

**Comparison Table for  
Home Help, Home Care, Meal Services and Enhanced Home and Community Care Services (EHCCS)  
(Position as at 30 June 2001)**

	<b>Home Help</b>	<b>Home Care</b>	<b>Meal</b>	<b>EHCCS</b>
<b>(I) No. of teams/contracts</b>	139	25	25	18
<b>(II) Mode of Allocation</b>	Welfare Service Allocation Committee  Allocation Result ● 23 NGOs operating 139 teams	Competitive bidding ● Bidding by NGOs only ● Encourage to form alliance.  Bidding Result ● 8 NGOs operating 25 contracts. ● Among the 8 NGOs, 7 are also home help service operators.	Competitive bidding ● Allow private sector to bid. ● Encourage to form alliance.  Bidding Result ● 9 contracts awarded to 6 NGOs, 1 private company and 1 NGO-and-commercial alliance company.	Competitive bidding ● Bidding by NGOs only. ● Encourage to form alliance.  Bidding Result ● 14 NGOs operating 18 district-based EHCCS contracts. ● Among the 14 NGOs, 10 are also home help or home care operators
<b>(III) Contract period</b>	These are operated on subventions and as a convention, there is no pre-set time limit.	40 months	34 – 37.5 months	36 months
<b>(IV) Target Users</b>	(a) Elders (60 and above) (b) Disabled (c) Families with social needs	(a) Elders (60 and above) (b) Disabled (c) Families with social needs	Referred by Home Care Teams, all ages	(a) Elders (65 and above), can be lowered to 60 if needed ● Assessed to have moderate impairment level.

	Home Help	Home Care	Meal	EHCCS
<b>(V) Annual cost to Government</b>	(a) Kitchen-based: \$2.21M (b) Kitchen-based attached to M/E: \$2.12M (c) Home-based: \$2.13M	Contract sum varies, \$1.11M per team on average	Contract sum varies, \$0.71M per team on average	\$3.5M fixed sum per contract
<b>(VI) User charges</b>	<p>Three-level charging scale:</p> <ul style="list-style-type: none"> <li>● Level 1 : \$12.6 per meal \$5.4 per hour (At CSSA Level or below)</li> <li>● Level 2: \$15.4 per meal \$11.7 per hour (Between CSSA to 1.5 CSSA)</li> <li>● Level 3: \$18.6 per meal \$19 per hour (Above 1.5 CSSA level)</li> </ul>	<p>Three-level charging scale:</p> <ul style="list-style-type: none"> <li>● Level 1 : \$5.4 per hour (At CSSA Level or below)</li> <li>● Level 2: \$11.7 per hour (Between CSSA to 1.5 CSSA)</li> <li>● Level 3: \$19 per hour (Above 1.5 CSSA level)</li> </ul>	<p>Three-level charging scale:</p> <ul style="list-style-type: none"> <li>● Level 1 : \$12.6 per meal (At CSSA Level or below)</li> <li>● Level 2: \$15.4 per meal (Between CSSA to 1.5 CSSA)</li> <li>● Level 3: \$18.6 per meal (Above 1.5 CSSA level)</li> </ul>	<p>Three-level charging scale: For Enhanced Home Care Services:</p> <ul style="list-style-type: none"> <li>● Level 1 : \$12.6 per meal \$5.4 per hour (At CSSA Level or below)</li> <li>● Level 2: \$15.4 per meal \$11.7 per hour (Between CSSA to 1.5 CSSA)</li> <li>● Level 3: \$18.6 per meal \$19 per hour (Above 1.5 CSSA level)</li> </ul> <p>For other services such as day respite, residential respite or day care centre for the elderly, service operator has to follow the existing level of fee-charging scale.</p>

	Home Help	Home Care	Meal	EHCCS
<b>(VII) Required Service Output</b>	<p>(a) 60 cases at any time per team</p> <p>(b) 20,000 weighted units per team per year</p>	<p>(a) 24,000 weighted units per team per year</p> <ul style="list-style-type: none"> <li>● at least 40% Personal Care (PC) and/or Nursing Care (NC) services (i.e. 9,600 WU)</li> </ul> <p>(b) No specific requirement on no. of cases served.</p>	<p>Total estimated no. of meals to be served by 25 meal teams is 365,700 meals per year.</p> <ul style="list-style-type: none"> <li>● The number may fluctuate depending on the meal service demand of individual district.</li> </ul>	<p>(a) Minimum requirement of 70 cases for each team at any one time.(Total: 1,260 cases)</p> <p>(b) Total no. of pledged cases is 1,453. (15 out of 18 teams pledged to serve more than 70 cases)</p> <p>(c) Regular care plan review.</p> <p>(d) Performance indicators</p>
<b>(VIII) On-going Monitoring</b>	<ul style="list-style-type: none"> <li>● As part of the subvention system by the Department's Service Performance Monitoring Section in accordance with FSA.</li> <li>● Service standards not as specified as HC, Meal and EHCCS such as: <ul style="list-style-type: none"> <li>- Only required to serve a minimum of 60 cases at any one time but the level of care is not specified.</li> <li>- temperature of food not specified.</li> <li>- Time of delivery the meals is not specified.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● By Department's Contract Management Unit in accordance with specific conditions/standards set out in the service specification such as: <ul style="list-style-type: none"> <li>- out of the total weighted units to be achieved, 40% should be fall within PC and NC services,</li> <li>- to submit action plan within 7 days if service does not meet any performance standards, etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● By CMU</li> <li>● In accordance with specific conditions/standards set out in the service specification such as: <ul style="list-style-type: none"> <li>- hot food must be delivered to users' homes at a minimum temperature of 65°C,</li> <li>- food menu must be approved by qualified dietitian, etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● By CMU</li> <li>● In accordance with specific conditions/standards set out in the service specification such as: <ul style="list-style-type: none"> <li>- introduced output and outcome measurements on effectiveness of services,</li> <li>- to arrange service within 7 days for normal case and within 1 day for urgent case,</li> <li>- to review and up-date care plan when necessary but not less than once every six months.</li> </ul> </li> </ul>

	Home Help	Home Care	Meal	EHCCS
<b>(IX) Actual Output (2000/2001)</b>				
(a) Total clients/ home meals served	22,939 clients: <ul style="list-style-type: none"> <li>● 88% elders</li> <li>● 9% disabled</li> <li>● 3% family cases</li> </ul>	4,526 cases: <ul style="list-style-type: none"> <li>● 87.7% elders</li> <li>● 8.9% disabled</li> <li>● 3.4% family cases</li> </ul>	427,486 meals: <ul style="list-style-type: none"> <li>● 90.4% elders</li> <li>● 6.9% disabled</li> <li>● 2.7% family cases</li> </ul>	Committed to serve 1,453 cases: <ul style="list-style-type: none"> <li>● 15.3% above expected cases served (i.e. 1,260)</li> <li>● 330 cases admitted to service (as at 30.6.2001)</li> </ul>
(b) Average caseload per team	108 <ul style="list-style-type: none"> <li>● 80% over the required service output (i.e. 60 cases)</li> </ul>	137	60	80 <ul style="list-style-type: none"> <li>● 15.3% over the required service output (i.e. 70 cases)</li> </ul>
(c) Average weighted units per team (WU)	39,540 WU. Breakdown: <ul style="list-style-type: none"> <li>● 14,590 WU on meal (1 WU for 1 meal) and 24,950 WU on non-meal service</li> <li>● Out of 39,540 WU, 6,017 WU are PC related services i.e. 15.22% of the total workload</li> </ul>	36,580 WU. <ul style="list-style-type: none"> <li>● All WU are non-meal service</li> <li>● Out of 36,580 WU, 10,988 WU are PC/NC related services i.e. 30% of the total workload</li> <li>● As the minimum requirement of WU on PC/NC is 9,600, the WU on PC/NC services achieved now (i.e. 10,988 WU) are 14.14% over the required output</li> </ul>	18,035 <ul style="list-style-type: none"> <li>● 23.3% over the estimated volume</li> </ul>	N.A.

	<b>Home Help</b>	<b>Home Care</b>	<b>Meal</b>	<b>EHCCS</b>
<b>(X) Scope of Services</b>	<ul style="list-style-type: none"> <li>● Traditional home help</li> <li>● Domiciliary services</li> </ul>	<ul style="list-style-type: none"> <li>● Separate meal component</li> <li>● Home-based services</li> <li>● More nursing care service</li> </ul>	<ul style="list-style-type: none"> <li>● Meal preparation and delivery</li> </ul>	<ul style="list-style-type: none"> <li>● Comprehensive package</li> <li>● Wide range of home-based and centre-based services with nursing and para-medical support</li> </ul>
(a) Care management	√	√	X	√
(b) Basic nursing care	X	√	X	√
(c) Special nursing care	X	X	X	√
(d) Personal care	√	√	X	√
(e) Restorative and maintenance rehabilitation exercise	X	X	X	√
(f) General physical exercise	√	√	X	√
(g) Support services	X	X	X	√
(h) Carer support services	X	√	X	√
(i) Centre-based respite	X	X	X	√
(j) Home respite	√	√	X	√
(k) Emergency day and residential respite	X	X	X	√
(l) Out-of-hour emergency Support	X	X	X	√
(m) Environmental risk assessment	X	√	X	√
(n) Home modifications	X	X	X	√
(o) Home making services	√	√	X	√
(p) Provision of meals	√	X	√	√
(q) Transportation and escort services	√	√	X	√

Elderly Branch  
Social Welfare Department  
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