

Funding and Service Agreement¹

Integrated Children and Youth Services Centres with Community Support Service Scheme

I Service Definition

Introduction

The Integrated Children and Youth Services Centres (ICYSCs) with community support service scheme (CSSS) adopt a total person and community approach to meet the multifarious needs of children and youth in specific catchment areas (including five respective service boundaries²). ICYSCs with CSSS provide professional social work intervention (preventive, developmental, supportive and remedial services) in working with children and youth, including those put under the Police Superintendent's Discretion Scheme (PSDS), arrested youth³, their peers⁴, their significant others as well as the community, to achieve their service objectives.

Purpose and objectives

ICYSCs with CSSS should achieve the following specific objectives:

1. to facilitate the personal development of children and youth by developing their life skills, potentials and problem-solving ability;
2. to enhance the social development of children and youth by strengthening their interpersonal and family relationships and building up their social competence, sense of civic-mindedness, social responsibility and connectedness with the community;

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

² The service boundary of the five CSSS is as follows:

Service boundary	Districts in respective service boundary
Hong Kong Island	Central & Western District, Southern District, Islands (excluding Tung Chung), Eastern District, Wan Chai
East Kowloon	Kwun Tong, Sau Mau Ping, Wong Tai Sin & Sai Kung Districts (including Tseung Kwan O)
West Kowloon	Sham Shui Po, Yau Tsim Mong & Kowloon City Districts
New Territories South/North	Tsuen Wan, Kwai Tsing, Tuen Mun, Lantau North (including Tung Chung), Airport
New Territories South/North	Yuen Long (including Tin Shui Wai), Shatin, Tai Po & North Districts

³ “Arrested Youth” refers to juveniles aged 10 to below 18 being suspected of committing crime and under the investigation of police / other law enforcement authorities.

⁴ A “peer” refers to a juvenile aged 10 to below 18 who is (i) a peer of a PSDS case or arrested youth case; (ii) not receiving casework services / statutory supervision as specified in the Guide on Admission of “Peers” Cases; and (iii) assessed to be at risk of delinquent behaviors as specified in the Guide on Admission of “Peers” Cases.

3. to support children and youth at risk or in disadvantaged circumstances and provide them with opportunities to development and participation;
4. to build a supportive, socially inclusive and responsive environment to address and respond to the needs and challenges of children and youth in collaboration with community stakeholders;
5. to provide supporting services for young people, who are cautioned under PSDS, arrested youth and their peers so as to assist them to be re-integrated into the community, eliminate their deviant and unlawful behaviour and to reduce their likelihood of law infringement; and
6. to adopt a community-based planning strategy to respond and address to local youth needs and to arouse the community's concern on youth issues so that young people could grow up in a more concerned and supportive environment.

Nature of service

Through the flexible application of social work intervention strategies (including casework, group work and community work) in different platforms (i.e. centre, school, or community), forging strategic alliance and making use of information technology (wherever appropriate), the following programmes should be provided by ICYSCs with CSSS for children and youth to achieve the specific objectives as set out in the preceding paragraph:

1. guidance and counselling;
2. supportive programmes;
3. developmental and socialisation programmes; and
4. community engagement programmes.

Priority of work of ICYSCs with CSSS should be set according to community needs. In addition, ICYSCs with CSSS should collaborate strategically with stakeholders who may affect the welfare of children and youth. ICYSCs with CSSS should provide secretarial support to the Family Conference as and when required.

Programmes are drawn up in consultation with the Social Welfare Department (SWD) and the Local Committee on Services for Young People.

Target group

- The target group is composed of children and youth between the ages 6-24, abled-bodied and disabled.
- Particular attention should be given to children and youth at risk or in disadvantaged circumstances. The following are some of the examples and the list is not exhaustive:
 1. coming from problematic or deprived family;
 2. with special needs [e.g. suspected/diagnosed with special educational needs (SEN)⁵, disability, etc.];
 3. not in education, employment or training (NEET);
 4. social or ethnic minorities;
 5. facing difficulties arising from societal changes;
 6. young people who are cautioned under PSDS;
 7. arrested youth aged 10 - below 18;
 8. peers (aged 10 - below 18) of 6 & 7 above

II Performance Standards

The Service Operator shall meet the following performance standards*:

(* The actual agreed levels of performance standards in outputs / outcomes will be subject to the agreement with individual Service Operators.)

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of new and renewed members registered in the year ending 31 March ⁶	1,400

⁵ “SEN” refers to the types recognised by the Education Bureau.

⁶ Only those members (including children and youth members and their affiliated family members) recruited or renewed during the period of 1 April – 31 March should be reported. In the SIS Form, the column “Total number

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
2	Total number of programme/case sessions in a year ⁷ (for ICYSC including school social worker if applicable)	(i) 250 x establishment of ICYSC social workers ⁸ of the centre since 1.4.2000 ⁹
	Total number of programme/case sessions within one year (for CSSS)	(ii) 280 x number of recognised CSSS worker ⁸ of the centre
	2a ¹⁰ . Out of (2)(i) above, total number of programme/case sessions for specific target groups in a year ^{11&12}	25 x establishment of ICYSC social workers of the centre since 1.4.2000 ⁹
	2b ¹⁰ . Out of (2)(i) above, total number of programme sessions (excluding cases) involving strategic	25 x

of members registered b/f from past period” should therefore be blank in April, the first month of the financial year. The indicator would only be evaluated at the end of the financial year when the total figure is available.

⁷ Programme/case sessions should be made up by groups, activities and/or case interviews for children and youth aged 6-24 and their affiliated family members (not limited to registered members) in the designated catchment area while programme nature is related to the welfare of the children and youth. For calculation purpose, 1 case interview is equivalent to 1 programme session (case only refers to one with treatment plan and case record).

⁸ Different agreed levels for (i) the number of ICYSC social workers including school social worker if applicable (i.e. recognised social workers excluding CSSS workers) of the centre, (ii) the number of recognised CSSS workers of the centre in calculating the achievement of Output Standard 2.

⁹ 1.4.2000 is the date for the snapshot of establishment of social workers of the unit/service operator when the service operator declares option of the Lump Sum Grant. This establishment would be the basis to calculate the Output Standards. However, when there is formation, expansion or reduction of the service during the year or after 1.4.2000, the establishment of social workers as a result of formation, expansion or reduction would be recognised instead. The recognised manpower of CSSS is excluded in calculating 2(i), 2a, 2b and 2c of Output Standard 2 and 3(a) and (c) of Output Standard 3. The recognised manpower of school social worker (if applicable) is excluded in calculating 2(ii) of Output standard 2 and 3(a) and (b) of Output Standard 3.

¹⁰ The figures reported in OS2a and OS2b may overlap, i.e. a programme session, serving specific target group while involving strategic alliance at the same time, can be counted in both OS2a and OS2b.

¹¹ The counted sessions include all types of groups, activities and/or case interviews designated to serve the needs of specific target groups at risk or in disadvantaged circumstances as set out on Page 3 of the FSA. The criteria for the specific target groups are those requiring additional effort/input/support. The nature of the programme sessions designated for specific target group is to provide services with nature as set out on Page 2 of the FSA.

¹² Breakdown of the programme sessions for the specific target groups (select one type only) is required to be specified in the SIS Form.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
	<p>alliance in a year¹³</p> <p>(The output requirement of 2c is for those ICYSCs with resources pooled from school social work service only)</p> <p>2c¹⁴ Out of (2)(i) above, total number of programme sessions (excluding cases) for enhancing mental health/stress resilience in a year</p>	<p>establishment of ICYSC social workers of the centre as at 1.4.2000⁹</p> <p>10 x number of recognised school social workers</p>
3	<p>Total programme attendance within one year¹⁵</p> <p>(The output requirement of 3(c) is for those ICYSCs with resources pooled from school social work service only)</p>	<p>(a) 2,500 x establishment of ICYSC social workers¹⁵ of the centre since 1.4.2000⁹</p> <p>(b) 1,200 x number of recognised CSSS workers¹⁵ of the centre</p> <p>(c) 1,500 x number of</p>

¹³ “Programmes involving strategic alliance” refer to programmes/activities (excluding cases) collaborating strategically with community stakeholders (e.g. schools, community leaders, NGOs, etc.) to meet the children and youth’s needs. The programmes conducting with strategic partners as well as its programme attendance can be counted in both OS2 and OS3.

¹⁴ The figures reported in OS2c may overlap with OS2a and/or OS2b if the programme also serves specific group and/or involves strategic alliance at the same time.

¹⁵ Different agreed levels for (a) the number of ICYSC social workers (i.e. recognised social workers excluding CSSS workers and school social workers) of the centre, (b) the number of recognised CSSS workers of the centre and (c) the number of recognised school social workers of the centre (as a result of formation, expansion or reduction would be recognized) in calculating the achievement of Output Standard 3. Each CSSS social worker serves 1,200 programme attendance within one year in OS3. Each school social worker serves 1,500 programme attendance within one year in OS3. The calculation of OS3 should be a summation of OS3a, OS3b and OS3c. The underachievement of either OS3a or OS3c could be complemented by each other. The OS3b [1 200 x number of recognised CSSS workers of the centre] should be counted separately, of which the underachievement of OS3b, if any, could NOT be complemented by OS3a or OS3c.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
		recognised school social workers ¹⁵
4	Rate of achieving programme plans in a year ¹⁶	85%
5	Average number service recipients by quarter ¹⁷	45 x establishment of social workers of the centre since 1.4.2000 ⁹
6	(The output requirement of 6 (including 6a) is for those ICYSCs with resources pooled from school social work service only) Total number of collaboration meetings with school personnel in a year ¹⁸ 6a. Out of OS6, total number of meetings for exchanges and feedback on service planning/evaluation in a year ¹⁹	5 x each secondary school 1 x each secondary school
7	Total number of cases handled ²⁰ in a year	370
8	Total number of cases handled and closed, having achieved case goal plan in a year	185

¹⁶ For the purpose of reporting, programmes completed/cases closed and ongoing programmes/cases which have been run/ handled for 3 months or more as at 31 March must either be classified as “with goals achieved” or “with goals not achieved”. The following programmes/ cases (including joint programmes/shared cases) should be reported:

1. Activities/groups completed/terminated during the reporting period.
2. Cases closed during the reporting period (cases only refer to one with treatment plans and case records).
3. Ongoing activities/groups/cases which have been run/handled for 3 months or more as at 31 March should also be reported in the quarter of 1 January - 31 March.

¹⁷ “Average number of service recipients by quarter” refers to the average number of service recipients served by each worker in four quarters. Any service recipient served by more than one worker in a quarter should only be counted as one. “Service recipients” (including children and youth, their parents, their significant others etc.) should (i) be networked through programmes; (ii) participate in at least 3 programme/case activity sessions in the quarter (case activity includes interview with principal clients and their significant systems, conjoint interview, purposeful telephone interview, escort and home visit).

¹⁸ Collaboration meetings refer to meetings (excluding case conference) promoting partnership with school personnel (school principal and/or his/her delegates) to meet the purpose and objectives of school social work service provided by ICYSC.

¹⁹ The meeting involves supervisor of the school social workers.

²⁰ It refers to cases of PSDS, “Arrested Youth”, and “Peers” being handled during the reporting period. All referrals of PSDS and “Arrested Youth” cases should be taken up for handling.

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
9	Total number of direct contact hours ²¹ delivered for cases handled in a year	6,264
10	Total number of cases handled having attended 3 hours drug specific preventive educational group/ programme ²² in the year ²³	296
11	Total number of sessions for crime prevention programmes ²⁴ in a year	30

Outcomes

<u>Outcome Standard²⁵</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of PSDS cases closed having no re-offending behaviour during the supervision period in a year	90%
2	Percentage of PSDS cases closed resuming studies/securing gainful employment during the supervision period in a year	85%
3	Percentage of cases handled reported to have increased awareness and knowledge on the harmful effects of drug abuse ²⁶ after attending 3 hours drug specific preventive educational group/programme in a year	90%

²¹ It refers to direct services provided for handling the cases including contacts with significant others of the children and youth, e.g. parents, school social workers, police, employers, etc. The time spent in engaging with “Peers” before their cases are opened for follow-up is also counted.

²² It refers to **preventive** case/group/programme activities with **drug specific educational elements** to enhance participants’ awareness and knowledge on the harmful effects of drug abuse. In case of a case interview, it should last for at least half an hour. In case of a group/programme, it should not exceed 25 participants.

²³ It refers to 80% of the agreed level of cases handled within one year (i.e. Output Standard 7). To avoid double-counting of cases, each and every case should be reported once a reporting year.

²⁴ It refers to groups, workshops and/or programme activities with therapeutic input and/or collaborated with community stakeholders, e.g. police, schools, etc that work to keep young people in the community away from crime. In order to prevent double-counting, any groups, workshops, and/or programme activities that are planned for the purpose of meeting treatment needs of the cases handled should be reported in Output Standard 9.

²⁵ For pure PSDS cases, only outcome standard (OC) 1,2,3 &4 will be assessed. For pure Arrested Youth and “Peers” cases, only OC 3,4,5,6 will be assessed. For those having case status changed, e.g. from Arrested Youth to PSDS or “Peers” case to PSDS, OC 1-6 will be assessed.

²⁶ “Increased awareness and knowledge on the harmful effects of drug abuse” denotes cases handled report to have more awareness and knowledge on the harmful effects of drug abuse, e.g. awareness towards the physical and psychological dependence on drug, knowledge on the adverse effect of different types of drug, etc. after attending 3 hours drug specific preventive educational group/programme. Outcome evaluation can be conducted with the participant and/or his/her parent/teacher in the format of questionnaire or feedback form. Evaluation supported by pre-test and pro-test is preferred.

4	Percentage of cases handled with drug related offence/known drug history being successfully referred ²⁷ to Counselling Centres for Psychotropic Substance Abusers (CCPSA) or others ²⁸ for drug treatment and rehabilitation programmes/ other follow up services in a year	50%
5	Percentage of arrested youth and peer cases closed reported to have increased awareness on being law-abiding.	50%
6	Percentage of arrested youth and peer cases closed reported to have increased awareness on self-discipline.	50%
7	Percentage of members ²⁹ indicating satisfaction after receiving service in a year [a sample size of survey should not be less than 10% of the agreed level of members]	75%
8	Percentage of service users ³⁰ with enhanced personal development (e.g. life skills, potentials and problem-solving ability developed) in a year [a sample size of survey should not be less than 20 x establishment of social worker of the centre (including ICYSC workers and School Social Workers only)]	75%
9	Percentage of service users ³⁰ with enhanced social development (e.g. interpersonal and family relationships, social competence, sense of civic-mindedness, social responsibility and connectedness with the community strengthened) in a year [a sample size of	75%

²⁷ “Successfully referred” denotes written referral sent to CCPSA/others for drug treatment and rehabilitation programmes/other follow-up services with subsequent ‘Notification of Intake Result’ received from the receiving-end who had conducted case intake through face-to-face/telephone interview or home visit, etc.

²⁸ “Others” refer to (i) Drug Treatment and Rehabilitation Centre (Medical Model); (ii) Drug Treatment and Rehabilitation Centre (Non-medical Model/Gospel Model); (iii) Substance Abuse Clinic (SAC); (iv) Private Psychiatrist; and (v) Others (please specify).

²⁹ It refers to the members of the centre with a sample size of not less than 10% of the agreed level of total number of members registered in the year ending 31 March, i.e. OS1.

³⁰ “Service users” refers to those who have joined various types of programmes/ activities/ casework activities and are willing to take part in the outcome evaluation with written feedback. The sample size should not be less than 20 x establishment of social worker of the centre since 1.4.2000 (including ICYSC workers and School Social Workers only).

	survey should not be less than 20 x establishment of social worker of the centre (including ICYSC workers and School Social Workers only)]	
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Essential Service Requirements

- open 11 sessions per week³¹
- provide stationing school social work service as appropriate.
(for those ICYSCs with resources pooled from school social work service);
- ensure that the staff who are designated to provide stationing school social work service should be registered social worker with recognised degree in social work; and
- services of CSSS to be provided by Registered Social Workers.

Quality

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

III Obligations of Social Welfare Department (SWD) to Service Operator

SWD will undertake the duties set out in the General Obligations of SWD to Service Operators as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

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

Funding

An annual subvention will be allocated on the 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

³¹ The normal opening days of the centre per week irrespective of public holidays/block leave, e.g. 6 normal opening days per week. If the number of opening days per week in a particular month is varied, please take the average number.

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.

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.

Payment Arrangement, Internal Control and Financial Reporting Requirements

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

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.

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.

Other References

Apart from this FSA, the Service Operator should also comply with the requirements/commitments set up in the Service Specifications (if applicable), 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.