

For Discussion  
on 20 April 2005

## **LEGCO PANEL ON WELFARE SERVICES**

### **Progress of Formation of Integrated Vocational Rehabilitation Services Centres**

#### **PURPOSE**

This paper briefs Members on the latest development on the formation of Integrated Vocational Rehabilitation Services Centres (IVRSCs) and the future direction of the service.

#### **BACKGROUND**

##### *Formation of IVRSCs*

2. To better meet the vocational needs of people with disabilities (PWDs) and address the problems of compartmentalization in service delivery, the Social Welfare Department (SWD), after consulting this Panel, the Rehabilitation Advisory Committee, and various stakeholders including service operators, frontline staff and parents of PWDs, etc., invited Non-governmental Organisations (NGOs) in August 2003 to re-engineer their subvented vocational rehabilitation services to form IVRSCs on a pilot basis. SWD had approved the formation of 14 IVRSCs through pooling of subventions of 2 043 places of 14 Sheltered Workshops (SWs) and 485 Supported Employment (SE) places on 1 April 2004. Together with conversion of 2 SWD's SWs to IVRSCs after their hiving off to NGOs in April 2004 and a new IVRSC which has commenced operation in October 2004, currently there are 17 IVRSCs

providing a total of 2,889 training places. Please refer to the *Annex 1* for detailed information of these 17 IVRSCs.

### ***Services of IVRSCs***

3. IVRSCs provide PWDs with one-stop integrated and seamless vocational services specially designed to accommodate the limitations arising from their disabilities. As compared to the traditional SW or SE services, IVRSCs offer a greater variety of services for PWDs which include centre-based and non-centre-based training, job finding, matching, coaching and post placement support and other recreational and support services. Trainees can achieve upward mobility from SW to SE nature or vice versa flexibly according to their functional level and progress.

### **REVIEW OF IVRSCS**

4. A Working Group comprising representatives of SWD, NGO operators, parents of PWDs was formed in June 2004 to review the implementation of IVRSCs and advise on the future development of the service. The Working Group held 5 meetings from June 2004 to February 2005 to discuss various issues relating to the operation and development of IVRSCs, including: implementation and operation of IVRSCs; schedule of accommodation; furniture and equipment; service performance indicators and monitoring; and direction for future development. The major recommendations of the Working Group are outlined in the ensuing paragraphs.

### ***Common assessment tool on work ability of disabled trainees***

5. To encourage upward mobility of trainees, the Working Group recommended that a common tool for assessment of work ability of disabled trainees should be developed and used by all the IVRSCs to review regularly the progress and development of trainees in their work ability after admission to the centre. The Working Group emphasized that the tool would neither be used for the purpose of service matching nor screening out PWDs from IVRSC service. To follow up on this, a working group comprising social workers and occupational therapists from SWD and NGOs has been working on the development of the tool since January 2005.

### ***Staff training***

6. The Working Group reviewed the existing training programmes for the frontline staff of IVRSC service and recommended that special training programmes aiming at helping frontline workers in meeting all the challenges arising from the implementation of the new service delivery mode should be organized. Such training programmes should consist two major components, namely, fundamental and special topics training. SWD has already incorporated the above recommendations in its annual training plan for IVRSC staff to enhance their understanding of the characteristics of IVRSCs and to equip them with knowledge and techniques in developing promising businesses and trades for providing more training and employment opportunities for PWDs, such as retailing business, cleaning service, handicrafts production, etc. Training programmes for referring social workers are also being conducted to enhance their understanding of the IVRSC service to facilitate their referral of suitable cases for the service.

### ***Funding and Service Agreement and service performance indicators***

7. Under the Service Performance Monitoring System (SPMS), SWD and service operators of respective subvented welfare service need to enter into a Funding and Service Agreement (FSA). The Working Group drafted the FSA for IVRSCs and agreement was reached between NGOs and SWD on service definition, essential service requirements and service performance indicators. The service performance indicators include: (i) average number of persons served per month; (ii) number of open employment cases every two years; and (iii) rate of progress review per year. The FSA for IVRSCs has been implemented since April 2005 as scheduled. Please refer to *Annex 2* on detailed descriptions.

### ***Future direction***

8. The Working Group generally recognized that IVRSCs would have many advantages over the traditional SW and SE services. An integrated vocational centre would provide a holistic approach to meet the needs of PWDs by offering greater variety of training programmes, and allowing flexibility in service delivery and deployment of staff and resources. Thus, the formation of IVRSCs was recommended as one of the major strands of vocational

rehabilitation services for PWDs in future.

9. There is no fixed timetable for the conversion of the existing 36 SWs into IVRSCs. Instead, NGOs operating SW are encouraged to consider plans for service reengineering taking into account the factors such as staff experience, ability and attitude of the trainees and their families. Meanwhile, PWDs would continue to be given the choice to join the SW, SE or IVRSC services.

10. To streamline the referral procedures for IVRSC, SW and SE, the Department is exploring the feasibility of merging the three 3 referral systems into one single point for entry and thus arranging admission of cases on agency basis instead of on service unit basis. These proposed arrangements would give NGOs flexibility in placing suitable trainees in appropriate training programmes at convenient locations.

### **CONSULTATION WITH NGOS**

11. A briefing session on the recommendations of the Working Group was held on 31 March 2005. Over thirty NGOs operating vocational rehabilitation services attended the briefing. The overall response of NGO service operators on the recommendations was positive.

### **ADVICE SOUGHT**

12. Members are invited to note the progress on IVRSCs.

Social Welfare Department  
April 2005

**Integrated Vocational Rehabilitation Service Centre**

<b>Region</b>	<b>District</b>	<b>Name / Address</b>	<b>Capacity</b>
Hong Kong	Eastern	The Richmond Fellowship of Hong Kong New Jade Manufacturing Centre Level 1, Blk 6, New Jade Garden, 233 Chai Wan Rd., Chai Wan, HK.	190
	Southern	Tung Wah Group of Hospitals Jockey Club Ngai Chun Integrated Vocational Rehabilitation Centre G/F, Blk B, TWGHs-Jockey Club Rehabilitation Complex, 4 Welfare Road, Aberdeen, HK.	200
		Tung Wah Group of Hospitals Mok Law Sui Wah Integrated Vocational Rehabilitation Centre G/F, District Comm. Ctr, Wah Kwai Est., Aberdeen, HK.	165
Kowloon East	Wong Tai Sin	Haven of Hope Christian Service Haven of Hope Integrated Vocational Rehabilitation Services Centre G/F, Annex To Boon Yuet Hse., Choi Wan Est., Kln.	110
		New Life Psychiatric Rehabilitation Association Chuk Yuen Integrated Work Centre G/F., Cheung Yuen Hse., Chuk Yuen (North) Est., Kln.	190
		Yang Memorial Methodist Social Service Vocational Advancement Centre G/F., Ching Yi House, Tsz Wan Shan, Kln.	135
	Tseung Kwan O	Christian Family Service Centre Tsui Lam Integrated Vocational Rehabilitation Service G/F, On Lam Hse., Tsui Lam Est., Tseung Kwan O, Kln.	203
Kowloon West	Kowloon City	Tung Wah Group of Hospitals Wong Cho Tong Integrated Vocational Rehabilitation Centre 6-7, Tung Wah Group of Hospitals, Wong Cho Tong Social Service Bldg., 39, Sheung Shing Street, Homantin, Kln.	119
	Shamshuipo	Po Leung Kuk Shek Kip Mei Vocational Services Centre Podium Floor, Blk 42 and 43, , Shek Kip Mei Est., Shamshuipo, Kln.	210

<b>Region</b>	<b>District</b>	<b>Name / Address</b>	<b>Capacity</b>
NT (Tsuen Wan / Kwai Tsing)	Kwai Tsing	Fu Hong Society Kwai Hing Vocational Development Centre G/F, Blk C, Sun Kwai Hing Garden, 151-165, Tai Wo Hau Rd., Kwai Chung, NT.	150
		Caritas – Hong Kong Lok Dao Integrated Vocational Rehabilitation Workshop 31 Lai Chi Ling Road, Kwai Chung, NT.	120
NT (Tuen Mun/ Yuen Long)	Tuen Mun	The Neighbourhood Advice-Action Council NAAC Tuen Mun Integrated Employment Service Centre G/F, Tip Yee Hse., Butterfly Est., Tuen Mun, NT.	192
		Association For Engineering And Medical Volunteer Services The Endeavor G/F., Sau Tai House, Fu Tai Estate, Tuen Mun	170
	Yuen Long	Wai Ji Christian Service House of Arts & Skills G/F, 5-20, Yuet Ping Hse., Long Ping Est., Yuen Long, NT.	165
NT (Shatin/Tai Po/ North)	Shatin	HK Down Syndrome Association Tiptop Training Centre G/F, Wing Shui Hse., Lek Yuen Est., Shatin, NT.	100
	Ma On Shan	The Salvation Army Heng On Integrated Service for Rehabilitation G/F, Heng Kong Hse., Heng On Est., Ma On Shan, Shatin, NT.	270
		Stewards Ltd Yiu On Integrated Rehabilitation Services Centre G/F, Yiu Shun Hse., Yiu On Est., Ma On Shan, Shatin, NT.	200

**Funding and Service Agreement  
(Lump Sum Grant)  
Integrated Vocational Rehabilitation Services Centre**

**I Service Definition**

**Introduction**

An Integrated Vocational Rehabilitation Services Centre (IVRSC) provides people with disabilities one-stop integrated and seamless vocational services specially designed to accommodate the limitations arising from their disabilities, in which they can be provided work opportunity, develop their social and economic potential, achieve upward mobility in vocational rehabilitation, and prepare for potential advancement to open employment where possible.

**Purpose and objectives**

The prime objective of IVRSC is to enable people with disabilities to secure, retain and advance in suitable employment and thereby to further their integration into society, in which they can be trained to achieve the following aims:

- (a) to engage in training in community environment;
- (b) to learn to adjust to work requirements;
- (c) to develop social skills and relationship;
- (d) to prepare for potential advancement to open employment; and
- (e) to achieve self-reliance as far as possible.

In addition, it is a welfare-oriented service without an employer–employee relationship between the service operator and the service users.

**Nature of service**

Service operators are required to meet the holistic and individual needs of service users by providing a well-planned and coordinated range of services facilitative to the vocational rehabilitation for people with disabilities. The services provided by IVRSC may include:

(a) Centre-based training

Centre-based sub-contract jobs in the form of simple processing, finishing and assembly or sub-assembly work, desk-top publishing, laundry service, computer work, design and printing, producing handicrafts, banner making, and other trades that match with market trend.

(b) Non-centre-based training

Outdoor contractual services such as car-washing, cleaning, delivery service, retailing, catering, kiosk management and leaflet distribution, etc.

(c) Employment-related training

Job finding, matching, coaching, job attachment, job trial, post-employment service and employment related skills training through individual approach, including individual placement model and home-based employment model, group approach, including mobile crew, enclaved model, benchwork model and simulated business.

(d) Retraining and other vocational training services

Activities such as retraining programmes to enable people with disabilities to secure, retain and advance in open employment and integration into society as far as possible.

(e) Support services

Vocational assessment, counseling and other casework services, post-discharge services, social and recreational activities, family life education activities and other support activities for the trainees and their families

### **Target group**

The target group is people with disabilities aged 15 and above with a need of vocational rehabilitation training or in need of support to take up open employment. It also includes IVRSC's direct intake of ex-trainees falling back from open employment within the time limit specified in the Operator's proposal which should not be less than 3 years after their discharge. In case no immediate place is available, IVRSC should take back these fallback trainees when the first opportunity arises.

### **Eligibility criteria**

To be eligible for an IVRSC place, an applicant should be:

- aged 15 and above;



- having work motivation/ability;
- capable of self-care; and
- mentally and emotionally stable with no active infectious disease and severe disturbing behaviour.

Referrals are via the Central Referral System for Rehabilitation Services (CRSRehab) operated by SWD.

## **II Performance Standards**

The service operator will meet the following performance standards:

### **Outputs**

<u>Output standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Average number of persons served per month *	Specified for individual
2	Open employment cases per 2 years *	Integrated Vocational
3	Rate of progress review completed within one year *	Rehabilitation Services Centre

(\* Please refer to Notes and Definitions)

### **Essential service requirements**

- Registered social worker is the essential staff of the service; and
- Latest CRSRehab Guidelines and Procedures should be complied with.

### **Quality**

Service operators will meet the requirements of the 16 Service Quality Standards (SQSs).

**III Obligations of SWD to Service Operators**

SWD will undertake the duties set out in the General Obligations of SWD to service operators.

SWD will provide appropriate referrals from the CRSRehab within **28 days** of written notification of a vacancy, provided that there is a referral with updated and complete information in hand.

**IV Basis of Subvention**

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

The service operator is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by the SWD on subvention policies and procedures.

**V. Other References**

Apart from this Funding and Service Agreement, service operators should also comply with the requirements/commitments set out in the respective Service Specifications, and the service operators' proposals and supplementary information, if any. The service operator's compliance to all these documents will be closely monitored by SWD.

## Notes and Definitions

1. **Persons served** refer to the service users enrolled in the Integrated Vocational Rehabilitation Services Centre through referrals from CRSRehab of SWD and direct intake of “fallback” service recipients.

2. **Average number of persons served per month =**

$$\frac{\text{Sum of no. of persons served in each month in the reporting year}^*}{12}$$

(\* No. of persons served in each month = No. of enrolment brought forward from previous month + No. of admissions during the month + No. of fallback ex-trainees during the month)

3. **Open employment** refers to those service users who have been settled in open employment for 6 months with an average monthly salary exceeding \$1,500. Open employment may not be necessarily limited to one employment throughout the six-month period.

4. **Open employment cases per 2 years** means that the number of trainees having secured open employment should be calculated on a two-year cumulative basis.  
The formula = Total number of trainees served per year x N% [the standard open employment is to be specified] x 2 years

5. **Progress review** refers to individual case plan review. A case plan should be formulated for each service users upon intake, to be reviewed at regular intervals. The review is to meet individual trainee’s various needs including work-related, social and developmental aspects.

6. **Rate of progress review completed within one year =**

$$\frac{\text{Total number of progress reviews completed in the reporting year}}{\text{Total number of progress reviews due for completion in the reporting year}} \times 100\%$$