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LABOUR AND WELFARE BUREAU
GOVERNMENT SECRETARIAT

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3 January 2019

Clerk to the Legislative Council Panel on Welfare Services
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong
(Attn.: Ms Wendy JAN)

Dear Ms JAN,

Legislative Council Panel on Welfare Services Follow-up Actions

At the Legislative Council Panel on Welfare Services meeting held on 10 December 2018, Members asked the Government to provide supplementary information on the redevelopment of the Client Information System (CIS) and the Service Performance Management Information System (SPMIS) of the Social Welfare Department (SWD). The requested information is provided as follows: –

The Interfaces of CIS and SPMIS

The proposed new system for CIS, i.e. CIS-II, will have interface with the following systems to streamline the operation workflows and increase efficiency in case management: –

- (i) Computerised Social Security System;
- (ii) Long Term Care Service Delivery System;
- (iii) Account and Management Information System;

- (iv) Referral System for Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services;
- (v) Community Care Service Voucher System (CCSVS);
- (vi) Residential Care Service Voucher System (RCSVs); and
- (vii) the proposed new system for SPMIS, i.e. SPMIS-II.

For SPMIS-II, it will have interface to exchange data with other Information Technology (IT) systems of SWD for speeding up the processing of performance data, including: –

- (viii) Subvention Computation System;
- (ix) Lotteries Fund Projects Information System;
- (x) Case Management Cum Tracking Facilities System;
- (xi) Partnership Fund For The Disadvantaged Information System;
- (xii) CCSVS;
- (xiii) RCSVs; and
- (xiv) CIS-II.

Data captured by CIS and SPMIS respectively

The data that will be captured by CIS-II include personal information (such as name, age, gender, identity number, etc.), case records (such as family background, case activity, problem and care plan, etc.) and specific information of the service users stored in systems which have interface with CIS-II as set out in (i) to (vii) above.

For SPMIS-II, the data that will be captured include service performance data of subvented and subsidised service units, inspection records, complaint handling records, financial information of non-governmental organisations (NGOs) and information of NGOs as service providers.

Benefits to be achieved by the redevelopment of CIS and SPMIS

The CIS will be redeveloped to achieve the following benefits: –

- (a) to provide an electronic submission platform for other bureaux/departments, government related organisations and NGOs to submit referrals and information updates to SWD, which will streamline the operations by minimising manual work on data entry

and increase efficiency. There will also be a smarter search engine which will allow SWD users to efficiently search for targeted data;

- (b) to facilitate the provision of e-services to the public, such as electronic submission of enquires on, applications and requests for various services by the public;
- (c) to integrate with other standalone SWD systems (such as the Clinical Psychological Services Information System and Integrated Vocational Training Centre System) or build interface with systems including those listed at (i) to (vii) above, so as to streamline the operation workflows and increase efficiency in case management. There will also be a flexible, easy-to-use and versatile reporting tool which will facilitate users to create a variety of statistical reports; and
- (d) to support mobile access to CIS-II, which will stay in operation round the clock, by SWD workers in performing outreaching duties outside office / after office hours.

It is estimated that the redevelopment of CIS will generate annual savings of \$62,327,000 from 2024-25 onwards, to be achieved through (a) realisable savings (i.e. the maintenance and support cost of existing CIS and other end user computing systems to be incorporated in CIS-II); (b) notional savings through reduction in staff effort required for various activities, such as handling of service recipients' enquiries and manual efforts in data input and checking; and (c) avoidance of additional recurrent cost for upgrading and enhancing the existing CIS.

The SPMIS will be redeveloped to achieve the following benefits: –

- (a) to provide an electronic platform for use by NGOs in order to reduce manual data input, ensure data accuracy and facilitate timely receipt of service performance data for more comprehensive monitoring of service performance and service planning. The new system will also capture financial information of NGOs to facilitate SWD's financial monitoring of these organisations;
- (b) to expand the usage of the system to 1 838 service units operated by 169 subvented NGOs and 140 departmental service units and allow senior management of SWD and NGOs to obtain comprehensive

service performance information about subvented and subsidised services, including underperformed service areas, thereby facilitating them to take prompt remedial action when situation warrants;

- (c) to enable the generation of more useful service performance management information / reports of welfare services through the use of a flexible, easy-to-use and versatile reporting tool, with a view to ensuring proper use of public resources.; and
- (d) to facilitate data exchange with other systems of SWD, including those listed at (viii) to (xiv) above, for speeding up the processing of performance data in SPMIS-II.

It is estimated that the redevelopment of the SPMIS will generate annual savings of \$4,731,000 from 2023-24 onwards, to be achieved through (a) realisable saving (i.e. saving the recurrent system maintenance costs of the existing SPMIS; (b) the reduction in staff effort required by automating and streamlining the processes of submission of service performance returns on the electronic platform and more efficient retrieval of performance data and reports generation.

Yours sincerely,



(Elvis CHIU)

for Secretary for Labour and Welfare

c.c. Director of Social Welfare (Attn.: Mr LAM Bing-chun)