

**Review on Processing of Compassionate Rehousing (CR) Cases
(in regard of the Assessment Yardstick and Processing Procedures / Mode / Mechanism)
Road Map (Updated in September 2018)**

| Timeline | Task | Remarks / Involved Parties |
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| 3 rd Quarter 2016 | Seeking view on the proposed work plan | <ul style="list-style-type: none"> ◆ Proposed plan to be shared with the following stakeholders – <ul style="list-style-type: none"> • Housing Department • Hong Kong Council of Social Service (HKCSS) • Non-governmental organisation (NGO) operators of Integrated Family Service Centres (IFSCs) / Integrated Services Centres (service coordinators/supervisors and unit-in-charges) • District colleagues of Social Welfare Department (SWD) ◆ and via the following platforms – <ul style="list-style-type: none"> • Liaison Group on Issues relating to Housing Assistance Cases (29.7.2016) • Working Group on Review on the Operation of IFSCs (WG on IFSCs) (31.8.2016) • Committee on IFSCs (6.9.2016) • IFSC Like Service Meeting (13.9.2016) |
| 3 rd Quarter 2016 | Co-opting NGO IFSC frontline social worker(s) into the WG on IFSCs for the task | <ul style="list-style-type: none"> ◆ NGOs concerned and HKCSS will be contacted for the arrangement. |
| 4 th Quarter 2016 to 1 st Quarter 2017 | Analysing data and Collecting Views | <ul style="list-style-type: none"> ◆ Family and Child Welfare Branch (FCWB) will prepare draft documents for discussion ◆ The items to be covered will include – <ol style="list-style-type: none"> a. <u>CR Assessment Yardsticks</u> <ul style="list-style-type: none"> - guiding principles - aspects to be assessed - exercise of flexibilities and discretions b. <u>CR Case Processing</u> <ul style="list-style-type: none"> - seeking advice from other professionals, e.g. medical advice - processing procedure / mode / mechanism ◆ Deliberations at WG on IFSCs (tentatively four to eight meetings to be held from 4th Quarter 2016 to January 2018) ◆ Case study to be conducted by FCWB to gauge the assessment parameters currently adopted by various service settings / districts in CR case processing (to be completed in 2nd quarter 2017) ◆ Focus group meetings to gather views from SWD/NGO or other colleagues processing CR cases and related service |

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| | | sections/branches [such as Domestic Violence Team (DVT), Rehabilitation and Medical Social Services Branch (RMB), Social Security Branch (SSB), etc.] on <ul style="list-style-type: none"> - difficulties encountered in CR case processing including the assessment and procedures (mechanism) - guiding principles, aspects of assessment, flexibilities and discretion, seeking advice from other professionals, and processing procedure / mode / mechanism |
| 2 nd Quarter 2017 to Nov 2017 | Formulating Enhancement Alternatives | <ul style="list-style-type: none"> ◆ To identify areas in need of enhancement based on the views and information collected ◆ To disseminate the summary of views collected in the 1st round focus group meetings and the enhancement areas identified to address frustrations and difficulties encountered by caseworkers in the handling of CR cases to target participants of the focus group meetings ◆ To recommend enhancement alternatives |
| Dec 2017 to Mar 2018 | Recommending Enhancement Alternatives to Committee on IFSCs and other stakeholders for consideration | <ul style="list-style-type: none"> ◆ Focus group meetings to collect views on the draft recommendations ◆ To finalise the recommendations on enhancement alternatives with reference to the views collected from focus group meetings ◆ To report and recommend way forward to Committee on IFSCs |
| 2 nd to 3 rd to 4 th Quarter of 2018 | Formal Consultation | <ul style="list-style-type: none"> ◆ FCWB will seek views from the focus group target participants and the following stakeholders – <ul style="list-style-type: none"> - Committee on IFSCs - the related NGOs - HKCSS - The related service sections/branches (such as DVT, RMB and SSB) - HD - District colleagues of SWD ◆ FCWB will finalise the enhancement measures and other recommendations, if any |
| 4 th Quarter of 2018 onwards to 1 st Quarter of 2019 | FCWB will | <ul style="list-style-type: none"> ◆ incorporate the enhancement measures into the “Guidelines and Procedures for Processing Applications for CR and Other Housing Assistance” (Guidelines) as appropriate ◆ update related parts of the Guidelines ◆ follow up on the enhancement measures and other recommendation, if any |