

**Funding and Service Agreement**  
**Clinical Psychological Service**  
**In Casework Setting**

**I Service Definition**

**Introduction**

The Clinical Psychological Service (CPS) in casework setting provides psychological assessment and/or treatment to service users suffering from mental disorders, emotional disturbance, intellectual deficits and/or behavioural problems of varying degrees of severity. CPS also provides case consultation, public education and professional training, as well as undertakes projects and research on mental health issues.

**Purpose and Objectives**

2. The primary objectives of CPS are as follows: -
  - (a) To ameliorate psychological symptoms and distress as well as facilitate rehabilitation of service users
  - (b) To enhance psychological functioning and well-being of service users
  - (c) To promote positive mental health and advance the practice of clinical psychology for the benefit of service users

**Nature of Service**

3. CPS covers a range of clinical services and professional activities, which include, but not limited to, the following:-

- (a) Diagnostic assessment for formulation of appropriate treatment plans and recommendations to referrers using clinical interviews, observations, and/or psychological tests;
- (b) Intake assessment for initial case assessment to determine the nature and severity of the problem, the initial diagnosis and formulation of the problem, the urgency of need for treatment, and the motivation and suitability of service user for treatment;
- (c) Intellectual and adaptive functioning assessment for formulation of rehabilitation plans and/or other purposes;
- (d) Individual and group psychotherapy for symptom relief, behavioural change, relationship improvement and/or personal development of service users;
- (e) Case consultation to social workers or other related professionals on management of clinical issues;
- (f) Early psychological intervention for people affected by critical incidents that occur in the community;
- (g) Public education and professional training on issues relating to clinical psychology and mental health;
- (h) Participation in relevant projects and research to advance clinical practice;

### **Target Group**

4. The target service users of CPS are individuals, couples and families whose cognitive, emotional, behavioural and/or social functioning are affected by mental health issues or disorders that require psychological assessment and/or treatment. They may include, but not limited to, victims of maltreatment, trauma survivors, divorced couples, bereaved families, as well as persons with intellectual disabilities. They are referred by social workers or other related professionals of the Service Operator.

## II Performance Standards

5. Service Operators should meet the following performance standards:

### Outputs

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level<sup>1</sup></u>
1	Total number of case assessments (Note 1) conducted for service users of the Service Operator in a year <i>(with effect from 1 April 2022)</i>	45
2	Average number of treatment caseload (Note 2) per month in a year <i>(with effect from 1 April 2022)</i>	32

### Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicators<sup>2</sup></u>	<u>Agreed Level</u>
1	Percentage of service users <sup>3</sup> indicating satisfaction after receiving CPS in a year (Note 3) <i>(with effect from 1 April 2022)</i>	75%
2	Percentage of service users <sup>3</sup> indicating benefit from CPS in a year <i>(with effect from 1 April 2022)</i>	75%

<sup>1</sup> The agreed level is set for individual service unit.

<sup>2</sup> Outcome Indicator 1 is measured by Item 3 of the “Service Users Satisfaction Form” whereas Outcome Indicator 2 is measured by Item 1 of the “Service Users Satisfaction Form as provided by SWD.

<sup>3</sup> Service Users refer to those having completed the “Service Users Satisfaction Form” after receiving CP service.

**Essential Service Requirements**

6. Qualified Clinical Psychologists are the essential staff of the service.

**Quality**

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

**III. Obligations of SWD to Service Operator**

8. 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 Section.

**IV Basis of Subvention**

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

**Funding**

10. An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator. 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, as well as the relevant Guidance Notes for specific services. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments, if applicable, and other charges in line with the price adjustment factor (currently the Composite Consumer Price Index), if applicable. The Government will not accept any liabilities or financial implication arising from the services beyond the approved funding.

**Payment arrangement, internal control and financial reporting requirements**

11. 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.

12. 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.

**Notes and Definitions**

1. **Case Assessment** refers to diagnostic assessment, intake assessment, or intellectual and adaptive functioning assessment.
2. **Treatment caseload** refers to the number of active treatment cases per month. This includes clients receiving individual, family or group therapy.
3. Percentage of service users indicating satisfaction after receiving CPS in a year

No. of services users indicating satisfaction after receiving CPS in a year

= ----- x 100%

Total no. of service users having completed the “Service Users Satisfaction Form”  
after receiving CPS in a year