

# MESSAGE

## Towards a quality-oriented funding system

Over the years, we have established an effective and strong working partnership with the subvented sector for the provision of welfare services. We now need to build on this solid foundation as we enter the next Millennium. Following completion of the review on the social welfare subvention system, we have developed a set of clear measurable standards and performance-based funding and service agreements for individual services in collaboration with non-governmental organisations.

Greater flexibility in the use of resources brought about by competitive bidding will, we believe, be conducive to more cost-effective performance and greater accountability which will benefit those whom we seek to help. Consequently, we will introduce competitive bidding arrangements and later this year, will begin by contracting-out a number of new service units on a pilot basis. Taken together with the service performance monitoring measures, this will further enhance the quality of welfare services provided to our community.

## Family and Child Welfare

The family remains a key component in our community. To help families function as a coherent unit, we believe that services should be provided to prevent the occurrence of domestic problems and to deal with them promptly once they arise. To cope with the increase in demand, we will continue to strengthen our family and child services by deploying additional family caseworkers to counsel and assist those in trouble. We will also strengthen these services by providing additional child care centre places for families in need of these services and by increasing the number of staff who provide child protection and custody services.

## Services for Young People

Helping the development of young people is an investment in our future. As such, we remain firmly committed to providing an environment for our young people which enables them to develop into responsible and contributing members of our community. We continue to devote substantial resources to programmes for our youth population, and it is important that these are focused on those most in need of assistance. To this end, we will be implementing, in the coming year, a package of improvement measures which include increasing the number of social workers in our schools and ensuring better interfacing between school-based welfare services and other community services available to assist young people.

## Meeting the Needs of People with Disabilities

We are also fully committed to ensuring that people with disabilities are provided with necessary care and support to facilitate their integration and full participation in the community. As such, we will continue to implement the policies set out in the 1995 White Paper on Rehabilitation.

Apart from providing additional residential and day places, we will also continue with our public education efforts to enhance the image of disabled persons and their acceptance by other members of our community. The new Guardianship Board is now functioning and will be a valuable tool to protect the well-being of the mentally disordered and mentally handicapped.

The latest review on our overall rehabilitation programme was completed in June of this year. The findings will help us plan further service improvements so as to enhance the quality of life for people with disabilities.

## Social Security

The Comprehensive Social Security Assistance (CSSA) Scheme will continue to provide a safety net for those in need. We will continue to offer assistance to unemployed CSSA recipients to encourage and help them to become self-reliant again. We will also ensure that there is an effective fraud prevention mechanism in place.



(Dr. E K Yeoh)  
Secretary for Health and Welfare

# WELFARE SERVICES

Our Policy Objective is to develop and provide effective and quality welfare services for those in need.

Our targets this year in pursuing this Policy Objective are –

- to regularly review and improve welfare services to ensure they meet the changing needs and aspirations of the community
- to monitor the delivery of welfare services and to identify ways to enhance the effectiveness of the services
- to provide financial assistance to those with genuine needs

## Progress Made

During the past year, our efforts to review modes of service delivery in the welfare sector and to enhance the overall provision of service have delivered promising results. We have, with the co-operation of the non-governmental organisations, implemented the first phase of the Service Performance Monitoring System which sets clear measurable standards for assessing the quality of welfare services.

As regards the provision of direct services, we have allocated additional resources to increase manpower provision in the family casework and child protection services. This was in response to increased pressure on individuals, and their families, brought about by changes in the local economic climate. We have critically reviewed our priorities in the youth service and, following completion of the Review on School Social Work, have taken steps to target resources to services that will best meet the needs of our young people. We see clear benefits in allowing greater integration of services, and are moving towards more flexible and co-ordinated use of resources by service providers. Our ultimate aim is to introduce more innovation and competition in service delivery to ensure that the best possible welfare services are provided to the community.

We have also continued to provide financial assistance to eligible clients under different social security schemes. We carried out a review of the Comprehensive Social Security Assistance Scheme and developed a package of measures to encourage and help unemployed recipients to rejoin the workforce. The new measures were implemented on 1 June 1999. We have also made good progress in redeveloping our social security payment computer system and re-engineering the existing work processes so as to enhance the quality and efficiency of the service. The new Computerised Social Security System will be in place before the end of 2000.

# KEY RESULT AREAS (KRAs)

To ensure that this Policy Objective can be achieved, we must deliver results in the following key areas, that is, we must –

<b>1</b>	<b>Identify needs and review modes of provision</b>	<b>Page 3</b>
<b>2</b>	<b>Maintain the necessary infrastructure and legislative and policy framework</b>	<b>Page 7</b>
<b>3</b>	<b>Involve the community in the provision of welfare services</b>	<b>Page 12</b>
<b>4</b>	<b>Deliver services and ensure compliance with an agreed framework</b>	<b>Page 15</b>
<b>5</b>	<b>Improve service delivery in both quantitative and qualitative terms</b>	<b>Page 17</b>

# 1

## Identify needs and review modes of provision

Over 90% of our direct welfare services are provided by 186 non-governmental organisations (NGOs). Subvention to NGOs is estimated to total \$6 billion in 1999-2000. We must ensure that the subvention system operates effectively so that NGOs can deliver quality services efficiently and cost effectively.

We will implement a system to evaluate and monitor the performance of NGOs on the basis of performance rather than the resources put into the services. At the same time, NGOs will be given greater flexibility in managing their resources.

### Progress Made

We have made good progress in implementing measures to enhance service quality in the welfare sector. In April 1999, the first batch of five Service Quality Standards (SQSs) and 35 Funding and Service Agreements (FSAs) were introduced. Social Welfare Department's Service Performance Section is closely monitoring compliance of welfare service units with the SQSs and FSAs. In parallel, we have also put in place assessment mechanisms for the SQSs and the output standards of the FSAs for various welfare services.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative *	Target #	Present Position +
<p>To review the social welfare subvention system <i>(Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● To introduce in 1999-2000, five of the 19 Service Quality Standards (SQSs) which define the procedures for managing and controlling service quality and the criteria for achieving these standards</li> <li>● To complete the preparation of Funding and Service Agreements (FSAs) for the 103 individual services in the welfare sector by the end of 1999-2000</li> <li>● To introduce the first batch of 30 FSAs to the welfare sector in 1999-2000 <i>(1998 and 1996)</i></li> </ul>	<ul style="list-style-type: none"> <li>● The assessment methodology for all the 19 SQSs, and specific assessment steps for the first five SQSs to be introduced in 1999-2000, have been developed. The first phase of introducing five SQSs was completed in April 1999 as scheduled. <i>(Action Completed)</i></li> <li>● Preparation of the second and third batches, comprising 73 FSAs for implementation in the coming two years, is in progress. <i>(Action in Progress: On Schedule)</i></li> <li>● The first batch of 35 FSAs was implemented in April 1999. <i>(Action Completed)</i></li> <li>● A Service Performance Section was set up in SWD in October 1997 to implement the Service Performance Monitoring System. <i>(Action Completed)</i></li> </ul>

\* the bracketed information denotes the agency with lead responsibility for the initiative

# the bracketed information denotes the year in which the target was set

+ the bracketed information denotes the status of the target

Initiative	Target	Present Position
To review and plan ahead, in consultation with voluntary and non-governmental organisations, the demand for services and support for the disabled <i>(Health and Welfare Bureau (HWB))</i>	To help us better assess demand for rehabilitative services and support, we will complete a comprehensive review in 1999 <i>(1998 and 1997)</i>	The review was completed in June 1999 and the report was published in August 1999. <i>(Action Completed)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Number of welfare service units that have complied with the SQSs	All subvented welfare service units will comply with the first batch of five SQSs in 2000-2001
Number of welfare service units that have met the output standards under their respective FSAs	85% of the subvented welfare service units under the 35 FSAs introduced in 1999-2000 will meet the respective output standards in 2000-2001

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
<p>To enhance the service performance monitoring system for social welfare services (SWD)</p>	<ul style="list-style-type: none"> <li>● To introduce in 2000-2001, the second batch of five SQSs which define the concept of quality in social welfare services and provide a structure for quality assessment</li> <li>● To introduce the second phase of some 40 FSAs to the welfare sector in 2000-2001</li> </ul>
<p>To conduct a further review on the administration of the Comprehensive Social Security Assistance and Social Security Allowance Schemes (HWB)</p>	<p>To commence the review in 1999-2000</p>

## 2

### Maintain the necessary infrastructure and legislative and policy framework

The Social Welfare Department (SWD) and non-governmental organisations (NGOs) provide a wide range of welfare services in Hong Kong. We need to ensure that SWD and NGO staff are equipped with the necessary skills in providing quality services to maximise efficiency in the use of resources allocated.

The social security policy aims to meet the basic needs of the disadvantaged including the financially vulnerable, the elderly and the severely disabled. One of the key features of our social security system is the Comprehensive Social Security Assistance (CSSA) Scheme. The CSSA provides a “safety net” for those who are unable to meet their basic needs. We will continue to ensure that the Scheme can help those who cannot fend for themselves. At the same time, the Scheme must encourage “employable” recipients to re-join the workforce.

Social security expenditure constitutes a significant portion of welfare spending. To ensure that public money is properly spent and that social security assistance goes to those in real need, we will ensure that an effective mechanism is in place to prevent abuse and fraud.

### Progress Made

We plan to organise 18 training courses within three years, for those involved in the provision of welfare services, both in SWD and NGOs, to enhance their knowledge of the new Service Performance Monitoring System. Good progress was made in the past year. By the end of September 1999, SWD has organised five courses, involving over 5 000 participants, on the awareness of the System and implementation requirements for the first phase. As part of our efforts to publicise the performance monitoring measures, SWD has also prepared and distributed training-related and information materials to service units operated by SWD and NGOs.

In December 1998, SWD issued a report on the review of the CSSA Scheme. The report proposed a package of measures to encourage and help unemployed recipients to become self-reliant and to step up fraud prevention and investigation. Most of the proposals received extensive support from the community and the final package of measures was implemented on 1 June 1999. We have also strengthened the social security field units and special investigation teams so that they can provide more assistance to unemployed recipients and step up their fraud prevention and detection work. Last year, SWD staff detected 88 fraud cases, 43 of which were referred to the Police for action.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To enhance SWD and NGO staff's knowledge of the new Service Performance Monitoring System (SPMS) <i>(Social Welfare Department (SWD))</i></p>	<p>To organise 18 training courses for 20 000 participants over three years and to develop relevant training-related and information material <i>(1998)</i></p>	<ul style="list-style-type: none"> <li>● Training courses – <ul style="list-style-type: none"> <li>– In December 1998, SWD organised three courses for 2 285 participants from both SWD and NGOs to promote their awareness of the SPMS.</li> <li>– Between April and September 1999, SWD has organised five courses for 3 000 participants on SPMS phase I implementation.</li> </ul> </li> <li>● Training and Information material – <ul style="list-style-type: none"> <li>– Training-related and other material including video, poster and leaflets to introduce the SPMS were distributed to SWD and NGOs in January-February 1999.</li> <li>– A Service Performance Training Kit (Part 1) and a training video on five Service Quality Standards implemented in the SPMS phase I were produced and distributed to SWD and NGOs in June - July 1999.</li> </ul> </li> </ul> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To strengthen the social security field units and the Special Investigation Teams to enable them to cope with increase in caseload, and to detect fraud <i>(SWD)</i></p>	<p>To create over 200 new posts in 1999-2000 to process applications, provide intensive assistance to the unemployed applicants, and deter fraud <i>(1998)</i></p>	<p>The new posts have all been created. <i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To conduct a study on the scope and the administration of the Comprehensive Social Security Assistance Scheme (CSSA)</p> <p><i>(Health and Welfare Bureau (HWB)/SWD)</i></p>	<p>To conduct the study in 1998 and to make recommendations on how those on CSSA can be encouraged and helped to re-join the workforce</p> <p><i>(1997)</i></p>	<p>SWD has completed a qualitative study on “employable” CSSA recipients. An inter-departmental Steering Group chaired by the Director of Social Welfare has developed a package of measures to encourage and assist “employable” CSSA recipients to become self-reliant and re-join the workforce. The final package of measures was implemented on 1 June 1999.</p> <p><i>(Action Completed)</i></p>
<p>To keep under review the Social Security Allowances (SSAs)</p> <p><i>(HWB/SWD)</i></p>	<p>Further to the CSSA Review, to complete our review of the SSAs and related issues in 1998-1999</p> <p><i>(1997)</i></p>	<p>The review of the Old Age Allowance is in progress.</p> <p><i>(Action in Progress: Under Review)</i></p>
<p>To review the provisions in the equal opportunities related legislation for people with disabilities</p> <p><i>(HWB/Equal Opportunities Commission (EOC))</i></p>	<p>To review and improve, where necessary, the provisions of the Disability Discrimination Ordinance (DDO) in the light of the EOC’s operational experience</p> <p><i>(1997)</i></p>	<p>The EOC completed a review on the DDO and submitted its recommendations in February 1999 for consideration by the Government.</p> <p><i>(Action Completed)</i></p>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Number of training courses arranged to support the implementation of the new Service Performance Monitoring System	To arrange five training courses in 2000-2001
Number of social security fraud cases detected	To contain the percentage of overpayment arising from fraud to 0.03% of total social security payments in 2000-2001
Progress of preparing necessary amendments to the Disability Discrimination Ordinance	To prepare the legislative amendments within the 1999-2000 legislative session

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To improve the adoption practices and procedures in Hong Kong and introduce legislative amendments to the Adoption Ordinance as appropriate (HWB)	To introduce the Amendment Bill into the Legislative Council in the 2000-2001 legislative session
To strengthen the knowledge of SWD and NGO staff on the SPMS (SWD)	To organise five training courses for some 6 000 participants in 2000-2001 and to develop relevant training and publicity materials
To improve control on charitable fund raising activities (HWB)	To prepare legislative amendments to relevant sections of the Summary Offences Ordinance in the 1999-2000 legislative session

Initiative	1999 Target
<p>To strengthen the detection and investigation of social security fraud cases (SWD)</p>	<p>To consider adopting a risk management approach to social security expenditure to help manage business risks effectively in this area and tackle the problem of welfare cheats and over-payments</p>
<p>To safeguard the rights of people with disabilities by legislative framework (HWB)</p>	<p>To prepare amendments to the Disability Discrimination Ordinance in the light of the proposals made by the Equal Opportunities Commission</p>

# 3

## Involvement of the community in the provision of welfare services

Volunteer service is an expression of concern for the community. As such, we are keen to encourage greater participation in volunteer services as a means to help build a more caring community in Hong Kong.

While preserving the characteristics and focus of individual groups, the effectiveness of volunteerism can be improved through centralised efforts to encourage community participation.

### Progress Made

In the past year, we have continued with our efforts to encourage participation of the community in volunteer services. In this respect, eight major promotional and publicity programmes have been launched so far. We are planning for the launch of additional publicity programmes within this financial year. Social Welfare Department has formed 13 Volunteer Movement District Co-ordinating Committees in November 1998, providing a practical mechanism for more effective co-ordination of volunteer services. Since their formation, these committees have been identifying and enhancing training opportunities and recognition programmes to promote participation in volunteer services.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To publicise and promote more volunteerism in the community and maintain the momentum of public interest in volunteer service <i>(Social Welfare Department (SWD))</i>	To launch 16 promotional and publicity programmes at central and district levels in 1999-2000 <i>(1998)</i>	Eight programmes have been launched. The remaining eight will be launched later this year. <i>(Action in Progress: On Schedule)</i>

Initiative	Target	Present Position
To establish a practical working mechanism to co-ordinate volunteer service in the social welfare sector (SWD)	To establish 13 Volunteer Movement District Co-ordinating Committees in 1999-2000 to identify and enhance volunteer service, training opportunities and recognition programmes (1998)	13 District Co-ordinating Committees were formed in November 1998. <i>(Action Completed)</i>
To launch public education programmes to promote the acceptance of people with disabilities by the community (Health and Welfare Bureau (HWB))	To provide \$4 million in 1998-1999 and the same amount in 1999-2000 for public education programmes to promote the acceptance of people with a disability by the community (1997)	\$3.3 million was spent on public education activities in 1998-1999. We will continue to conduct public education programmes in 1999-2000. <i>(Action in Progress: On Schedule)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Resistance from local residents against the setting up of new rehabilitation facilities in their neighbourhood	To set up new rehabilitation facilities according to the planning programme with the local community's acceptance and support

We will undertake the following initiative to deliver results in this area –

Initiative	1999 Target
To conduct an annual public education programme from 2000-2001 to promote the integration of people with disabilities into the community <i>(HWB)</i>	To cultivate and maintain a receptive and caring society for integrating people with disabilities into the community

# 4

## Deliver services and ensure compliance with an agreed framework

We provide central administrative support to subvented non-governmental organisations (NGOs) to help them plan and run their activities. It is our objective to provide greater support and flexibility so as to allow them to make the best use of resources with the aim of enhancing the quality of service provided to the public.

We also aim to strengthen the provision of family casework services to enhance the service provided to families with problems in response to the rapid economic changes which Hong Kong has experienced recently.

### Progress Made

To strengthen central administrative support for the NGOs, we have allocated, in the past year, \$27 million to welfare agencies to support their efforts in undertaking the new service performance monitoring measures. These resources will assist NGOs to comply with the Service Performance Monitoring System.

We will also create 29 family caseworker posts in the current financial year to cope with the increasing demand for family casework services. All additional caseworkers will be in post by March 2000.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To provide additional central administrative support to non-governmental organisations (NGOs) <i>(Social Welfare Department (SWD))</i>	To provide \$27 million in 1999-2000 to support NGO efforts in undertaking the new service performance measures <i>(1998)</i>	We allocated an additional \$27 million to NGOs in 1998-1999 to support their efforts in implementing the Service Performance Monitoring System. <i>(Action Completed)</i>

Initiative	Target	Present Position
To strengthen family casework services (SWD)	To provide 29 additional family caseworkers in 1999-2000 to meet the increase in service demand and to improve service quality by relieving the caseload of family caseworkers (1998)	29 additional family caseworkers will be provided by March 2000 to strengthen the assistance provided to families with problems, including single parents and new arrival families.  (Action in Progress: On Schedule)

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Extent to which the existing subvention rules are relaxed	To revise the existing subvention rules to achieve a more output-oriented system

We will undertake the following initiative to deliver results in this area –

Initiative	1999 Target
To introduce greater flexibility to the existing subvention rules (SWD)	To introduce streamlining measures to enable more flexible use of subvention so as to enhance cost-effectiveness of resources deployed for welfare services

# 5

## Improve service delivery in both quantitative and qualitative terms

We must protect our children from abuse. In view of the rising number of child abuse cases, we need to strengthen multi-disciplinary efforts to improve treatment and other supportive services for victims and their families. We will continue to launch publicity and public education programmes to promote public awareness of the impact of child abuse on the affected children and their families.

Young people are a vital asset to our community. It is important that they be given the support and opportunities to prepare themselves to be responsible and contributing members of society. To better meet the multifarious needs of young people, we will continue to achieve efficient use of resources through the setting up of integrated teams, ensure efficient inter-disciplinary co-operation and service interfacing and foster the active involvement of schools, families and the community at large in support of our young people.

We are committed to providing quality rehabilitation services to meet the needs of people with disabilities. Our ultimate aim is to facilitate their integration into the community and to enable them to realise their full potential.

To improve services to clients in our social security field units, we will continue to monitor closely the delivery of services with a view to implementing improvements.

### Progress Made

It is our target to strengthen the provision of youth services at the district level, and to enhance interfacing among the various service units. To this end, local Children and Youth Services Committees have been revamped with additional co-opted members representing schools, parents and the young people. As regards the provision of school social work, we have set up a Steering Committee to oversee the implementation of a package of measures to improve the service. We are taking active steps to strengthen the manpower provision so that one school social worker will be provided in the establishment of each secondary school.

As regards the prevention of child abuse, 16 additional social workers will be provided in the current financial year to facilitate the establishment of a Child Protection Services Unit team in each Social Welfare Department (SWD) region. The CPSU teams and the Committee on Child Abuse will continue to step up publicity efforts on child protection. Meanwhile, a mediation unit has been set up under SWD's Child Custody Services Unit to undertake preparatory work prior to the establishment of a full mediation team by the Judiciary in due course.

On the rehabilitation side, we plan to provide over 400 additional day and residential places for people with disabilities. Our projects are all in progress and on schedule for completion by March 2000.

In addition, we have already provided the Infirmary Care Supplement to an additional 28 frail elderly people.

The development of a computerised social security system is making good progress. We have also secured funds for refurbishing the Social Security Field Units to support implementation of the new computer system in late 2000. The renovation and refurbishment works are being carried out as scheduled.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To strengthen the provision of various youth services at the district level <i>(Social Welfare Department (SWD))</i></p>	<p>To improve the co-ordination of different service units in a district by strengthening the organisation and operation of the Local Children and Youth Services Committee and improved interfacing between the various services available in 1999-2000 <i>(1998)</i></p>	<p>The Local Committees have been strengthened through co-opting additional members representing schools, parents and the young people. The Local Committees will help enhance interdisciplinary co-operation in meeting youth needs in the district. <i>(Action Completed)</i></p>
<p>To replace the Social Security Payment System by a new Computerised Social Security System so as to ensure efficient delivery of service and to assist in compilation of management information <i>(SWD)</i></p>	<p>To have the new system in place in 2000 <i>(1998)</i></p>	<p>The new system is in the design stage and is expected to be in place in 2000. <i>(Action in Progress: On Schedule)</i></p>
<p>To provide an Infirmary Care Supplement to frail aged blind people <i>(SWD)</i></p>	<p>To provide an Infirmary Care Supplement to an additional 28 frail elderly living in homes and care and attention homes for the aged blind in 1999-2000 <i>(1998)</i></p>	<p>Subvention for 28 Infirmary Care Supplement places was provided in April 1999. <i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To improve the operation of the school social work service (SWD)</p>	<ul style="list-style-type: none"> <li>● To introduce in 1999-2000 a package of improvement measures including the formulation of multi-disciplinary guidelines to enhance service co-ordination and collaboration between school social workers and other relevant professionals</li> <li>● To establish in 1999-2000 a Steering Committee to monitor and review the direction and development of the service</li> </ul> <p>(1998)</p>	<ul style="list-style-type: none"> <li>● The improvement measures will be introduced by phases starting in 1999-2000. <i>(Action in Progress: On Schedule)</i></li> <li>● A Steering Committee has been formed in August 1999. <i>(Action Completed)</i></li> </ul>
<p>To improve protection of children from abuse and enhance public awareness of the problem (SWD)</p>	<ul style="list-style-type: none"> <li>● To provide 23 additional child protection workers by 2000-2001 to handle an increasing number of child abuse cases <i>(1998)</i></li> <li>● To ensure that the Police, the SWD and non-governmental organisations (NGOs) liaise closely in the handling of domestic violence cases <i>(1994)</i></li> </ul>	<ul style="list-style-type: none"> <li>● 16 additional workers will be provided by March 2000, and the rest will be provided in 2000-2001.</li> <li>● The interdisciplinary Working Group on Battered Spouses will continue to co-ordinate efforts to tackle the problem. Publicity measures have been stepped up to enhance public awareness of the problem. <i>(Action in Progress: On Schedule)</i></li> </ul>

Initiative	Target	Present Position
<p>To provide additional day care and residential places for people with disabilities (SWD)</p>	<ul style="list-style-type: none"> <li>● To provide over 400 additional day and residential places for people with disabilities in 1999-2000 (1998)</li> <li>● To provide 40 additional residential places, and 50 additional places in day activity centres in 1998-1999 (1997)</li> </ul>	<ul style="list-style-type: none"> <li>● Construction and fitting-out works for 430 places are in progress. We expect to achieve the overall target by March 2000. <i>(Action in Progress: On Schedule)</i></li> <li>● The additional places were provided in September and November 1998 respectively. <i>(Action Completed)</i></li> </ul>
<p>To provide additional manpower to take care of ex-mental patients (SWD)</p>	<p>To provide six additional aftercare workers in 1998-1999 to look after ex-mental patients discharged from halfway houses (1997)</p>	<p>Six aftercare worker posts were created and allocated to NGOs by March 1999. <i>(Action Completed)</i></p>
<p>To provide enhanced residential care service for severely physically handicapped persons (SWD)</p>	<p>To provide seven-day instead of five-day week residential service at four hostels for severely physically handicapped persons in 1998-1999 (1997)</p>	<p>Three hostels for adults extended their service from a five-day week to a seven-day week as from 1 July 1998. Owing to the establishment of a new residential special child care centre (RSCCC) which will provide seven-day week service, it is no longer necessary to extend the service days of the remaining hostel. <i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To provide more places in early education and training centres (EETCs), integrated children care centres (ICCCs) and special child care centres (SCCCs) for pre-school age disabled or autistic children</p> <p><i>(Health and Welfare Bureau (HWB)/SWD)</i></p>	<ul style="list-style-type: none"> <li>● To provide in 1998-1999 – <ul style="list-style-type: none"> <li>– 120 places in EETCs for pre-school age disabled children</li> <li>– an additional 48 places for disabled pre-schoolers in ICCCs and</li> <li>– 36 places for autistic children in SCCC</li> </ul> </li> </ul> <p><i>(1997)</i></p> <ul style="list-style-type: none"> <li>● To provide an additional 737 places in pre-school centres (EETCs and SCCC) for children with a disability by 1998-1999</li> </ul> <p><i>(1994)</i></p>	<ul style="list-style-type: none"> <li>– 120 EETC places were provided by November 1998.</li> <li>– 48 places in ICCCs were provided by October 1998.</li> <li>– 36 places in SCCC for autistic children were provided by March 1999.</li> </ul> <p><i>(Action Completed)</i></p> <ul style="list-style-type: none"> <li>● 737 places were provided by March 1999.</li> </ul> <p><i>(Action Completed)</i></p>
<p>To enhance the staffing of Social Security Field Units</p> <p><i>(SWD)</i></p>	<p>To create about 100 additional posts in 1998-1999 to ensure the provision of a quality service to elderly Comprehensive Social Security Assistance and Social Security Allowances recipients</p> <p><i>(1997)</i></p>	<p>The additional 100 posts were created and filled in 1998-1999.</p> <p><i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To enhance the service of the Child Custody Services Unit (CCSU) of SWD (SWD)</p>	<p>To introduce in 1998-1999 a mediation service in the CCSU of the SWD to help divorcing and separating couples resolve disputes over matters of child custody or access (1997)</p>	<p>A mediation unit has been set up under CCSU of SWD to undertake preparatory duties prior to the establishment of the full team by the Judiciary. (Action Completed)</p>
<p>To develop tools to identify students at risk at an early stage (HWB)</p>	<p>To launch in 1998-1999 a pilot project in selected schools to further refine a screening tool for early identification of students at risk to facilitate early intervention (1997)</p>	<p>Phase II of the pilot project, a longitudinal study to evaluate the effectiveness of the project, will be completed by August 2000. (Action in Progress: On Schedule)</p>
<p>To provide additional vehicles to meet the demand for Rehabus (HWB)</p>	<p>To provide five additional vehicles in 1998-1999 to meet the increased demand for scheduled-routes and dial-a-ride Rehabus service (1997)</p>	<p>New additional vehicles were put into operation in April 1999. (Action Completed)</p>
<p>To improve the accommodation and equipment of skills centres (HWB)</p>	<p>To provide in 1998-1999 a new skills centre in central Kowloon with 156 places and over \$6 million to improve the accommodation and equipment of the existing skills centres (1997)</p>	<p>The new skills centre has been in operation since August 1999. The renovation work and purchase of new equipment for existing skills centres was completed. (Action Completed)</p>

Initiative	Target	Present Position
To improve services for people with autism (HWB)	To improve services for people with autism over the next four years by: <ul style="list-style-type: none"> <li>● providing an extra 78 places in pre-school centres; and</li> <li>● recruiting an extra 82 teaching and professional staff to provide more training and support for about 200 autistic children in pre-school centres and about 700 autistic adults in sheltered workshops and day activity centres</li> </ul> (1997)	<ul style="list-style-type: none"> <li>● 78 places were provided in September 1998.</li> <li>● 82 teaching and professional staff had been recruited by March 1999.</li> </ul> <i>(Action Completed)</i>
To provide additional day nursery places (HWB)	To provide an additional 5 600 day nursery places by 1997 (1992)	All the 5 600 additional day nursery places have been provided by June 1999. <i>(Action Completed)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Number of recommendations of the Report on Review of School Social Work Service accepted by the Administration that have been implemented	To implement all six major recommendations by April 2001
Number of additional school social worker units that have been introduced	To introduce one school social worker per secondary school, in phases, starting September 2000. 12 additional workers for the 12 new secondary schools scheduled to open in September 2000 will also be provided

Indicator	1999 Target
Number of disabled persons receiving various rehabilitation services	Provide additional residential, day service and supported employment places to over 600 disabled persons as well as extending the Community Rehabilitation Network (CRN) service to about 2000 chronically ill persons and carers living in the New Territories

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To expand the Child Protective Services Unit into a family and child protective services unit in order to strengthen protection to families and children from domestic violence (SWD)	To implement the service in 2000-2001
To strengthen the Departmental Hotline Service by attaching a family crisis help-line to give immediate telephone counselling or advice to family members in crisis (SWD)	To implement the service in 2000-2001
To provide additional day nursery places for families requiring the service (SWD)	To provide an additional 300 day nursery places in 2000-2001
To strengthen the operation and management of correctional/residential homes (SWD)	To implement as appropriate the recommendations of the Management Services Agency's Review on the Management of Correctional/Residential Homes
To provide additional day care and residential places for people with disabilities (SWD)	To provide over 400 additional day & residential places in 2000-2001

Initiative	1999 Target
<p>To provide additional supported employment places for people with disabilities who are not yet fit for open employment (SWD)</p>	<p>To provide 210 supported employment places in 2000-2001</p>
<p>To strengthen the Community Rehabilitation Network (CRN) service to assist and support chronically ill persons and their carers living in the New Territories (SWD)</p>	<p>To set up a regional centre and two stations in the New Territories by 2001</p>