

Tel. No. : 2892 5681  
Fax No. : 2838 0705  
Our Ref. : L/M SWD 2/45/8/67/370/48

Paper No. CB(2)2909/02-03(01)

Appendix A

15 July 2003

Chairpersons/Agency Heads of Non-governmental Organisations

Dear Sir/Madam,

**Application for funding support to run  
Intensive Employment Assistance Projects (IEAP)**

Further to DSW's letter of 8 April 2003, I am pleased to inform you that we have obtained the approval of the Lotteries Fund Advisory Committee for the allocation of \$100 million to commission non-governmental organisations to run IEAPs to help employable CSSA recipients and others 'near CSSA' back to work. The IEAPs are an important part of our strategy to intensify the Support for Self-reliance Scheme and we are delighted that, in addition, the Hong Kong Jockey Club Charities Trust has agreed to provide us with \$100 million to support the IEAPs thus making a total of \$200 million available.

To ensure that the IEAPs will be a robust, effective and value for money initiative, and taking into consideration the valuable feedback that we have received, we have included in this round of applications for IEAPs special features such as clearer outcome-based performance indicators to better monitor the effectiveness of individual projects, allowing NGOs to make modest incentive payments to project participants from proceeds generated from businesses now under IEAPs, where applicable, and early referral of suitable CSSA recipients to participate in the IEAPs (within the first three months of their entry into the CSSA system).

As before, our target participants are employable CSSA recipients, although this time particular attention will be accorded to vulnerable groups including those 'near CSSA', ethnic minorities and single fathers. A Vetting Committee will be set up to give in depth consideration to all proposals.

We look forward to NGOs who are interested in working in partnership with us on these projects bringing forward proposals. You are cordially invited to attend a briefing session to be convened by the Director of Social Welfare to let you know more about the IEAPs, to be held in the morning of Wednesday 23 July 2003 at the Lecture Theatre of the Hong Kong Central Library, 66 Causeway Road, Causeway Bay, Hong Kong. Enclosed please find a copy of the IEAP Application Form at Appendix I and Important Notes to Applicant Organisations at Appendix II for your reference and use. To facilitate our arrangements, please complete Appendix III and return it to us by Fax (Fax No.: 2382 2593) on or before 21 July 2003.

The completed IEAP Application Form should be returned to our Support for Self-reliance Section, Social Security Branch **not later than 13 August 2003** at the following address:

The Support for Self-reliance Section  
Social Security Branch / Social Welfare Department  
Room 496, Kai Tak Government Building  
5 Arrivals Road  
Kowloon City  
Kowloon

Applicant agencies will be informed of the result individually by mid-September 2003 and payment will be arranged to successful agencies accordingly.

If further information is required, please contact my colleagues, Miss Yeung Kok-wah and Mrs Esther Tsang at 2718 2399 and 2718 4805 respectively.

Looking forward to your enthusiastic support.

Yours sincerely,

Signed  
(Mrs RM Cartland)  
for Director of Social Welfare

Encls.

To : Mrs Esther Tsang  
The Support for Self-reliance Section  
Social Security Branch / Social Welfare Department  
Fax number: 2382 2593

**Briefing Session to be held on 23 July 2003  
on the Intensive Employment Assistance Projects (IEAPs)**

Please reserve \_\_\_\_\_ seat(s) for our colleague(s):

	Name	Rank
1.	_____	_____
2.	_____	_____

We are particularly interested in the following topics:

- 1. \_\_\_\_\_  
\_\_\_\_\_
- 2. \_\_\_\_\_  
\_\_\_\_\_
- 3. \_\_\_\_\_  
\_\_\_\_\_

Signature : \_\_\_\_\_  
Name in Block Letters : \_\_\_\_\_  
Post/Organisation : \_\_\_\_\_  
Tel. No. : \_\_\_\_\_  
Fax No. : \_\_\_\_\_  
E-mail address : \_\_\_\_\_  
Date : \_\_\_\_\_

# 深入就業援助計劃 Intensive Employment Assistance Project

## 申請表格 Application Form

### 1.1 申請機構背景 Background of Applicant Organisation

A. 申請機構名稱：  
Name of Applicant Organisation:

地址：  
Address:

電話號碼：Telephone No.:  傳真號碼：Fax No.:

電郵地址：Email Address:

機構主席或總幹事：  
Chairperson or Head of the Organisation:

B. 計劃負責人（如與機構主席或主管不同，請填寫此部份）  
Person responsible for the Project (please complete only if different from the Chairperson or Head of the Organisation)

計劃負責人姓名及職銜：  
Name and Post Title of the Responsible Person:

聯絡計劃負責人的方法(如與聯絡機構主席或主管的方法不同)：  
Contact details of the Responsible Person, if different from that of the Chairperson or Head of the Organisation:

電話號碼	Tel. No. :
傳真號碼	Fax No. :
電郵地址	Email Address :

C. (請於以下適當位置填上✓號)  
(Please insert ✓ where appropriate in the following)

申請機構已根據《稅務條例》第 88 條獲認可為慈善機構及信託團體：  
Applicant organisation is recognised as approved charitable institution and trust of a public character under section 88 of the Inland Revenue Ordinance :

是 (請夾附有關文件)  否  
Yes (Please attach relevant document) No

如否，請註明申請機構所屬聯會機構是否已根據《稅務條例》第 88 條獲認可為慈善機構及信託團體：

If not, please specify whether applicant organisation is federation member or coalition of an organisation that is recognised as approved charitable institution and trust of a public character under section 88 of the Inland Revenue Ordinance :

是 (請註明並夾附有關文件)  否  
Yes (Please specify and attach relevant document: \_\_\_\_\_) No

D. 請簡述申請機構的背景，例如宗旨、歷史、經費來源、主要從事的業務或服務、過去舉辦與就業有關的經驗、成效、其他特別或專業背景等：

**Please briefly describe the background of the applicant organisation, such as objectives, history, source of income, core activities, past record in organising employment-related projects, achievements, any unique features or expertise:**

(1) 宗旨：

Objectives :

---

---

---

(2) 歷史：

History :

---

---

---

(3) 經費來源：

Source of income :

---

---

---

(4) 主要從事的業務或服務：

Core activities :

---

---

---

---

(5) 過去舉辦與就業有關的經驗、成效、其他特別或專業背景：

Past record in organising employment-related projects, achievements, any unique features or expertise :

---

---

---

---

---

## 1.2 申請計劃推行策略 Strategy for Implementing the Proposed Project

A. 申請計劃的推行方案/策略/網絡 Business plan/strategy/network for the Project:

計劃開始及完成日期 Project commencement and completion dates

開始日期 Date of commencement: 二零零三年十月 Oct 2003	完成日期 Date of completion: _____ (請填寫完成日期如超越二零零六年九月) (Please insert the completion date if beyond September 2006)
--	---

### 計劃運作的詳細資料 Programme Details

(1) 參加者人數 (每年至低限度不少於 100 名參加者，其中至少 70% 為領取綜援的參加者)：  
Number of participants (Minimum requirement of not less than 100 participants per year, of whom at least 70% should be CSSA recipients) :

\_\_\_\_\_

(2) 請註明計劃的服務地區/目標對象及服務這些對象的理由 (如區內失業人士)：  
Please specify the service location(s)/target group(s) and reason(s) for serving them (e.g. unemployed persons in the community) :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(3) 如何識別和接觸服務對象：  
How to identify and reach the target group(s) :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(4) 計劃或服務性質 (請詳述以幫助參加者最快速及最有效成功就業的策略)：  
Programme/service nature (Please elaborate on strategies designed to ensure that participants are quickly and effectively helped into paid employment) :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(5) 為每名參加者提供的活動或項目詳情：

Details of activities or programmes to be provided for individual participants :

每項活動或項目詳情 <b>Individual Activities / Programme Details</b> 例如：面試技巧訓練 e.g. preparation for job interview	每項活動或項目 每次最少時數 <b>Minimum Hours for Each Activity / Programme</b>
預計為每名參加者提供的服務總時數： <b>Total service hours estimated for each participant:</b>	

(請於以下適當位置填上✓號 *Please insert ✓where appropriate in the following*)

(6) 計劃會否包括任何經營項目：

Is the project intended to include any cooperative business? :

會  否  
 Yes No

如會，請簡述會否發放獎勵金給參加者；如會，如何安排（請注意，此項獎勵金每月不可多於港幣1,000元及發放期不可超過六個月）：

If yes, please briefly state how incentive payments, if any, will be intended to be made to project participants. (Please note that such payments are not to exceed \$1,000 per month nor the total payment period to exceed six months) :

---



---



---

(7) 機構是否建立了僱主網絡

Has the applicant organisation established any employment network :

是 服務地區內 Within service district  否  
 Yes 服務地區外 Outside service district No

如是，請註明(例如：與準僱主協議或簽署同意書聘請參加者)並夾附有關文件：

If yes, please specify (e.g.: agreements with potential employers to employ participants) and attach documents if available :

---



---



---





**B. 增值服務/表現 (請於適當位置填上✓號):**

**Value-added services/performance (Please insert✓where appropriate):**

	<p style="text-align: center;">服務/表現 Services/Performance</p>	<p style="text-align: center;">請註明詳情 Please Specify Details</p>
<input checked="" type="checkbox"/>	<p>增加總參加者名額 (領取綜援的參加者佔總參加人數不得少於 70%) 以增成本效益 Serve more participants (At least 70% of the participants should be CSSA recipients) to make the project more cost-effective</p>	<hr/> <hr/> <hr/>
<input checked="" type="checkbox"/>	<p>由機構組織社區工作隊或根據申請規定必須提供的五個社區工作(在自力更生支援計劃下)名額外所提供的額外社區工作機會 Community Work Team or additional Community Work placements (under Support for Self-reliance Scheme) arranged by the organisation in addition to the five mandatory placements required as a condition of application</p>	<hr/> <hr/> <hr/> <hr/> <hr/>
<input checked="" type="checkbox"/>	<p>由機構提供服務協助參加者照顧受供養家屬從而讓他們可以工作 Services provided by the organisation to help participants to care for dependent family members so that they can take up employment</p>	<hr/> <hr/> <hr/>
<input checked="" type="checkbox"/>	<p>計劃會在終止撥款後仍然繼續運作 The project would continue to operate after the funding support ends</p>	<hr/> <hr/> <hr/>
<input checked="" type="checkbox"/>	<p>提供額外廣東話課程, 協助不懂廣東話的少數族裔成功就業 Provide additional Cantonese lessons to non-Chinese speaking members of ethnic minorities to help them to secure work</p>	<hr/> <hr/> <hr/>
<input checked="" type="checkbox"/>	<p>其他增值服務/表現 Other value-added services/performance</p>	<hr/> <hr/> <hr/>

## 1.3 財政預算 Budget

A. C

### 計劃的支出預算表 Estimated Expenditure on the Project

支出類別 Expenses Category	項目 Item Description	總額 (\$) Total (\$)
非經常開支 Non-recurrent		
分類總額 Sub-total (\$)		
經常開支 Recurrent	例如: 員工薪酬及公積金開支 e.g.: Staff Salary and MPF	
分類總額 Sub-total (\$)		
總金額 Total (\$)		

**B. 請說明計劃有否接受其他團體提供的贊助或協助:**

**Please indicate whether the project has support or sponsorship from other organisation(s):**

- 有 沒有  
 Yes No

如有，請提供下列資料:

If yes, please provide the following information :

合作團體/贊助團體名稱/電話號碼/ 傳真號碼/電郵地址/聯絡人 <b>Name of Partner Organisation(s)/            Supporting Group(s)/            Telephone No./ Fax No./            Email Address/ Contact Person(s)</b>	請簡述有關機構所提供的支援 (例如：已簽署贊助合約) <b>Please briefly describe the            support provided by the            organisation(s)            (e.g. Contract for sponsorship            has been signed)</b>	合作或支援的時間及性質 (例如：合辦計劃/提供贊助等) <b>Period and nature of            collaboration or support            (e.g. Joint project/ provision of            sponsorship etc.)</b>

## 1.4 短暫經濟援助的運作模式

### Operational Mode for Temporary Financial Aid (TFA)

短暫經濟援助運作的詳細資料：

**Operation Details of TFA:**

- (1) 為計劃參加者提供短暫經濟援助的準則，例如評估方法、如何評估申請人的經濟狀況及需要（請註明批核人員的職級）：

The criteria for providing TFA to project participants, such as the assessment methodology, means to assess applicant's financial conditions and needs (Please specify the rank of the persons who will authorise payment) :

---

---

---

---

---

- (2) 短暫經濟援助包括的項目，例如基本需要、住屋、就業相關需要、醫療支出：

Items intended to be covered by TFA e.g. basic needs, housing, employment-related needs, health care expenses :

---

---

---

---

---

- (3) 請說明機構運用短暫經濟援助的策略或理念以協助參加者自力更生：

Please describe your organisation's overall strategy or philosophy in using TFA as part of a programme to assist participants to move towards self-sufficiency :

---

---

---

---

---

(4) 除以現金形式提供援助外，如機構會以其他形式提供援助，請列明詳情：

Apart from cash assistance, if your organisation intends also to provide assistance in kind, please give details:

---

---

---

---

---

---

---

---

(5) 如短暫經濟援助是以免息貸款形式提供，請註明與參加者訂定還款的策略，包括處理壞賬的標準與及策劃註銷的時間/程序：

If TFA is to be given on an interest-free loan basis, please state the strategy for setting the repayment schedule with the participants including the criteria and planned timing/procedures to write off bad debts, if any :

---

---

---

---

---

---

---

---

---

---

(6) 其他補充：

Supplementary information :

---

---

---

---

---

---

---

---

## 1.5

### 申請人聲明 Declaration by Applicant

本人保證在本申請表格填報的資料均屬真確無訛。本人明白如蓄意虛報資料或隱瞞任何重要資料，申請即告無效，同時，所有獲批的資助會被停止發放，已支付的款項亦須全數退還社會福利署。

I certify that all the information given in this application form is true and accurate. I understand that if I wilfully give any false information or withhold any material information, the application will be void and that this will mean that any grant approved will be withheld and any payment made must be refunded to the Social Welfare Department.

簽署及蓋章（如適用）：

Signature and Chop

(if applicable):

--

機構主席或總幹事姓名：

Name of the Chairperson or

Head of the Organisation:

--

職銜：

Position(s):

--

日期：

Date:

--

## 2.

### 回郵地址 Return Address

請以**正楷**填妥以下的回郵地址 Please fill in the following return address in **BLOCK** letters:

地址 Address :


機構 Organisation :


經辦人 Attn. :

--

地址 Address :


機構 Organisation


經辦人 Attn. :

--

### 3.

## 申請備忘錄 Checklist for Applicants

多謝你遞交申請計劃書。

**Thank you for submitting your proposal.**

為確保我們能盡快處理閣下的申請，請你在遞交表格時注意有否辦妥下列事項：

To help us process your application as quickly as possible, please check that you have completed the following items before handing in the proposal:

1. 填妥申請表格每一欄內所需要的資料
2. 機構的主席或總幹事於 1.5 「申請人聲明」欄內簽署
3. 夾附下列文件：
  - i) 填妥的申請表格正本連同兩份副本；
  - ii) 已儲存申請計劃書檔案的電腦磁碟一隻（如適用）；
  - iii) 有關註冊文件的影印本；以及
  - iv) 有關申請計劃書的其他附加資料（如適用）。

1. All items in the application form have been completed;
2. The declaration in section 1.5 has been signed by the Chairperson or Head of your organisation;
3. The following documents are attached:
  - i) the **original plus 2 copies** of the completed application form;
  - ii) a disk copy of the completed application form (if applicable);
  - iii) copies of relevant registration document; and
  - iv) attachments or supplementary information on the project (if applicable).

### 4.

## 提交申請表格 Submission of Application Form

請把填妥的申請表格（連同複印本兩份），載有申請書的電腦磁碟一隻（如適用），以及證明文件，直接寄往：

Please forward two hard copies of the completed application form together with a disk copy (if applicable) and supporting documents directly to :

社會福利署  
社會保障科  
自力更生支援組  
九龍城啓達道 5 號  
啓德政府大樓 492-496 室

**Support for Self-reliance Section  
Social Security Branch/Social Welfare Department  
Room 492 – 496, 4/F, 5 Arrivals Road,  
Kai Tak Government Building,  
Kowloon City, Kowloon**

## Important Notes to Applicant Organisations

Table of contents	P. No.
<b>I. General information for applicant organisations</b>	<b>2</b>
<i>Mandatory requirements</i>	2
<i>Maximum number of applications</i>	2
<b>II. The Project</b>	<b>2</b>
<i>Objective/goal</i>	2
<i>Desirable projects</i>	2
<i>Added value</i>	3
<b>III. Project Operation</b>	<b>3</b>
<i>Business plan/strategy/network</i>	3
<i>Service districts</i>	3
<i>Target participants</i>	3
<i>Incentives to participants</i>	4
<i>Administration of the Temporary Financial Aid</i>	5
<i>Implementation schedule</i>	5
<i>Collaboration with SWD</i>	6
<i>Provision of clear direction to staff</i>	6
<b>IV. Project management</b>	<b>6</b>
<i>Selection of projects</i>	6
<i>Performance measurements</i>	6
<i>Monitoring of performance</i>	7
<i>Termination of projects</i>	7
<i>Statistical data/records</i>	8
<b>V. Budget</b>	<b>8</b>
<i>Payment arrangement</i>	8
<i>Other source of funding</i>	9
<i>Creation of posts</i>	9
<i>Insurance/legal related matters</i>	9
<i>Audited account/refund of unused balance</i>	10
<b>VI. Evaluation</b>	<b>10</b>
<i>Evaluation of the projects</i>	10



## I. General information/requirements on the completion of applications

### *Mandatory requirements*

1. The applicant organisation must be a bona fide non-profit making agency with at least two years' experience in the provision of social welfare services in Hong Kong.
2. The applicant organisation must be an approved charitable institution and trust of a public character under section 88 of the Inland Revenue Ordinance. A copy of the registration certificate for either the head office or any subsidiaries/institutions under the same organisation must be provided.
3. The project should be exclusively run for **able-bodied unemployed** persons.
4. The implementation schedule should be within the target time frame.
5. Each applicant organisation should be able to provide at least five Community Work placements to the Social Welfare Department (SWD) for unemployed CSSA participants under the Support for Self-reliance Scheme.

### *Maximum number of applications*

6. Each applicant organisation should file no more than three applications for funding support to avoid monopolisation of the services.

## II. The Project

### *Objective/goal*

7. The objective of the project must be consistent with SWD which aims to help participants find employment, stay in employment and live independently. Operating agencies should help and support employable CSSA participants to achieve these aims.
8. Operating agencies should also help vulnerable people who are likely to fall into the CSSA net to find paid employment so as to prevent them from turning to social security.
9. The ultimate goal of each project should be measurable with clearly set output standards. (Please refer to '*Performance measurement*' as in paragraphs 38 - 39 below for minimum output standards of the projects.)

### *Desirable project features*

10. Projects to be run on a mass or large scale e.g. organising seminars, mass briefing sessions, etc. will **not** be considered.

11. Projects must represent value for money. Only those which would ultimately help participants to regain employment and move to self-reliance will be considered.
12. Projects which may ultimately offer employment opportunities, e.g. setting up a small-scale business to employ the participants, could be considered and such businesses should be designed to be self-supporting after the project ends. Profits earned from the business apart from permissible incentive payments should be reinvested into the business in order to help more participants.

#### ***Added value***

13. The time frame, total cost and minimum number of participants have been pre-set.
14. Projects which provide value-added services e.g. increased target number of participants to make the project more cost-effective, additional Community Work placements under the Support for Self-reliance Scheme, providing child-care service for participants, especially single parents, enabling them to take up employment, providing Cantonese lessons to non-Chinese speaking members of ethnic minorities will be particularly favoured.

### **III. Project operation**

#### ***Business plan/strategy/network***

15. All sections in the Application Form related to this item (Section 1.2A) should be fully completed.

#### ***Service districts***

16. Projects localised in one district are preferred in order to facilitate participants' access. Territory-wide projects will also be considered provided there are bases in individual districts. Profile of Active Employment Assistance participants by district is attached in the Annex for reference. Priority will be given to projects that serve in areas where services are most needed, e.g. greater concentrations of vulnerable people.

#### ***Target participants***

17. Since the majority of our CSSA recipients and other able-bodied vulnerable people are at a decided disadvantage in the labour market in terms of educational attainment, job skills capability, experience in the labour market, etc., it would be desirable for operating agencies to demonstrate their full understanding of the characteristics of potential service users and their readiness to overcome the possible obstacles in communicating with them and responding to their needs. Operating organisations are expected to:

- i. help individual service users to understand their own capabilities so that they develop appropriate work attitudes and habits; including motivation to take up any employment of which they are capable; and
  - ii. engender positive values in participants aiming to help them strive for self-reliance.
18. Target participants of the projects are exclusively able-bodied persons. Applicant organisations are required to specify the proposal's target groups. To maximise the effectiveness of the projects, these are to be client groups normally served by the applicant agency and may include:
- i. unemployed CSSA recipients;
  - ii. CSSA recipients with specific need for additional assistance such as street sleepers, ex-offenders and ex-drug abusers;
  - iii. members of ethnic minorities who may have language barrier to employment;
  - iv. single parents in particular single fathers, who need appropriate child care arrangement to facilitate their return to the labour market; and
  - v. owners of small businesses which have closed/are on the brink of being closed or people who have become unemployed as a result of economic crisis e.g. the effect of SARS.
19. The target number of participants should not be less than 100 for each implementation year of whom at least 70% must be CSSA recipients. The ratio between CSSA participants and 'near CSSA' participants is 70% to 30%.
20. The operating agency may recruit a maximum of 30% 'near CSSA' participants who need employment assistance to help prevent them from falling into the CSSA net. However, priority should always be given to CSSA recipients.

### ***Incentives to participants***

21. Project participants should **not** be given any tangible services/payment in the form of wages or allowance including regular free meals when attending the activities.
22. Incentive payment can be made to project participants from proceeds generated from a business or businesses operated under the project, where applicable. Such incentive payments should not exceed HK\$1,000 per month and should not be paid for more than six months per participant.

### ***Administration of Temporary Financial Aid***

23. Successful operating agencies are entitled to administer Temporary Financial Aid (TFA) at an annual allocation of HK\$200,000 to serve the purpose of providing timely financial assistance to meet the needs of eligible unemployed/low-income families who are not on CSSA to facilitate their return to the labour market and move towards self-sufficiency.

24. No additional funds would be granted to the operating agencies for administration of TFA.
25. The TFA is intended to cover short-term basic needs including affordable housing and employment-related expenses. As CSSA participants' basic living expenses are already met by CSSA, they should not be considered for TFA other than in respect of genuine employment-related needs.
26. The applicant organisation should include in the proposal a detailed operational plan in respect of the TFA, indicating application procedures, assessment criteria such as the means to verify individual applicant's financial condition and needs, level of authorisation, i.e. the officer responsible for approving TFA, payment method, strategies to use TFA to effectively help participants find work and move to self-reliance, refund procedures including repayment plan and other measures to ensure repayment where the aid is on the basis of interest-free loans to participants and guidelines in case of bad debts, etc.
27. Amount of assistance from the TFA to eligible participants should not exceed the respective standard payment rates for individuals under the CSSA Scheme.
28. Employment-related expenses from the TFA should only be paid in the form of interest-free loans. After approval of loans, the operating agency should work out a plan with the unemployed applicants in respect of loan repayment and monitor progress. On repayment of the loan, the amount received should be credited to the TFA.
29. TFA payments should be separately included in the audited account of the IEAP and any unspent balance returned to SWD after completion of the IEAP contracted project period.

### ***Implementation schedule***

30. Selected projects will be implemented for a period of three years, starting from October 2003 to September 2006.
31. Selected agencies should start their projects in October 2003. If for any reason the commencement date has to be postponed, prior approval from SWD must be sought, failing which project approval may be withdrawn.

### ***Collaboration with SWD***

32. SWD will collaborate with the operating agencies with a view to achieving the objective of helping more participants successfully secure employment. CSSA recipients who have enrolled in the AEA programme within three months will be referred to join the projects, and agencies should normally accept all referrals. Where an operating agency decides to stop rendering services to a particular participant who is considered not suitable for the project, the participant will be counted as an unsuccessful case.

33. The objective of the employment assistance projects is to encourage and assist members of the vulnerable groups, especially employable CSSA recipients, to return to the workforce or move up the job ladder to achieve self-sufficiency. Operating agencies are partners of SWD and should share this vision and collaborate with SWD to achieve it in a cost-effective manner.

***Provision of clear direction to staff***

34. To help implement the project smoothly with a view to achieving its goal of helping more participants back to the workforce and to become self-reliant, operating agencies should:
- i. prepare a clear statement of the role and required duties of the staff responsible staff and let them know what is expected from them since this is fundamental to successful achievement of the goals. Operating agencies should provide an appropriate overall framework for staff, providing them with clear direction, values and mission; and
  - ii. develop a code of practice and solicit their support in carrying out the agency's mission in implementing the projects.

SWD will organise training courses for agencies' staff, from time to time, to help improve service delivery.

**IV. Project management**

***Selection of projects***

35. A Vetting Committee, chaired by the Director of Social Welfare and including representatives from the Hong Kong Jockey Club Charities Trust and the Labour Department, will be set up to select meritorious projects.
36. Proposals will be selected based on the quality and feasibility of the business plan as well as the cost-effectiveness of the proposal.
37. The Vetting Committee reserves the right to approve/reject any application for funding support.

***Performance measurement***

38. The minimum performance standards for each project are:

		No. of CSSA participants	No. of Near-CSSA participants
i.	<p>NGOs must serve a minimum of 100 participants of whom at least 70 must be CSSA recipients, and among these, NGOs must ensure that at least 90% of the participants complete the range of activities organised.</p> <p><u>Note:</u> Unless the customer is not a target participant of the agency, the agency is expected to take any case which is referred by SWD. Lost contact or self-withdrawal cases would be regarded as having completed the range of activities.</p>	63	No prescribed target as non-CSSA participants' participation is quite beyond agency or SWD's control.
ii.	<p>Service participants to take up a full-time job</p> <p><u>Note:</u> NGOs will be responsible for reporting to SWD the number of participants who have found employment.</p>	28	12
iii.	<p>CSSA recipients who have changed status to either off CSSA due to paid employment or CSSA low-earners for a sustained period of at least three months</p> <p><u>Note:</u> SWD will keep track of the employment history of participants and verify with CSSA database and keep NGOs informed of their performance record.</p>	21	N.A.

The resultant implication of the above revisions is that for the purpose of assessing performance results, the agency would not be put in a disadvantage by pledging to serve more than 100 participants in their proposal or in taking in more referred CSSA clients to make up for the lost contact cases.

39. Full-time employment is defined as receiving monthly pay of not less than HK\$1,430 and with working hours of not less than 120 per month for the purposes of calculating the output achievement.

### ***Monitoring of performance***

40. SWD may at any time with or without prior notice assess and monitor the performance of the projects including:

- i. examining the actual output, service quality and standard of performance;
- ii. advising on improvement measures and monitoring the progress of action plans to bring about improvement; and

- iii. conducting evaluation or survey to review an individual project's performance, where necessary.

### ***Termination of projects***

41. Throughout the three-year implementation period, operating agencies must fulfil the stipulated administrative requirements. Service agreement will be renewed annually, subject to satisfactory performance.
42. To ensure that the projects are operated to expectations, SWD reserves the right to terminate individual projects by giving the organisation concerned two months' notice in writing should the organisation have failed to meet a minimum of 30% of the output standards as set out in paragraph 38 above in the previous project implementation year.

### ***Statistical data/records***

43. Operating agencies are required to keep all relevant records properly and forward them to SWD for examination regularly or upon request. These records include but are not limited to the following:
  - i. information on the participants' profile such as age, education level;
  - ii. information on the courses/activities organised including number of participants served and attendance records; and
  - iii. details of job vacancies identified and taken up by the participants including salaries payable.
44. Operating agencies are required to forward a monthly statistical return together with any relevant records supporting the figures in the return to SWD on or before 5<sup>th</sup> of every month.

## **V. Budget**

### ***Payment arrangement***

45. The annual administration fee per individual project is HK\$500,000 which includes the set up cost for the 1<sup>st</sup> implementation year and maintenance costs for the following two years. To ensure satisfactory performance, \$100,000 of the administrative fee will be paid after achievement of the minimum output according to the agreed level. (Please refer to the performance measurements as stipulated in paragraphs 38 - 39 above for reference.)
46. 80% of the administration fee, i.e. \$400,000, will be paid to operating organisations on a quarterly basis. The first payment of HK\$100,000 will be made at the beginning of the 1<sup>st</sup> quarter of each project implementation year and the 2<sup>nd</sup> to the 4<sup>th</sup> payments of HK\$100,000 at the beginning of the 2<sup>nd</sup> to 4<sup>th</sup> quarters of the respective project implementation year.

47. A sum of HK\$100,000 will be withheld from the administrative fee to be released based on satisfactory performance. 50% of the sum, i.e. \$50,000 will be released when a project has achieved output indicators (i) and (ii) in full and 2/3 of output indicator (iii) (i.e. 14 CSSA participants left CSSA or changed to low earners) in each project implementation year, and 100% of the sum, i.e. \$100,000 will be released if and only if individual projects have achieved 100% of all the said output indicators in each project implementation year. It is expected that payment of the withheld sum in respect of the 1<sup>st</sup> year of operation would be made upon submission of the preceding year's performance report and completion of the necessary checking by SWD, say at around the same time as the 2<sup>nd</sup> instalment payment for the 2<sup>nd</sup> implementation year.
48. The sum of HK\$200,000 for T1 8 paid in four equal instalments at HK\$50,000 on a quarterly basis, each in the 1<sup>st</sup> month of the respective quarter.
49. The payment schedule for each project year is illustrated below:

	1 <sup>st</sup> Year				2 <sup>nd</sup> Year	
	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Instalment	1st	2 <sup>nd</sup>	3rd	4th	1 <sup>st</sup>	2 <sup>nd</sup>
Amount of administration fee	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	*\$150,000 or \$200,000
Amount of TFA	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000

*\*Including \$50,000 or \$100,000 administrative fee for the 1<sup>st</sup> year released on the basis of satisfactory performance, where applicable (i.e. \$50,000 + \$100,000 or \$100,000 + \$100,000), depends on individual agencies' performance.*

50. If, for whatever reason, the organisation is unable to implement an approved project, the organisation may be asked to refund either a part or the full amount of the funds paid to it for the purpose.
51. No virement between the administration fee and the TFA is allowed. No supplementary provision will be considered in addition to the funds approved.

### ***Other source of funding***

52. Applicant organisations should indicate in the application form other sources of funding, if any, to be used in connection with the purposes of the project.

### ***Creation of posts***

53. No approved funds are to be used to create any permanent post in the applicant organisation.



### ***Insurance/legal related matters***

54. Project participants will not be employees or agents of the operating agencies during the period of participation. Operating agencies should make their own arrangements regarding insurance/legal issues and consult their own insurer/legal advisers, where necessary.
55. Any insurance costs should be covered within the administration cost. No separate funds will be granted for this purpose.

### ***Audited account/refund of unused balance***

56. The administration fee and TFA have to be properly recorded and audited.
57. Any unused administration fee or TFA should be refunded to the Government upon expiry or early termination of the service agreement of each project. Such refund should be supported by audited accounts showing details of the income and expenditure of the services, payment of TFA including total amount of loans outstanding and such other information as may be required by the Government.
58. A maximum period of two months for winding up of the service is allowed for each project. No extra funding will be allocated for the winding up period.

## **VI. Evaluation**

### ***Evaluation of the project***

59. Operating agencies should undertake systematic evaluation, monitor and review the effectiveness of individual projects. They should modify or drop strategies as circumstances change or when experience shows that they are not achieving the objective, as evidenced by outcome indicators. The following should be taken into consideration:
  - i. review process regularly according to performance indicators by monitoring actual performance against expectations;
  - ii. put in place defined and cost effective procedures to evaluate project strategies and programmes to assess whether they can achieve the outcome required;
  - iii. share experience with/make reference to other operating agencies regarding success in helping project participants achieve self-reliance; and
  - iv. modify or drop strategies when they are found not achieve the original objectives.
60. Each participating organisation is required to forward to SWD an annual evaluation report within two months of the completion of each implementation year and an overall evaluation report within two months of the completion of the entire project.

**\*\*\* Thank you \*\*\***

**District AEA customer profiles with detailed information**

(as at 31 May 2003)

	Central, Western & Island	Eastern & Wan Chai	Kowloon City	Kwun Tong	Sham Shui Po	Shatin	Southern	Tai Po & North	Tsuen Wan/Kwai Tsing	Tuen Mun	Wong Tai Sin & Sai Kung	Yau Tsim Mong	Yuen Long	Total
No. of AEA Participants	1028	2733	2527	5519	4788	2946	701	4163	6128	4486	6478	4732	6064	52293
% of distribution	1.97%	5.23%	4.83%	10.55%	9.16%	5.63%	1.34%	7.96%	11.72%	8.58%	12.39%	9.05%	11.60%	100.00%

**Sex**

Female	254	690	768	1555	1195	827	183	1154	1563	1173	1729	1022	1468	13581
	24.71%	25.25%	30.39%	28.18%	24.96%	28.07%	26.11%	27.72%	25.51%	26.15%	26.69%	21.60%	24.21%	25.97%
Male	774	2043	1759	3964	3593	2119	518	3009	4565	3313	4749	3710	4596	38712
	75.29%	74.75%	69.61%	71.82%	75.04%	71.93%	73.89%	72.28%	74.49%	73.85%	73.31%	78.40%	75.79%	74.03%
Total	1028	2733	2527	5519	4788	2946	701	4163	6128	4486	6478	4732	6064	52293

**Skills**

Computing	42	56	67	124	86	84	22	117	174	85	164	85	140	1246
	4.09%	2.05%	2.65%	2.25%	1.80%	2.85%	3.14%	2.81%	2.84%	1.89%	2.53%	1.80%	2.31%	2.38%
Cooking	56	163	164	345	330	199	30	308	451	288	486	317	395	3532
	5.45%	5.96%	6.49%	6.25%	6.89%	6.75%	4.28%	7.40%	7.36%	6.42%	7.50%	6.70%	6.51%	6.75%
Driving	64	230	228	426	283	251	43	349	488	422	554	278	562	4178
	6.23%	8.42%	9.02%	7.72%	5.91%	8.52%	6.13%	8.38%	7.96%	9.41%	8.55%	5.87%	9.27%	7.99%
Hair Dressing	5	22	20	52	47	17	5	35	57	35	54	35	47	431
	0.49%	0.80%	0.79%	0.94%	0.98%	0.58%	0.71%	0.84%	0.93%	0.78%	0.83%	0.74%	0.78%	0.82%
Machine Repairing	11	66	50	141	116	50	15	102	173	130	175	92	154	1275
	1.07%	2.41%	1.98%	2.55%	2.42%	1.70%	2.14%	2.45%	2.82%	2.90%	2.70%	1.94%	2.54%	2.44%
No Skill Possessed	600	1512	1341	2850	2602	1642	405	1961	2895	2179	2973	2812	3204	26976
	58.37%	55.32%	53.07%	51.64%	54.34%	55.74%	57.77%	47.11%	47.24%	48.57%	45.89%	59.43%	52.84%	51.59%
Others	116	233	191	459	375	151	67	265	541	484	582	351	385	4200
	11.28%	8.53%	7.56%	8.32%	7.83%	5.13%	9.56%	6.37%	8.83%	10.79%	8.98%	7.42%	6.35%	8.03%
Sam Hong	92	297	300	824	663	402	86	781	966	590	1033	526	918	7478
	8.95%	10.87%	11.87%	14.93%	13.85%	13.65%	12.27%	18.76%	15.76%	13.15%	15.95%	11.12%	15.14%	14.30%
Sewing	1	17	35	64	73	39	3	58	78	49	81	57	62	617
	0.10%	0.62%	1.39%	1.16%	1.52%	1.32%	0.43%	1.39%	1.27%	1.09%	1.25%	1.20%	1.02%	1.18%
Typing	38	128	87	161	125	85	24	149	177	151	261	142	132	1660
	3.70%	4.68%	3.44%	2.92%	2.61%	2.89%	3.42%	3.58%	2.89%	3.37%	4.03%	3.00%	2.18%	3.17%
Weaving	3	9	44	73	88	26	1	38	128	73	115	37	65	700
	0.29%	0.33%	1.74%	1.32%	1.84%	0.88%	0.14%	0.91%	2.09%	1.63%	1.78%	0.78%	1.07%	1.34%
Total	1028	2733	2527	5519	4788	2946	701	4163	6128	4486	6478	4732	6064	52293

**Age Group**

15-19	35	117	73	311	141	200	44	315	279	320	346	78	352	2611
	3.40%	4.28%	2.89%	5.64%	2.94%	6.79%	6.28%	7.57%	4.55%	7.13%	5.34%	1.65%	5.80%	4.99%
20-29	125	322	274	572	424	272	82	499	600	477	588	703	706	5644
	12.16%	11.78%	10.84%	10.36%	8.86%	9.23%	11.70%	11.99%	9.79%	10.63%	9.08%	14.86%	11.64%	10.79%
30-39	207	474	475	845	757	379	129	579	996	785	985	948	1104	8663
	20.14%	17.34%	18.80%	15.31%	15.81%	12.86%	18.40%	13.91%	16.25%	17.50%	15.21%	20.03%	18.21%	16.57%
40-49	351	983	857	2056	1843	1259	254	1669	2444	1693	2690	1531	2490	20120
	34.14%	35.97%	33.91%	37.25%	38.49%	42.74%	36.23%	40.09%	39.88%	37.74%	41.53%	32.35%	41.06%	38.48%
50-59	310	837	848	1735	1623	836	192	1101	1809	1211	1869	1472	1412	15255
	30.16%	30.63%	33.56%	31.44%	33.90%	28.38%	27.39%	26.45%	29.52%	27.00%	28.85%	31.11%	23.28%	29.17%
Total	1028	2733	2527	5519	4788	2946	701	4163	6128	4486	6478	4732	6064	52293

**Education**

Form 1 - 3	320	819	791	1719	1488	939	226	1491	1951	1525	2051	1591	1999	16910
	31.13%	29.97%	31.30%	31.15%	31.08%	31.87%	32.24%	35.82%	31.84%	33.99%	31.66%	33.62%	32.97%	32.34%
Form 4 - 5	214	523	447	769	686	499	112	609	825	682	959	834	973	8132
	20.82%	19.14%	17.69%	13.93%	14.33%	16.94%	15.98%	14.63%	13.46%	15.20%	14.80%	17.62%	16.05%	15.55%
Form 6 - 7	43	66	64	77	67	48	15	51	103	57	90	131	94	906
	4.18%	2.41%	2.53%	1.40%	1.40%	1.63%	2.14%	1.23%	1.68%	1.27%	1.39%	2.77%	1.55%	1.73%
Kindergarten	7	13	10	17	21	13	7	5	20	10	10	12	19	164
	0.68%	0.48%	0.40%	0.31%	0.44%	0.44%	1.00%	0.12%	0.33%	0.22%	0.15%	0.25%	0.31%	0.31%
No schooling	49	133	129	369	199	164	71	270	406	252	343	161	314	2860
	4.77%	4.87%	5.10%	6.69%	4.16%	5.57%	10.13%	6.49%	6.63%	5.62%	5.29%	3.40%	5.18%	5.47%
Primary	344	1003	1007	2444	2216	1233	241	1648	2699	1879	2868	1827	2537	21946
	33.46%	36.70%	39.85%	44.28%	46.28%	41.85%	34.38%	39.59%	44.04%	41.89%	44.27%	38.61%	41.84%	41.97%
Tertiary	48	88	59	60	71	39	8	54	87	61	85	120	84	864
	4.67%	3.22%	2.33%	1.09%	1.48%	1.32%	1.14%	1.30%	1.42%	1.36%	1.31%	2.54%	1.39%	1.65%
Blank	3	88	20	64	40	11	21	35	37	20	72	56	44	511
	0.29%	3.22%	0.79%	1.16%	0.84%	0.37%	3.00%	0.84%	0.60%	0.45%	1.11%	1.18%	0.73%	0.98%
Total	1028	2733	2527	5519	4788	2946	701	4163	6128	4486	6478	4732	6064	52293

**Notes of the Briefing Session on  
the Intensive Employment Assistance Projects (IEAPs) held on  
23 July 2003 at the Lecture Theatre, Hong Kong Central Library,  
66 Causeway Road, Causeway Bay, Hong Kong**

On 23 July 2003, the Social Welfare Department (SWD) held a briefing session on commissioning non-governmental organisations (NGOs) to run IEAPs. 131 representatives from 78 NGOs attended the session and shared their views. During the meeting, the Director of Social Welfare (DSW) gave an overview of the current situation of the Comprehensive Social Security Assistance (CSSA) Scheme and CSSA unemployment cases, effectiveness of employment assistance projects under the Support for Self-reliance (SFS) Scheme, intensified SFS measures and details of the new IEAPs. DSW emphasised the need to help employable CSSA recipients back to work so that the CSSA safety net could be maintained against limited public resources. She stressed that efforts should be directed towards assisting CSSA employable recipients to move up the job ladder to achieve self-sufficiency. She looked forward to greater collaboration between staff of SWD and NGOs in these future endeavours.

2. SWD has given full consideration to views and suggestions expressed during the briefing session. The following is a detailed response in the form of Q&As. NGOs that are interested in submitting IEAP proposals should take these into account in formulating their proposals.

**Project management**

*Definition of full-time job*

***Q.1 While it is possible to help participants find employment with monthly earnings of \$1,430 or above, expecting them to find paid work exceeding 120 hours per month would be difficult against present labour market situation when employers tend to offer part-time jobs. Would SWD consider lowering such a requirement in the definition of successful employment ?***

A.1 The basic philosophy in support for self-reliance is to assist employable CSSA recipients to actively seek jobs that could help them become self-reliant. They should therefore be assisted to make substantial efforts to work full-time. Through IEAPs, we expect NGOs to help participants work towards securing full-time employment and the current definition is by no means harsh in terms of wages earned and hours worked. The 120-hour per month rule is considerably less than the standard 44-hour per week. In fact, our experience suggests that employers do expect longer working hours. Nonetheless, after the IEAP projects have been implemented for half a year, SWD will review the situation taking account of trends in the labour market to consider whether "full-time employment" should be re-

defined.

**Q.2** *As different clientele may have different barriers affecting their success rate in finding employment, would SWD consider setting different performance indicators to assess different clientele groups' success?*

A.2 Mandatory participation in Active Employment Assistance (AEA) or IEAPs is confined to those CSSA recipients required to work and under present policy, single parents with young children (the youngest child aged under 15) who are facing those barriers as mentioned are not required to join AEA. There is thus no strong justification for setting different benchmarks for different groups of participants under the IEAPs. That said, taking into consideration that CSSA single parents with the youngest child aged under 15 may participate in IEAPs on voluntary basis, we would extend the output indicators that we have adopted for single parents in the Extended Special Job Attachment Programme to the new IEAPs insofar as single parent participants are concerned, that is, we would accept that single parents who earn no less than \$1,430 and work no less than **104 hours** per month could be counted as successful cases for the purpose of the IEAPs.

#### *Performance measurements*

**Q.3** *It may happen that some CSSA participants referred from SWD would leave the project or lose contact with the agency after a few months. In such cases, would the agency be required to take in more participants to make up the requirement and would such drop-out cases be counted as success cases?*

A.3 Under IEAPs, NGOs are required to serve no less than 100 participants on an annual basis. NGOs that propose a higher caseload in their proposal would have to honour the pledged target number once their proposal has been accepted. CSSA participants who have joined the agency's project but subsequently withdraw or lost contact (under the current policy, they would be regarded as having de-registered from AEA and would not be receiving CSSA) will be counted within the target case number. However, they would not be regarded as a successful job seeker and hence the more such drop-outs, the more would be the agency's difficulty in achieving the desired performance outcome. Under such circumstances, it would be to the agency's benefit to serve more CSSA participants. The relevant point to note is that the performance of individual agency will be measured at the end of the year on a cumulative basis. For argument sake, if 20 of the requisite 70 CSSA participants referred to the project lost contact after having joined the project within the first three months, the agency would have to decide whether it stands a better chance to achieve the desired results within the reduced pool of 50 CSSA participants or it should take in another 10 to 20 participants in the following nine months. The latter approach of course would also mean more CSSA recipients being assisted and would be most welcome by SWD.

**Q.4 Would SWD consider adjusting the minimum performance standards in line with the present labour market?**

A.4 After taking into consideration agencies' views, and for simplification purpose, the output indicators (now expressed in terms of participants rather than percentage) as defined in paragraph 38 of the 'Important Notes to Applicant Organisations' have been re-defined as follows:

		No. of CSSA participants	No. of Near-CSSA participants
i.	<p>NGOs must serve a minimum of 100 participants of whom at least 70 must be CSSA recipients, and among these, NGOs must ensure that at least 90% of the participants complete the range of activities organised.</p> <p><u>Note:</u> Unless the customer is not a target participant of the agency, the agency is expected to take any case which is referred by SWD. Lost contact or self-withdrawal cases would be regarded as having completed the range of activities.</p>	63	No prescribed target as non-CSSA participants' participation is quite beyond agency or SWD's control.
ii.	<p>Service participants to take up a full-time job</p> <p><u>Note:</u> NGOs will be responsible for reporting to SWD the number of participants who have found employment.</p>	28	12
iii.	<p>CSSA recipients who have changed status to either off CSSA due to paid employment or CSSA low-earners for a sustained period of at least three months</p> <p><u>Note:</u> SWD will keep track of the employment history of participants and verify with CSSA database and keep NGOs informed of their performance record.</p>	21	N.A.

The resultant implication of the above revisions is that for the purpose of assessing performance results, the agency would not be put in a disadvantage by pledging to serve more than 100 participants in their proposal or in taking in more referred CSSA clients to make up for the lost contact cases.

***Q.5 If NGOs pledge that they would serve more than 100 participants, do they have to achieve the same outcome indicators before they qualifying for the performance based bonus?***

A.5 Based on the above revised performance targets, which are expressed in terms of number of participants, rather than a percentage of total participants, agencies would only still be required to meet the minimum requirement as specified in terms of helping participants to find work and reduce reliance on CSSA. However, for indicator (i), where it is proposed in an IEAP proposal to serve a greater number of participants, NGOs are obliged to take in that higher number of clients referred from CSSA or to be self-recruited. In other words, if NGOs pledged to serve 120 participants comprising 80 CSSA clients, then they would be granted the said performance-based administrative fee if and only if they have served at least 120 participants comprising 80 CSSA recipients though amongst these 120 participants, they need only fulfil the minimum of targets (ii) and (iii) in terms of helping 28 CSSA recipients and 12 near-CSSA recipients finding work and of the former, at least 21 have left CSSA or changed to low-earners.

## **Project Operation**

### *Service districts*

***Q.6 Could NGOs submit proposals serving more than one district?***

A.6 NGOs may propose to serve more than one district in one proposal, but are not encouraged to scatter the project amongst too many districts, say more than three. Moreover, if the project covers more than one district, the agency should ensure that there is a base in individual districts so that participants are facilitated to participate in the organised activities without incurring significant traveling expenses.

***Q.7 Is there any preference as to districts being served?***

A.7 There is no specified preference. However, NGOs may make reference to the geographical spread of AEA participants to plan their service districts and strategies. Furthermore, NGOs may find the profile of these AEA participants in terms of education level, age, skills, etc. useful reference. The relevant information is set out in details at **Annex I**. Given the priority we wish to attach to serving ethnic minority groups and single fathers, profile on these AEA participants are also set out at **Annex I**.

*Provision of Community Work (CW) placements*

***Q.8 Is there any restriction that the CW placements provided by NGOs should be within the same service district?***

A.8 There is no restriction on the provision of CW placements by NGOs. Placements offered could either be within or outside the service district, by the service centre operating the IEAP or at any other service units of the NGO.

*Administration of the Temporary Financial Aid (TFA)*

***Q.9 Could agencies approve TFA to participants to help them settle debts or establish a business?***

A.9 It is not desirable to approve TFA to participants to help them settle debts or establish a business. Instead, they should be referred to other services/programmes for assistance resources such as projects funded by the Hong Kong Jockey Club Charities Trust (HKJCCT) (e.g. Caritas' 衝出債網) or the Employees Retraining Board on establishing small businesses.

***Q.10 How should NGOs treat the interest-free loans repaid by project participants after completion of the project?***

A.10 All IEAPs would be wrapped up with their final accounts settled after a due period. If project participants repaid their loans after the formal completion of the IEAP, the NGOs may retain those amounts and are encouraged to incorporate them into other funding managed by the agency for similar relief purposes.

***Q.11 Do agencies have to return the TFA to SWD annually?***

A.11 Unspent sums within the annual \$200,000 TFA provided in the first and second years can be brought forward to the subsequent implementation year(s) so that NGOs can help more participants more flexibly. NGOs do not have to refund the unused balance at year-end to SWD. However, upon formal completion of the project, any unused balance in the TFA would have to be refunded to SWD.



***Q.12 Do agencies have to be responsible for the bad debts in respect of loans not repaid by the participants?***

A.12 The purpose of requiring participants to refund the interest-free loans is to help them build up their sense of financial responsibility, and is based on the successful experience of the ‘Three-year Action Plan to help Street Sleepers’. Agencies are required to put in place proper loan recovery procedures but they would not be held liable for any bad debts or loans not recoverable. To prevent such from occurring, agencies should monitor the TFA according to the stipulated mechanism and write-off procedures. SWD will issue separate guidelines to successful NGOs on operation of the TFA by making reference to the operation mode proposed by agencies.

*Incentive payment*

***Q.13 How should agencies treat the proceeds generated from a business or businesses operated under the project?***

A.13 Proceeds generated from a business or businesses operated under the project should be re-invested into the project to help more participants. However, where proceeds are generated from other services or projects operated by the agency, e.g. proceeds due to more job orders received by the IEAP participants attached to the agency’s enterprises for people with disabilities would not be regarded as income under the IEAP.

*Implementation schedule*

***Q.14 Are the intervals between two batches of invitations fixed?***

A.14 The intervals between two batches of invitation of applications are tentatively planned to be nine months. However, SWD will keep in view the latest CSSA caseload and employment situation in Hong Kong and make adjustments, if necessary, in consultation with the HKJCCT.

## *Collaboration with SWD*

***Q.15 Can agencies reject referrals made by SWD or refer a hard-core CSSA participant back to SWD after he has joined the project?***

A.15 SWD will collaborate with agencies to make appropriate referrals according to the specific target groups as set by individual agencies with a view to helping more participants successfully move towards self-reliance. In this regard, agencies should accept referrals made by SWD unless the customer is not a target participant of the agency. However, individual agencies are given the discretion to refer a participant back to SWD for other appropriate services such as arrangement of CW if the agency considers that he or she would not benefit from the project after having served him or her **for three months**. Any such case referred back to SWD, like a lost contact case, would be counted as a case served but unsuccessful for the purpose of performance evaluation. To enhance participants' motivation, SWD will apply sanctions on those who do not attend assigned programmes diligently or do not make substantial efforts to find employment, and will keep in close contact with agencies to ensure that this approach will be adopted effectively.

## **Budget**

### *Payment arrangement*

***Q.16 Of the withheld sum of \$100,000, would SWD consider giving partial performance based “bonus” to agencies that have achieved a certain percentage of the required output standards?***

A.16 To recognise agencies' efforts, it has now been decided that 50% of the performance based administrative fee, i.e. \$50,000, would be released to agencies which have achieved output indicators (i) and (ii) in full but only ***two-thirds of output indicator (iii)***. In other words, of the relatively more difficult target of assisting CSSA participants to move off CSSA or change to low earners, agencies' efforts would be recognised if they could help 14 such participants. The full amount of \$100,000, would be released to those having achieved 100% of all the output indicators at the end of the 12-month period annually. To clearly define the payment arrangement, paragraphs 46 to 49 of the 'Important Notes to Applicant Organisations' have been revised accordingly. Please refer to replacement pages (pages 8 and 9 to the "Important Notes to Applicant Organisations" at **Annex II**).

**District AEA customer profiles with detailed information**

(as at 30 Jun 2003)

	Central, Western & Island	Eastern & Wan Chai	Kowloon City	Kwun Tong	Sham Shui Po	Shatin	Southern	Tai Po & North	Tsuen Wan/Kwai Tsing	Tuen Mun	Wong Tai Sin & Sai Kung	Yau Tsim Mong	Yuen Long	Total
No. of AEA Participants	1019	2694	2598	5674	4915	3094	778	4252	6368	4560	6576	4902	6253	53683
% of distribution	1.90%	5.02%	4.84%	10.57%	9.16%	5.76%	1.45%	7.92%	11.86%	8.49%	12.25%	9.13%	11.65%	100.00%

**Sex**

Female	263	694	798	1597	1233	881	213	1189	1633	1177	1754	1059	1503	13994
	25.81%	25.76%	30.72%	28.15%	25.09%	28.47%	27.38%	27.96%	25.64%	25.81%	26.67%	21.60%	24.04%	26.07%
Male	756	2000	1800	4077	3682	2213	565	3063	4735	3383	4822	3843	4750	39689
	74.19%	74.24%	69.28%	71.85%	74.91%	71.53%	72.62%	72.04%	74.36%	74.19%	73.33%	78.40%	75.96%	73.93%
Total	1019	2694	2598	5674	4915	3094	778	4252	6368	4560	6576	4902	6253	53683

**Skills**

Computing	44	58	73	135	83	87	23	120	189	81	151	98	148	1290
	4.32%	2.15%	2.81%	2.38%	1.69%	2.81%	2.96%	2.82%	2.97%	1.78%	2.30%	2.00%	2.37%	2.40%
Cooking	54	171	178	364	354	206	36	327	479	301	511	326	416	3723
	5.30%	6.35%	6.85%	6.42%	7.20%	6.66%	4.63%	7.69%	7.52%	6.60%	7.77%	6.65%	6.65%	6.94%
Driving	64	228	244	445	300	257	58	345	496	430	552	287	596	4302
	6.28%	8.46%	9.39%	7.84%	6.10%	8.31%	7.46%	8.11%	7.79%	9.43%	8.39%	5.85%	9.53%	8.01%
Hair Dressing	6	22	22	50	47	19	7	36	56	35	50	42	50	442
	0.59%	0.82%	0.85%	0.88%	0.96%	0.61%	0.90%	0.85%	0.88%	0.77%	0.76%	0.86%	0.80%	0.82%
Machine Repairing	15	60	54	131	121	48	19	106	179	128	179	92	153	1285
	1.47%	2.23%	2.08%	2.31%	2.46%	1.55%	2.44%	2.49%	2.81%	2.81%	2.72%	1.88%	2.45%	2.39%
No Skill Possessed	584	1493	1368	2908	2656	1737	449	2034	3012	2224	3016	2891	3277	27649
	57.31%	55.42%	52.66%	51.25%	54.04%	56.14%	57.71%	47.84%	47.30%	48.77%	45.86%	58.98%	52.41%	51.50%
Others	114	218	198	463	380	157	70	260	563	479	596	366	405	4269
	11.19%	8.09%	7.62%	8.16%	7.73%	5.07%	9.00%	6.11%	8.84%	10.50%	9.06%	7.47%	6.48%	7.95%
Sam Hong	89	293	297	855	686	418	87	779	993	609	1059	540	943	7648
	8.73%	10.88%	11.43%	15.07%	13.96%	13.51%	11.18%	18.32%	15.59%	13.36%	16.10%	11.02%	15.08%	14.25%
Sewing	1	19	38	69	71	38	2	56	76	46	91	58	63	628
	0.10%	0.71%	1.46%	1.22%	1.44%	1.23%	0.26%	1.32%	1.19%	1.01%	1.38%	1.18%	1.01%	1.17%
Typing	45	125	81	178	128	99	26	148	190	154	257	165	133	1729
	4.42%	4.64%	3.12%	3.14%	2.60%	3.20%	3.34%	3.48%	2.98%	3.38%	3.91%	3.37%	2.13%	3.22%
Weaving	3	7	45	76	89	28	1	41	135	73	114	37	69	718
	0.29%	0.26%	1.73%	1.34%	1.81%	0.90%	0.13%	0.96%	2.12%	1.60%	1.73%	0.75%	1.10%	1.34%
Total	1019	2694	2598	5674	4915	3094	778	4252	6368	4560	6576	4902	6253	53683

**Age Group**

15-19	33	108	73	323	135	210	51	309	292	314	325	88	355	2616
	3.24%	4.01%	2.81%	5.69%	2.75%	6.79%	6.56%	7.27%	4.59%	6.89%	4.94%	1.80%	5.68%	4.87%
20-29	117	319	271	589	438	281	85	506	615	489	591	755	732	5788
	11.48%	11.84%	10.43%	10.38%	8.91%	9.08%	10.93%	11.90%	9.66%	10.72%	8.99%	15.40%	11.71%	10.78%
30-39	210	466	511	863	785	412	142	603	1035	804	1026	983	1126	8966
	20.61%	17.30%	19.67%	15.21%	15.97%	13.32%	18.25%	14.18%	16.25%	17.63%	15.60%	20.05%	18.01%	16.70%
40-49	347	981	868	2135	1877	1319	288	1701	2558	1709	2710	1563	2564	20620
	34.05%	36.41%	33.41%	37.63%	38.19%	42.63%	37.02%	40.00%	40.17%	37.48%	41.21%	31.88%	41.00%	38.41%
50-59	312	820	875	1764	1680	872	212	1133	1868	1244	1924	1513	1476	15693
	30.62%	30.44%	33.68%	31.09%	34.18%	28.18%	27.25%	26.65%	29.33%	27.28%	29.26%	30.86%	23.60%	29.23%
Total	1019	2694	2598	5674	4915	3094	778	4252	6368	4560	6576	4902	6253	53683

**Education**

Form 1 - 3	316	808	816	1772	1549	977	230	1504	2037	1579	2085	1650	2069	17392
	31.01%	29.99%	31.41%	31.23%	31.52%	31.58%	29.56%	35.37%	31.99%	34.63%	31.71%	33.66%	33.09%	32.40%
Form 4 - 5	212	506	463	799	711	533	125	622	852	685	953	878	1004	8343
	20.80%	18.78%	17.82%	14.08%	14.47%	17.23%	16.07%	14.63%	13.38%	15.02%	14.49%	17.91%	16.06%	15.54%
Form 6 - 7	43	73	72	80	66	49	16	57	112	54	90	131	98	941
	4.22%	2.71%	2.77%	1.41%	1.34%	1.58%	2.06%	1.34%	1.76%	1.18%	1.37%	2.67%	1.57%	1.75%
Kindergarten	7	13	10	18	21	16	8	6	22	10	11	11	17	170
	0.69%	0.48%	0.38%	0.32%	0.43%	0.52%	1.03%	0.14%	0.35%	0.22%	0.17%	0.22%	0.27%	0.32%
No schooling	50	123	131	374	208	172	83	277	407	249	357	172	323	2926
	4.91%	4.57%	5.04%	6.59%	4.23%	5.56%	10.67%	6.51%	6.39%	5.46%	5.43%	3.51%	5.17%	5.45%
Primary	337	1016	1022	2498	2257	1287	285	1688	2800	1906	2920	1875	2613	22504
	33.07%	37.71%	39.34%	44.03%	45.92%	41.60%	36.63%	39.70%	43.97%	41.80%	44.40%	38.25%	41.79%	41.92%
Tertiary	52	87	58	62	65	43	10	59	97	57	91	128	91	900
	5.10%	3.23%	2.23%	1.09%	1.32%	1.39%	1.29%	1.39%	1.52%	1.25%	1.38%	2.61%	1.46%	1.68%
Blank	2	68	26	71	38	17	21	39	41	20	69	57	38	507
	0.20%	2.52%	1.00%	1.25%	0.77%	0.55%	2.70%	0.92%	0.64%	0.44%	1.05%	1.16%	0.61%	0.94%
Total	1019	2694	2598	5674	4915	3094	778	4252	6368	4560	6576	4902	6253	53683

**AEA customer profiles of ethnic minorities**

(as at 30 Jun 2003)

	India	Indonesia	Malaysia	Nepal	Pakistan	Philippine	Thailand	Vietnam	Total
No. of AEA Participants	151	101	34	369	481	120	170	142	1568
% of distribution	9.63%	6.44%	2.17%	23.53%	30.68%	7.65%	10.84%	9.06%	100.00%

**Sex**

Female	46	76	14	40	57	60	153	38	484
	30.46%	75.25%	41.18%	10.84%	11.85%	50.00%	90.00%	26.76%	30.87%
Male	105	25	20	329	424	60	17	104	1084
	69.54%	24.75%	58.82%	89.16%	88.15%	50.00%	10.00%	73.24%	69.13%
Total	151	101	34	369	481	120	170	142	1568

**Skills**

Computing	6			5	12	5	1	2	31
	3.97%	0.00%	0.00%	1.36%	2.49%	4.17%	0.59%	1.41%	1.98%
Cooking	19	8	4	12	14	20	26	4	107
	12.58%	7.92%	11.76%	3.25%	2.91%	16.67%	15.29%	2.82%	6.82%
Driving	23	1	3	10	75	4	1		117
	15.23%	0.99%	8.82%	2.71%	15.59%	3.33%	0.59%	0.00%	7.46%
Hair Dressing		1	1	2		1	2	1	8
	0.00%	0.99%	2.94%	0.54%	0.00%	0.83%	1.18%	0.70%	0.51%
Machine Repairing	3	1		2	5	4		4	19
	1.99%	0.99%	0.00%	0.54%	1.04%	3.33%	0.00%	2.82%	1.21%
No Skill Possessed	82	77	21	277	284	45	124	104	1014
	54.30%	76.24%	61.76%	75.07%	59.04%	37.50%	72.94%	73.24%	64.67%
Others	7	2	1	10	29	29	11	10	99
	4.64%	1.98%	2.94%	2.71%	6.03%	24.17%	6.47%	7.04%	6.31%
Sam Hong	7	5	3	40	45	1	3	13	117
	4.64%	4.95%	8.82%	10.84%	9.36%	0.83%	1.76%	9.15%	7.46%
Sewing	1	4		2	5		1		13
	0.66%	3.96%	0.00%	0.54%	1.04%	0.00%	0.59%	0.00%	0.83%
Typing	2	1		9	12	11	1	2	38
	1.32%	0.99%	0.00%	2.44%	2.49%	9.17%	0.59%	1.41%	2.42%
Weaving	1	1	1					2	5
	0.66%	0.99%	2.94%	0.00%	0.00%	0.00%	0.00%	1.41%	0.32%
Total	151	101	34	369	481	120	170	142	1568

**Age Group**

15-19	6	2	3	2	23	3		5	44
	3.97%	1.98%	8.82%	0.54%	4.78%	2.50%	0.00%	3.52%	2.81%
20-29	48	8	2	234	184	16	10	13	515
	31.79%	7.92%	5.88%	63.41%	38.25%	13.33%	5.88%	9.15%	32.84%
30-39	45	25	7	115	172	20	16	52	452
	29.80%	24.75%	20.59%	31.17%	35.76%	16.67%	9.41%	36.62%	28.83%
40-49	21	26	14	14	54	43	66	55	293
	13.91%	25.74%	41.18%	3.79%	11.23%	35.83%	38.82%	38.73%	18.69%
50-59	31	40	8	4	48	38	78	17	264
	20.53%	39.60%	23.53%	1.08%	9.98%	31.67%	45.88%	11.97%	16.84%
Total	151	101	34	369	481	120	170	142	1568

## Annex I(b)

Education	India	Indonesia	Malaysia	Nepal	Pakistan	Philippine	Thailand	Vietnam	Total
Form 1 - 3	25	30	10	76	84	17	21	40	303
	16.56%	29.70%	29.41%	20.60%	17.46%	14.17%	12.35%	28.17%	19.32%
Form 4 - 5	40	8	7	191	101	48	14	18	427
	26.49%	7.92%	20.59%	51.76%	21.00%	40.00%	8.24%	12.68%	27.23%
Form 6 - 7	4	2		45	19	10	4	6	90
	2.65%	1.98%	0.00%	12.20%	3.95%	8.33%	2.35%	4.23%	5.74%
Kindergarten		1			4				5
	0.00%	0.99%	0.00%	0.00%	0.83%	0.00%	0.00%	0.00%	0.32%
No schooling	22	13	4	4	74	3	38	10	168
	14.57%	12.87%	11.76%	1.08%	15.38%	2.50%	22.35%	7.04%	10.71%
Primary	50	46	12	32	184	6	89	65	484
	33.11%	45.54%	35.29%	8.67%	38.25%	5.00%	52.35%	45.77%	30.87%
Tertiary	6	1	1	17	9	33	3	1	71
	3.97%	0.99%	2.94%	4.61%	1.87%	27.50%	1.76%	0.70%	4.53%
Blank	4			4	6	3	1	2	20
	2.65%	0.00%	0.00%	1.08%	1.25%	2.50%	0.59%	1.41%	1.28%
<b>Total</b>	<b>151</b>	<b>101</b>	<b>34</b>	<b>369</b>	<b>481</b>	<b>120</b>	<b>170</b>	<b>142</b>	<b>1568</b>

District	India	Indonesia	Malaysia	Nepal	Pakistan	Philippine	Thailand	Vietnam	Total
Central, Western & Island	9	1	1	6	8	22	1	1	49
	5.96%	0.99%	2.94%	1.63%	1.66%	18.33%	0.59%	0.70%	3.13%
Eastern & Wan Chai	8	4	2	26	29	15	4	1	89
	5.30%	3.96%	5.88%	7.05%	6.03%	12.50%	2.35%	0.70%	5.68%
Kowloon City	38	5	2	12	54	15	14		140
	25.17%	4.95%	5.88%	3.25%	11.23%	12.50%	8.24%	0.00%	8.93%
Kwun Tong	11	6	9		37	4	35	3	105
	7.28%	5.94%	26.47%	0.00%	7.69%	3.33%	20.59%	2.11%	6.70%
Sham Shui Po		12	2	3	30	1	15	23	86
	0.00%	11.88%	5.88%	0.81%	6.24%	0.83%	8.82%	16.20%	5.48%
Shatin	7	5			7	1	8	1	29
	4.64%	4.95%	0.00%	0.00%	1.46%	0.83%	4.71%	0.70%	1.85%
Southern	4				3	2			9
	2.65%	0.00%	0.00%	0.00%	0.62%	1.67%	0.00%	0.00%	0.57%
Tai Po & North	3	6	2	2	6		13	3	35
	1.99%	5.94%	5.88%	0.54%	1.25%	0.00%	7.65%	2.11%	2.23%
Tsuen Wan/Kwai Tsing	14	14	3	13	66	4	16	5	135
	9.27%	13.86%	8.82%	3.52%	13.72%	3.33%	9.41%	3.52%	8.61%
Tuen Mun	16	9	2	2	57	1	11	56	154
	10.60%	8.91%	5.88%	0.54%	11.85%	0.83%	6.47%	39.44%	9.82%
Wong Tai Sin & Sai Kung	13	15	4		32	2	24	2	92
	8.61%	14.85%	11.76%	0.00%	6.65%	1.67%	14.12%	1.41%	5.87%
Yau Tsim Mong	21	14	2	218	64	45	14	34	412
	13.91%	13.86%	5.88%	59.08%	13.31%	37.50%	8.24%	23.94%	26.28%
Yuen Long	7	10	5	87	88	8	15	13	233
	4.64%	9.90%	14.71%	23.58%	18.30%	6.67%	8.82%	9.15%	14.86%
<b>Total</b>	<b>151</b>	<b>101</b>	<b>34</b>	<b>369</b>	<b>481</b>	<b>120</b>	<b>170</b>	<b>142</b>	<b>1568</b>

**\*AEA customer profiles of single fathers**

(as at 30 Jun 2003)

	Central, Western & Island	Eastern & Wan Chai	Kowloon City	Kwun Tong	Sham Shui Po	Shatin	Southern	Tai Po & North	Tsuen Wan/Kwai Tsing	Tuen Mun	Wong Tai Sin & Sai Kung	Yau Tsim Mong	Yuen Long	Total
No. of AEA Participants	17	32	27	103	54	42	5	62	66	68	70	29	56	631
% of distribution	2.69%	5.07%	4.28%	16.32%	8.56%	6.66%	0.79%	9.83%	10.46%	10.78%	11.09%	4.60%	8.87%	100.00%

**Sex**

Female	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Male	17	32	27	103	54	42	5	62	66	68	70	29	56	631
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total	17	32	27	103	54	42	5	62	66	68	70	29	56	631

**Skills**

Computing	0	0	0	2	0	0	0	0	0	0	0	0	1	3
	0.00%	0.00%	0.00%	1.94%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.79%	0.48%
Cooking	3	4	3	4	4	5		10	3	4	7	1	1	49
	17.65%	12.50%	11.11%	3.88%	7.41%	11.90%	0.00%	16.13%	4.55%	5.88%	10.00%	3.45%	1.79%	7.77%
Driving	2	6	4	14	9	3	1	4	9	16	12	3	7	90
	11.76%	18.75%	14.81%	13.59%	16.67%	7.14%	20.00%	6.45%	13.64%	23.53%	17.14%	10.34%	12.50%	14.26%
Hair Dressing				1										1
	0.00%	0.00%	0.00%	0.97%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%
Machine Repairing		4	1	1	2	2	1	2	6	3	2		2	26
	0.00%	12.50%	3.70%	0.97%	3.70%	4.76%	20.00%	3.23%	9.09%	4.41%	2.86%	0.00%	3.57%	4.12%
No Skill Possessed	8	11	13	42	21	21	3	26	28	30	27	17	28	275
	47.06%	34.38%	48.15%	40.78%	38.89%	50.00%	60.00%	41.94%	42.42%	44.12%	38.57%	58.62%	50.00%	43.58%
Others	3	3		9	5	1		3	7	6	8	1	4	50
	17.65%	9.38%	0.00%	8.74%	9.26%	2.38%	0.00%	4.84%	10.61%	8.82%	11.43%	3.45%	7.14%	7.92%
Sam Hong	1	3	2	28	11	9		17	10	9	13	6	11	120
	5.88%	9.38%	7.41%	27.18%	20.37%	21.43%	0.00%	27.42%	15.15%	13.24%	18.57%	20.69%	19.64%	19.02%
Sewing			1	1	1	1			2				1	7
	0.00%	0.00%	3.70%	0.97%	1.85%	2.38%	0.00%	0.00%	3.03%	0.00%	0.00%	0.00%	1.79%	1.11%
Typing		1	2									1		4
	0.00%	3.13%	7.41%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	0.00%	0.63%
Weaving			1	1	1				1		1		1	6
	0.00%	0.00%	3.70%	0.97%	1.85%	0.00%	0.00%	0.00%	1.52%	0.00%	1.43%	0.00%	1.79%	0.95%
Total	17	32	27	103	54	42	5	62	66	68	70	29	56	631

**Age Group**

## Annex I(c)

15-19	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20-29	1	1	1	8	1			2	5	1	1	3	2	26
	5.88%	3.13%	3.70%	7.77%	1.85%	0.00%	0.00%	3.23%	7.58%	1.47%	1.43%	10.34%	3.57%	4.12%
30-39	2	3	5	24	5	1		9	13	17	12	3	8	102
	11.76%	9.38%	18.52%	23.30%	9.26%	2.38%	0.00%	14.52%	19.70%	25.00%	17.14%	10.34%	14.29%	16.16%
40-49	10	12	16	46	32	19	4	33	30	31	37	17	24	311
	58.82%	37.50%	59.26%	44.66%	59.26%	45.24%	80.00%	53.23%	45.45%	45.59%	52.86%	58.62%	42.86%	49.29%
50-59	4	16	5	25	16	22	1	18	18	19	20	6	22	192
	23.53%	50.00%	18.52%	24.27%	29.63%	52.38%	20.00%	29.03%	27.27%	27.94%	28.57%	20.69%	39.29%	30.43%
Total	17	32	27	103	54	42	5	62	66	68	70	29	56	631

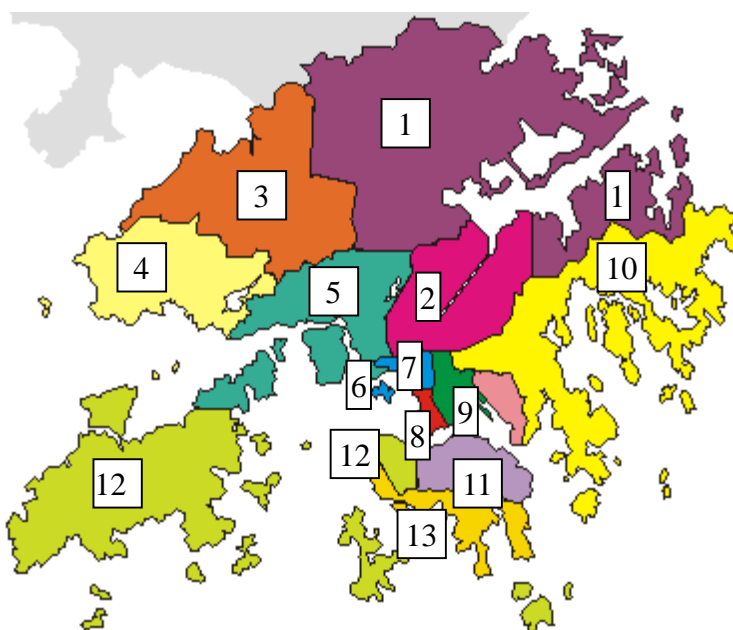
**Education**

Form 1 - 3	7	6	10	38	21	13	3	21	28	21	22	13	14	217
	41.18%	18.75%	37.04%	36.89%	38.89%	30.95%	60.00%	33.87%	42.42%	30.88%	31.43%	44.83%	25.00%	34.39%
Form 4 - 5	2	4	6	12	10	5		4	2	8	13	3	6	75
	11.76%	12.50%	22.22%	11.65%	18.52%	11.90%	0.00%	6.45%	3.03%	11.76%	18.57%	10.34%	10.71%	11.89%
Form 6 - 7	1	1	1	2					4	3	2	1	2	17
	5.88%	3.13%	3.70%	1.94%	0.00%	0.00%	0.00%	0.00%	6.06%	4.41%	2.86%	3.45%	3.57%	2.69%
Kindergarten	1													1
	5.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%
No schooling	1	1		7	1	2	1	7	4	4	2	1	1	32
	5.88%	3.13%	0.00%	6.80%	1.85%	4.76%	20.00%	11.29%	6.06%	5.88%	2.86%	3.45%	1.79%	5.07%
Primary	5	18	10	40	21	21	1	28	28	28	27	10	32	269
	29.41%	56.25%	37.04%	38.83%	38.89%	50.00%	20.00%	45.16%	42.42%	41.18%	38.57%	34.48%	57.14%	42.63%
Tertiary		2		2	1	1		1		3	1	1	1	13
	0.00%	6.25%	0.00%	1.94%	1.85%	2.38%	0.00%	1.61%	0.00%	4.41%	1.43%	3.45%	1.79%	2.06%
Blank				2				1		1	3			7
	0.00%	0.00%	0.00%	1.94%	0.00%	0.00%	0.00%	1.61%	0.00%	1.47%	4.29%	0.00%	0.00%	1.11%
Total	17	32	27	103	54	42	5	62	66	68	70	29	56	631

Note

Single fathers on CSSA who are available for work and have enrolled in the AEA programme.



**Distribution of Social Security Field Units (SSFUs) by SWD Districts**

<b>Districts</b>	<b>SSFUs in the respective district</b>
1. Tai Po & North District (TP/N)	Tai Po (North) Field Unit (TPN) Tai Po (South) Field Unit (TPS) Sheung Shui Field Unit (SSI) Fanling Field Unit (FLG)
2. Sha Tin District (ST)	Sha Tin (North) Field Unit (STN) Sha Tin (South) Field Unit (STS)
3. Yuen Long District (YL)	Yuen Long (East) Field Unit (YLE) Yuen Long (West) Field Unit (YLW) Tin Shui Wai Field Unit (TSW)
4. Tuen Mun District (TM)	Tuen Mun Field Unit (TMN) Butterfly Field Unit (BTG) Tai Hing Field Unit (THG)

<b>Districts</b>	<b>SSFUs in the respective district</b>
5. Tsuen Wan/Kwai Tsing District (TW/KwT)	Kwai Chung (East) Field Unit (KCE) Kwai Chung (West) Field Unit (KCW) Kwai Chung (South) Field Unit (KCS) Tsuen Wan Field Unit (TWN)

6. Sham Shui Po District (SSP)	Sham Shui Po Field Unit (SSP) Lai Chi Kok Field Unit (LCK) Shek Kip Mei Field Unit (SKM)
7. Kowloon City District (KC)	Kowloon City Field Unit (KCY) To Kwa Wan (North) Field Unit (TKW) To Kwa Wan (South) Field Unit (TKS)
8. Yau Tsim Mong District (YTM)	Yau Tsim Field Unit (YTS) Mongkok Field Unit (MKK)
9. Kwun Tong District (KT)	Kwun Tong Field Unit (KTG) Lam Tim Field Unit (LTN) Sau Mau Ping Field Unit (SMP) Ngau Tau Kok Field Unit (NTK)
10. Wong Tai Sin & Sai Kung District (WTS/SK)	Tsz Wan Shan Field Unit (TWS) Tseung Kwan O Field Unit (TKO) Wong Tai Sin Field Unit (WTS) San Po Kong Field Unit (SPK)
11. Eastern & Wan Chai District (E/W)	Causeway Bay Field Unit (CBY) Chai Wan Field Unit (CWN) Wanchai Field Unit (WCI)
12. Central, Western & Islands District (CWI)	Central & Western/Islands Field Unit (CWI)
13. Southern District (S)	Polfulam Field Unit (PFL) Aberdeen Field Unit (ABD)

*Performance measurement*

38. The minimum performance standards for each project are:

		No. of CSSA participants	No. of Near-CSSA participants
i.	<p>NGOs must serve a minimum of 100 participants of whom at least 70 must be CSSA recipients, and among these, NGOs must ensure that at least 90% of the participants complete the range of activities organised.</p> <p><u>Note:</u> Unless the customer is not a target participant of the agency, the agency is expected to take any case which is referred by SWD. Lost contact or self-withdrawal cases would be regarded as having completed the range of activities.</p>	63	No prescribed target as non-CSSA participants' participation is quite beyond agency or SWD's control.
ii.	<p>Service participants to take up a full-time job</p> <p><u>Note:</u> NGOs will be responsible for reporting to SWD the number of participants who have found employment.</p>	28	12
iii.	<p>CSSA recipients who have changed status to either off CSSA due to paid employment or CSSA low-earners for a sustained period of at least three months</p> <p><u>Note:</u> SWD will keep track of the employment history of participants and verify with CSSA database and keep NGOs informed of their performance record.</p>	21	N.A.

The resultant implication of the above revisions is that for the purpose of assessing performance results, the agency would not be put in a disadvantage by pledging to serve more than 100 participants in their proposal or in taking in more referred CSSA clients to make up for the lost contact cases.

### *Statistical data/records*

43. Operating agencies are required to keep all relevant records properly and forward them to SWD for examination regularly or upon request. These records include but are not limited to the following:
  - i. information on the participants' profile such as age, education level;
  - ii. information on the courses/activities organised including number of participants served and attendance records; and
  - iii. details of job vacancies identified and taken up by the participants including salaries payable.
44. Operating agencies are required to forward a monthly statistical return together with any relevant records supporting the figures in the return to SWD on or before 5<sup>th</sup> of every month.

## **V. Budget**

### *Payment arrangement*

45. The annual administration fee per individual project is HK\$500,000 which includes the set up cost for the 1<sup>st</sup> implementation year and maintenance costs for the following two years. To ensure satisfactory performance, \$100,000 of the administrative fee will be paid after achievement of the minimum output according to the agreed level. (Please refer to the performance measurements as stipulated in paragraphs 38 - 39 above for reference.)
46. 80% of the administration fee, i.e. \$400,000, will be paid to operating organisations on a quarterly basis. The first payment of HK\$100,000 will be made at the beginning of the 1<sup>st</sup> quarter of each project implementation year and the 2<sup>nd</sup> to the 4<sup>th</sup> payments of HK\$100,000 at the beginning of the 2<sup>nd</sup> to 4<sup>th</sup> quarters of the respective project implementation year.
47. A sum of HK\$100,000 will be withheld from the administrative fee to be released based on satisfactory performance. 50% of the sum, i.e. \$50,000 will be released when a project has achieved output indicators (i) and (ii) in full and 2/3 of output indicator (iii) (i.e. 14 CSSA participants left CSSA or changed to low earners) in each project implementation year, and 100% of the sum, i.e. \$100,000 will be released if and only if individual projects have achieved 100% of all the said output indicators in each project implementation year. It is expected that payment of the withheld sum in respect of the 1<sup>st</sup> year of operation would be made upon submission of the preceding year's performance report and completion of the necessary checking by SWD, say at around the same time as the 2<sup>nd</sup> instalment payment for the 2<sup>nd</sup> implementation year.

48. The sum of HK\$200,000 for TFA will be paid in four equal instalments at HK\$50,000 on a quarterly basis, each in the 1<sup>st</sup> month of the respective quarter.

49. The payment schedule for each project year is illustrated below:

	1 <sup>st</sup> Year				2 <sup>nd</sup> Year	
	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Instalment	1st	2 <sup>nd</sup>	3rd	4th	1 <sup>st</sup>	2 <sup>nd</sup>
Amount of administration fee	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	*\$150,000 or \$200,000
Amount of TFA	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000

*\*Including \$50,000 or \$100,000 administrative fee for the 1<sup>st</sup> year released on the basis of satisfactory performance, where applicable (i.e. \$50,000 + \$100,000 or \$100,000 + \$100,000), depends on individual agencies' performance.*

50. If, for whatever reason, the organisation is unable to implement an approved project, the organisation may be asked to refund either a part or the full amount of the funds paid to it for the purpose.

51. No virement between the administration fee and the TFA is allowed. No supplementary provision will be considered in addition to the funds approved.

### ***Other source of funding***

52. Applicant organisations should indicate in the application form other sources of funding, if any, to be used in connection with the purposes of the project.

### ***Creation of posts***

53. No approved funds are to be used to create any permanent post in the applicant organisation.

### ***Insurance/legal related matters***

54. Project participants will not be employees or agents of the operating agencies during the period of participation. Operating agencies should make their own arrangements regarding insurance/legal issues and consult their own insurer/legal advisers, where necessary.

55. Any insurance costs should be covered within the administration cost. No separate funds will be granted for this purpose.