

Service Overview for Integrated Children & Youth Service Centre (ICYSC)

Preparatory Workshop for Professional Fieldwork
Practice

MSW

6 September 2023

7:00 to 10:00 pm

Placement would be

- * Five fieldwork sessions per week
 - * You will be very very very very busy, as you have to attend a full time job, submit written assignments, carry out fieldwork activities, attend supervision sessions you may feel ^!^.
 - * Exhausted
 - * Nervous
- * **Higher demanding** >_<
- * Your family... .boy friends.... girl friends.... Want/s you..... >.<
- * Don't think too much, finish the placement first. *.*



Period of Placement

- * Foundation & Professional
- * From September 11, 2023 to February 17, 2024 & 5 sessions per week, 22 weeks (MSW-PT)

Tonight - Service Review Contents


- * Part 1
 - ✓ Development of Children & Youth Services in HK
- ❖ Part 2
 - ✓ Conceptual Review
- * Part 3
 - ✓ Service Setting
- * Part 4
 - ✓ Clientele Profile
- * Part 5
 - ✓ Useful Websites / Materials

Tonight also

- * Preparing

- * Learning Contract – see attached sample
- * Orientation Report – PPT, Written Report?
- * Identify users' needs and problems

Before knowing the service

- * Do you know anything about your fieldwork unit?
 - * Do you know anything about your fieldwork agency?
 - * Why the agency established?
 - * What did / do they want to do?
- 
- * Please share
 - * For preparing your learning contract & orientation report

Part 1

Development of Children & Youth Services in Hong Kong



Do - Worksheet 1

- * Have you participated in any ICYSC activities?
 - * If yes, what activities? Why?
 - * If no, why?
 - * Any opinions on the service?
- * Any policies relate to the development of children and youth service?
 - * Yes / No
 - * Why?

Children & Youth Service Development

- * 60s-70s - children centre/youth centre/children and youth centre
- * 1979 - school social work, outreaching social work (by Dr Agnes Ng)

White Paper- Social Welfare into the 1990s' and Beyond

- * Children and youth services are delivered mainly through:
 - * children and youth centres
 - * outreaching social work
 - * school social work

Critics before Service Integration

- * Fragmentation of services
 - * lacking communication among service units
- * Duplication of services
- * Service gaps occurred
- * Problems in manpower deployment and allocation of resources
- * Unresponsive to the needs of youth in the community

Establishing - ICYSCs

* 1992

- * Setting up of official committee to evaluate the effectiveness of the previous children and youth services

* 1994

- * The Evaluation Report on the Children and Youth Centre Services in Hong Kong
 - suggested the ideas of integrated teams
 - outreaching + school + youth centre
- At the end of 1994, 10 Integrated Teams (IT) => pilot project

Establishing - ICYSCs

* 1997

- Evaluation on the Implementation of the Review Report on Children and Youth Centre Services (by Dr Lo Tit Wing)
- Integrated model is more effective than the previous one

* 2022

- * 139 ICYSCs and 22 CYCs

White Paper- Social Welfare into the 1990s' and Beyond

- * These services all focus on children and youth in the local community and could with advantage **be integrated** and operated **on a neighborhood basis** so that young people in the same area may be served by the **same team of workers**

Your Fieldwork Agency/Unit

- * Agency

- * Vision

- * Mission



- * Please search

Your Fieldwork Agency/Unit

- * Unit
 - * Services?
 - * Please search



Part 2

*Conceptual



How much you know?

Children & Youth Work



How much you know?

Integrated Children & Youth Service Centre (ICYSC)



Integrated Children and Youth Services Centres (ICYSCs)

The integration of Services:

- * children and youth centre-based service
- * outreaching social work
- * school social work service

For children and youth aged 6-24?

Why?

Integrating below Services:

- * children and youth centre-based service
- * outreaching social work
- * school social work service

For children and youth aged 6-24



Main focus of ICYSC

- * Provides 4 kinds of core programs:
 1. Guidance and counseling
 2. Supportive programs
 3. Developmental and socialization programs
 4. Community engagement programs

Other services in some ICYSCs

- * Overnight Outreaching Service for Young Night Drifters
 - * Starting from September 2001
 - * 18 Integrated Children and Youth Services Centres

Other services in some ICYSCs

- * Community Support Services Scheme (CSSS)
 - * Children and youth cautioned under the Police Superintendents' Discretion Scheme attached to 5 existing Integrated Children and Youth Services Centers

ICYSC composition

Children & Youth centre

+

Outreaching Team

+

School Social Work



Overnight outreaching

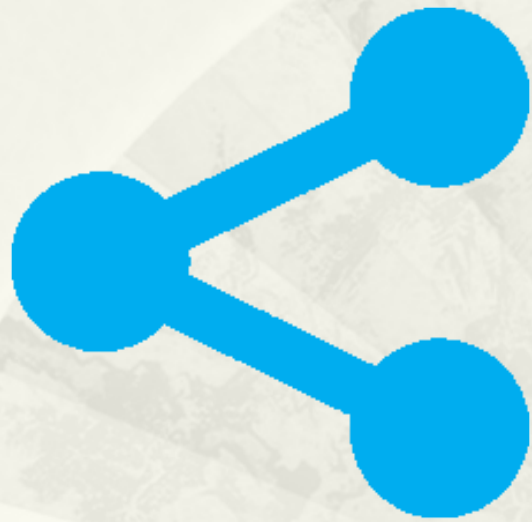
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ICYSC

+

Community Support Services
Scheme

How to integrate? Workable?



Share

Definition of Integration

- * Integration
 - * combining two or more things together
- * Integration have two main categories:
 - * the change of quantity
 - * the change is quality

Definition of Integration

- * Change of quantity
 - * accumulating different parties to form a bigger one
- * Change of quality
 - * the co-ordination to fulfil the change and entirely new function

Integration approaches

- Service Integration
- Client-oriented Integration
- Method-oriented Integration
- Agency-oriented Integration
- Profession-oriented Integration

Integration approaches

□ Service Integration

- * children and youth centre-based service
- * outreaching social work
- * school social work service

Integration approaches

□ Client-oriented Integration

- * promoting holistic development of clients
- * serving multiple and developmental needs throughout their life-spans by single point of entry

Integration approaches

□ Method-oriented Integration

- * Different social work intervention methods merged together to form a multi-level intervention, such as
 - * casework
 - * group work
 - * community work

Integration approaches

- Agency-oriented Integration
 - agencies collaborate together and pool their resource, such as manpower, financial, professional or specific knowledge and skills

Integration approaches

- **Profession-oriented Integration**
 - * different professionals work together
 - * policemen work with social workers (Police Superintendent Discretion Scheme)
 - * school teachers cooperate with social workers to hold events for students

Advantages of Integrations

For users:

- * One centre obtain different types of services (fulfill their needs and more convenience)
- * Integrate with different services =>

Advantages of Integration

For workers:

- * Develop network with other professionals
(increase knowledge and skills)
- * Insights from cooperation
- * Mutual supports among workers

Advantages of Integration

For Service Unit:

- * Better working atmosphere, such as increasing communication among workers
- * Flexible in allocation of resources

Advantages of Integration

For government

- * Better and easier in management, monitor and supervise

Difficulties in integration

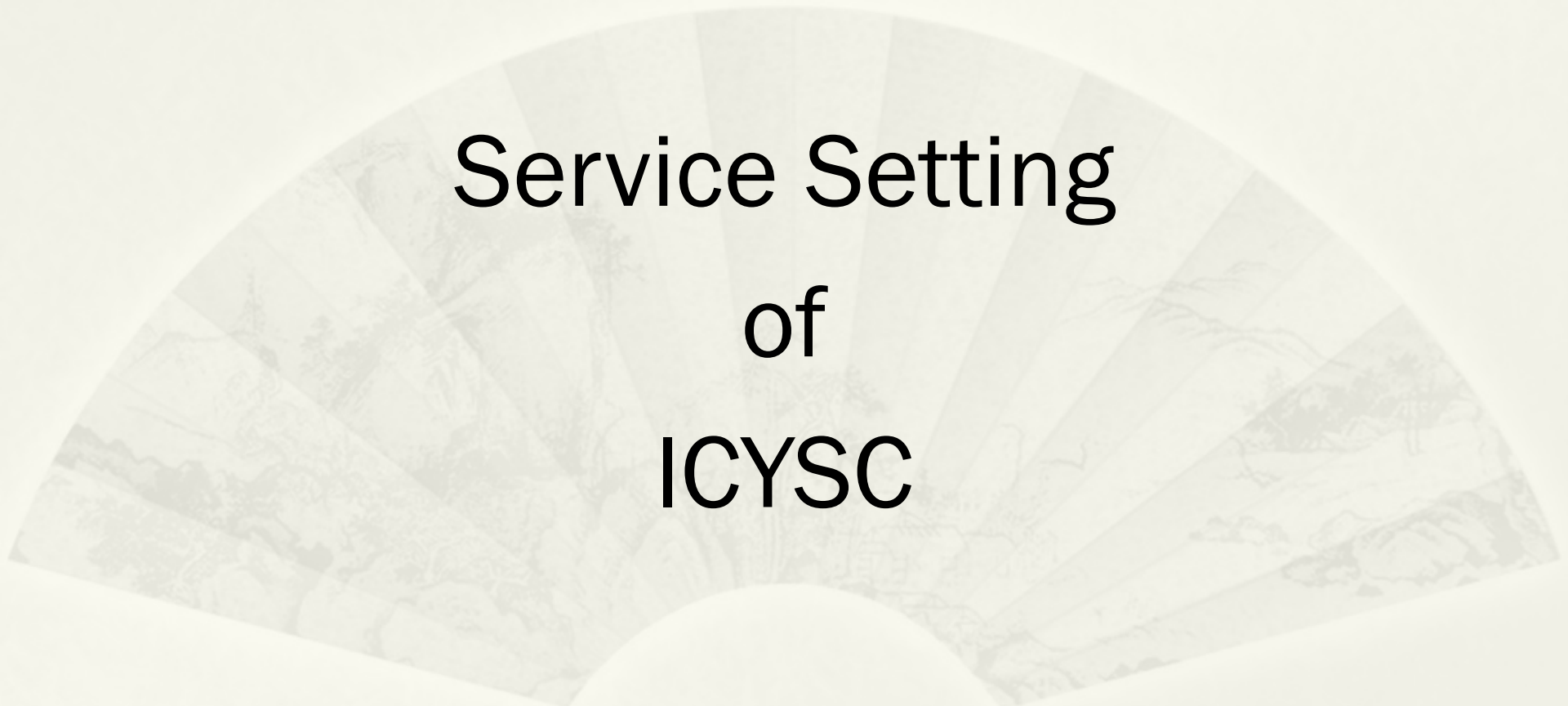
- * Workers are not a supermen
- * Worker values and attitude
- * Government policy => FSA

Think before the placement

- * Integration model
- * Funding service agreement
- * Quantitative output than qualitative outcome
- * Competition with each others



Part 3



Service Setting of ICYSC

ICYSCs in Hong Kong

- * 139 ICYSCs
- * Funded by Lump Sum Grant (FSA)
- * Meet the requirement of 16 quality standards (SQS)
- * Open 11 sessions per week

ICYSCs Target and Area

- * Aged 6-24 in specific catchment areas
- * Serving 12,000 to 18,000 youth population or 200,000 to 300,000 general population
- * Office size 6000 to 8000 square feet to 12,000 square feet

Community visit & observation

- * Any ideas



ICYSCs Service Contents

4 Core Programs

- ✓ Guidance and counseling

- ✓ Outreaching

- ❖ providing opportunities for children and youth to deal with their difficulties and stress

- ✓ Supportive programs

- ❖ for disadvantaged children and youth aim at facilitating mutual support and enhancing their personal as well as social functioning
 - ❖ New arrivals
 - ❖ Unemployed youth
 - ❖ Poor family support

ICYSCs Service Contents

- ✓ **Developmental and socialization programs**
 - * enhance interpersonal and family relationships and development of life skills
 - * Social skills
 - * Multiple intelligent
 - * Problem solving skills
- ✓ **Community engagement programs**
 - ❖ enhance civic mindfulness and involvement of children and youth in community issues
 - ❖ Leadership training
 - ❖ Volunteers training
 - ❖ Understand society and country belongings

ICYSCs Service Contents

- Non-core programs
 - drop-in service
 - interest groups
 - summer youth program
 - study/reading room service

Service Delivery Methods

- * Centre-based
 - * case, group, program
- * Reaching out
 - * activity for natural group, e.g. football training team.
- * School-program / School Social Work
 - * school talk, sex education, leadership training, career planning
- * Community program
 - * community education program
 - * volunteer networking
- * Family-life education (FLE)
 - * parent-child program

Staffing

- * Centre-in-charge
 - * Social worker (ASWO, SWA)
 - * Usually ASWOs are sub-team leaders
 - * SWAs may also be sub-team leaders leading PWs & PAs
 - * Welfare worker (WW)
 - * Support staff
 - * Clerical assistant (CA)
 - * Workman (WM)
 - * Program worker (PW)
 - * Program assistant (PA)

Organizational culture

- * Different working experience
 - * Working with different colleagues and even outside organization
- * Different working styles
 - * Mutually support, independent working
- * Different working direction
 - * varies depending on service nature, such as OR, SSW
- * Different sub-teams
 - * such as, school social work, family and children, youth

Tips on working in ICYSC

- * Direct practice for student
 - * Group, programs, case (depends on individual unit)
- * Routine operation
 - * Drop-in / Counter Duty, phone calls to members, tutorial class, interest class
- * Administrative practices
 - * Duty roaster, proposal & report writing, service statistic reporting / computer entry
 - * Publicity and recruitment procedures
- * Accountability
 - * Meeting FSA and service standards, submitting proposal, recording, evaluation report to I/C on time, reporting to I/C regularly, expenditure management / receipt

Challenges Facing

- * Integrated social work practice
 - * Still fragmented
- * Challenges in working with youth at-risk
 - * Acceptance of the community, normal users, workers' readiness and skills

Challenges Facing

- * Insufficient youth members
- * Rapport with children members' families
- * Community linkage
- * Collaborating with other significant persons or systems which affect the welfare of the children and youth

Challenges Facing

- * Management model
 - * more important in financing, staff management, documentation etc.
- * Working with multi-disciplinary professionals
- * Business mindset

Part 4

Clienteles of ICYSC



Clienteles of ICYSC

- * Age 6-24 ?
 - * Children
 - * Normal, SENs
 - * Youth
 - * Normal, marginal, unemployed
 - * Family
 - * Problematic, deprived Disadvantaged
 - * Ethnic minorities
 - * Disadvantaged groups / middle class
 - * Disabled
 - * School children and young persons

(FSA: 1400 members, total program attendance 2,500xno. of social workers per year)

Characteristics of children

- * Want to be good
- * Emotionally sensitive
- * Vulnerable
- * Eager to learn
- * Forgive easily and forget quickly
- * Cheerful
- * Believe what adults tell them
- * Eager to learn and acquire skills

Characteristics of youth

- * Youth (12-14)
 - * Need to be accepted
 - * Easily influenced by peers
 - * Begin to notice the opposite sex
- * Youth (15-19)
 - * High level of social needs
 - * Interested in mixed gender activities
 - * Begin to attract / to be attracted by the opposite sex
 - * Want to take adult leadership roles
 - * Need guidance in selecting careers

Assessment of needs

- * Assessing users' needs systematically
- * Do a **mini-research** from the first day of the placement and use the collected data for assessing needs of users.
- * Did you do in the foundation placement?
 - * Will be discussed on Friday

Issues facing

- * Children & youth
 - * Emotion distress
 - * Anxiety
 - * Self-esteem
 - * Impulsive
 - * Role confusion
 - * Smart Phone addiction
 - * Mental health problems
 - * Peer identify
 - * Relationship with opposite sex

Issues facing

* Family

- * Parent-child conflict
- * Communication problem
- * Parenting issues
- * Poor parent-child quality time

* School

- * Study stress
- * Sense of failure
- * Bulling
- * Pressure from extra curricular activities
- * Too focus on academic performance

Service implications for children

- * Let children take turns to respond, help and play
- * See winning and being first as important
- * Promote fairness and treat each child equally
- * Allow them to help you with certain tasks
- * Take time to listen
- * See each child as unique
- * Develop distinct personalities
- * Teach them to care for the needs of others

Service implications for youth

- * Need to be accepted
- * Talk about appropriate / inappropriate behaviours
- * Easily influenced by peers
- * More loyal to peers than parents
- * Begin to notice and be attracted to the opposite sex
- * Teach about setting one's own boundaries
- * Look for values

Part 5

Useful Websites / Materials



Useful Websites

- * Hong Kong Government (1991). *White paper on social welfare into the 1990s and Beyond*, <http://ebook.lib.hku.hk/CADAL/B38633498.pdf>
- * Social Welfare Department. *Funding and service agreement (lump sum grant) integrated children and youth service centres (ICYSC)*.
http://www.swd.gov.hk/doc/fsa_sd/ICYSC.pdf
- * Social Welfare Department. *Integrated children and youth service centres*.
http://www.swd.gov.hk/en/index/site_pubsvc/page_young/sub_centreserv/id_integrated4/
- * Lo Tit Wing, Wong Sing Wing, Ma Kun, Chan Wing Tai (1997) Evaluation on the Implementation of the Review Report on Children and Youth Centre Services
- * HCFE <http://www.hcfc.org.hk/>
- * The Hong Kong Council of Social Service:
http://www.hkcss.org.hk/download/folder/rh/rh_eng.htm
- * The Hong Kong Society for Rehabilitation
<http://www.rehabsociety.org.hk/483.html>
- * Social welfare Department <http://www.swd.gov.hk>
- * St. James' Settlement <http://www.sjs.org.hk/tc/publication/172/172-2.pdf>
- * 青年高峰會 <http://www.hkcss.org.hk/cy/2006%20youth%20summit.pdf>

Useful Websites

- * [HTTPS://WWW.BREAKTHROUGH.ORG.HK/IR/YOUTHDATABANK/INDEX.HTM](https://www.breakthrough.org.hk/ir/youthdatabank/index.htm)
- * [HTTPS://WWW.SWD.GOV.HK/EN/INDEX/SITE_PUBSVC/PAGE_YOUNG/](https://www.swd.gov.hk/en/index/site_pubsvc/page_young/)
- * [HTTPS://WWW.EDB.GOV.HK/EN/TEACHER/STUDENT-GUIDANCE-DISCIPLINE-SERVICES/GDRESOURCES/INDEX.HTML](https://www.edb.gov.hk/en/teacher/student-guidance-discipline-services/gdresources/index.html)
- * [HTTP://WWW.HKCSS.ORG.HK/UPLOADFILEMGNT/0_20154151536.PDF](http://www.hkcss.org.hk/uploadfilemgnt/0_20154151536.pdf)

Part 6



Preparing Your Fieldwork

Preparing yourself

- * Understand the followings first
 - * Children & youth needs and behaviours
 - * Family characteristics in your district
 - * Community characteristics
- * Group means
 - * Should be interesting, exciting with safety environment
- * Group design
 - * Number of members, criteria, duration, any pre-group interviews, program design
- * Your strengths and limitations, talents, potentials

Engagement with users

- * Open areas of the unit, groups, classes
 - * Self-introduction
 - * Starting conversation, warm up, casual talk
 - * Play – board game, ball games
 - * Use some tools – drawing, questionnaire, handicrafts
 - * Showing concern – exploration and empathy
 - * Acceptance, respect - sensitive to their feelings
 - * Value conflict – awareness of your own emotion
 - * Communication style, tone used, chatting contest, easy going, facing testing out behaviours

Work ethnics

- * Confidentiality
- * Worker-client boundary
- * Don't Meet the client outside without agency permission
- * Avoid physical touch

Placement



To be a quality student worker

- * Share your feedback / issues / work progress on time with your Unit head/mentor and supervisor
- * Commit on your assigned work and your service users

願你/妳在實習中萬事順利