled ^{Note 3} in a year	168
4	Total number of groups organised ^{Note 4} in a year	7
5	Total number of programmes conducted ^{Note 5} in a year	8
6	Total number of visits conducted with each visit provided with medical support services ^{Note 6} in a quarter	30
7	Total number of collaboration contacts ^{Note 7} for follow up on health needs of cases in a quarter	17

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of target vulnerable individuals having their urgent needs met ^{Note 8} in a year	80 %
2	Percentage of cases reported to have improved network with the community ^{Note 9} in a year	80 %
3	Percentage of unemployed cases successfully engaged in employment, retraining, etc. ^{Note 10} in a year	35 %
4	Percentage of street sleepers successfully accommodated ^{Note 11} in a year	50 %

Essential Service Requirements

6. Staff requirement includes registered social workers.
7. Outreaching team provides one midnight visit after 10:00 p.m. per week.
8. Medical support services (including collaboration contacts) should be procured or provided by a Registered Nurse (Psychiatric) who possesses a valid / current psychiatric nursing practicing certificate in Hong Kong or provided by a Registered Nurse (RN) who possesses a valid / current nursing practicing certificate in Hong Kong where this RN shall have an attendance of course(s) related to psychiatric illness / mental health^{Note 12} (with certificate) for at least 10 training hours per year (with effect from October 2020).
9. Registering/ updating/ deregistering street sleeper cases in the Street Sleepers Registry maintained by the Social Welfare Department (SWD).

Quality

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

III Obligations of SWD to the Service Operator

11. 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

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

Funding

13. 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 the personal emoluments (PE), including provident fund for employing qualified professionals and supporting staff and other charges (OC) (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.

14. 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. In addition, provision for temporary financial aid (TFA) is designated for the designated purpose and may not

be deployed for other purposes without SWD's prior approval. TFA is a Central Item of subventions which should only be used for the designated purpose. Any unspent amount of TFA is subject to claw-back by SWD upon termination of the project.

Payment Arrangement, Internal Control and Financial Reporting Requirements

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

16. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system 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.

17. 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 Validity Period

18. 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.

19. 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.

20. 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.

21. 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

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

Explanatory Notes

<p><u>Note 1</u></p>	<p>Target vulnerable individuals newly reached include the target individuals newly reached and target individuals who have been contacted before (i.e. previous years) but reached again in the year – the service is to serve mainly two types of vulnerable, namely (i) persons in mental recovery and (ii) street sleepers, newly reached by the service through outreaching means, e.g. concern visits, mobile counters, distribution of leaflets, liaison with different bodies, etc. –</p> <p>(i) Persons in mental recovery – refer to persons who are recovering from the mental illness and are now in the rehabilitation process, not requiring in-patient treatment; and</p> <p>(ii) Street sleepers – refer to those who sleep in open space such as by roadside, under flyover, in park / sitting-out area, in playground, in car park, by staircase, along corridor, in lane, on lorry, in or beside public lavatory, in or beside religious facilities, or those who sleep at indoor space such as 24-hour restaurant, internet café.</p> <p>Each target vulnerable individual should only be counted once according to his/her main problem to avoid double counting.</p>
<p><u>Note 2</u></p>	<p>Target vulnerable individuals successfully referred to other services – refer to number of vulnerable individuals being referred to and received by other services for service assessment. Receiving services may be other welfare or community services. Referrals may be in verbal or written form. A vulnerable individual being successfully referred to several services should only be counted once to avoid double counting.</p>
<p><u>Note 3</u></p>	<p>Cases handled – refer to total number of target vulnerable individuals handled including active cases brought forward from March of last financial year and new/reactivated cases. It is different from the number of active cases of the centre which counts active cases at a certain time point.</p>

<u>Note 4</u>	Groups – refer to groups having meeting at least once in 2 months. Each group should preferably have at least 4 sessions. Flexibility in number of group sessions could, however, be exercised by the centre-in-charge. Groups of different natures could be counted, e.g. counselling, mutual support, skill training, volunteer training, etc. To avoid double counting, groups are to be counted at the month of termination. Accordingly, active groups carried forward from the previous financial year to the current financial year should only be reported once in the current financial year upon termination.
<u>Note 5</u>	Programmes – programmes may be in the format of talks, workshops, mass programmes, exhibitions, publication of educational booklets and media interviews/ programmes, etc. Group sessions should not be entered as programmes to avoid double counting.
<u>Note 6</u>	Medical support services – refer to body checks, drug-related consultation, wound-dressing, mental health services, escort to receive medical treatment, etc.
<u>Note 7</u>	Collaboration contacts – refer to telephone contacts, case referrals to medical specialists or other allied health professions, etc.
<u>Note 8</u>	Number of target vulnerable individuals having their urgent needs met – refer to target vulnerable individuals with needs of different nature, e.g. financial, emotional, housing, health, etc. that require immediate intervention. Their needs could be met by direct service of the centre or immediate referrals to appropriate service units. To avoid double counting, each target vulnerable individual should only be counted once.
<u>Note 9</u>	Cases reported to have improved network with the community – refer to cases reporting themselves to have better knowledge of community and welfare services; or have new/ improved contacts with or participation in such services. Each target vulnerable individual should only be counted once to avoid double counting.
<u>Note 10</u>	Unemployed cases successfully engaged in employment, retraining, etc. – refer to unemployed cases successfully secured employment or attended job retraining or job attachment offered by different bodies. To avoid double counting, an unemployed case having received job retraining in the first instance and secured employment at a later stage should only be reported once.
<u>Note 11</u>	Street sleepers successfully accommodated – refer to street sleepers receiving accommodations of different nature, e.g. temporary shelters,

	urban hostels, private tenement or public housing. To avoid double counting, a street sleeper accommodated to temporary shelter in the first instance and placed to other accommodations at a later stage should only be reported once.
<u>Note 12</u>	Topics related to child psychiatry are not required.