



The Salvation Army Integrated Services Team
for Street Sleepers (YTM)

OFFICE HOURS

Office Hours	Mon	Tue	Wed	Thu	Fri	Sat
10:00am to 1:00pm	✓	✓	✓	✓	✓	✓
2:00pm to 6:00pm	✓	✓	✓	✓	✓	
2:00pm to 5:00pm						✓

Centre closes on Sundays and public holidays
Please make appointment for non-office hours interview.

CONTACT US

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Website: www.salvationarmy.org.hk/ssd/istssytm/hk

Facebook: www.facebook.com/tsa.istytm



Facebook



Website



救世軍 港澳地域
The Salvation Army
Hong Kong and Macau Territory



社會福利署資助服務
Subsidised Service by
the Social Welfare Department



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Integrated Services Team
for Street Sleepers
(YTM)



ABOUT THE SALVATION ARMY

The Salvation Army is an international Christian church and charity. With the commitment to transforming lives, caring for people and making disciples, we have started to serve Hong Kong since 1930. We strive to respond to local needs, emergencies and disasters with the love of God. Our work spans a diverse range of areas including, but not limited to, people with spiritual needs, families facing crisis, disadvantaged elders, children and youth, people with disabilities, the marginalized minorities and disaster survivors.

PURPOSE AND OBJECTIVES

Integrated services for street sleepers are provided to meet the following three major objectives:

- (a) to assist street sleepers to live off the street and reintegrate into the community;
- (b) to equip street sleepers and other homeless persons with adequate skills to be self-reliant
- (c) to assist in homeless prevention work, such as organizing community education programmes relating to street sleepers and homeless prevention.

TARGET GROUPS

The Integrated Services Team for Street Sleepers serves (i) street sleepers and (ii) people with immediate risk of becoming homeless in Hong Kong Island and outlying islands through self-approach, outreaching visits and referrals.

SERVICE APPLICATION & TERMINATION

Apply for services:

Service users can go to our center in person to receive services. In addition, the service team will contact service recipients through case information provided by community members or referrals from other service agencies, and through outreach visits. Social workers will conduct eligibility quality screening and initial need assessment. Depending on the specific circumstances of the case, services will be provided in the form of case work, provision of material support, or participation in related activities to meet the needs of the service recipients. If the individual is not a street sleeper, or a person at immediate risk of homelessness, or non-Hong Kong resident we are unable to provide services.

Services Termination :

Service users may voluntarily withdraw from the service at any time by telephone, written or verbal notice. Under certain circumstances, service users may be involuntarily withdrawn from the service. This includes where the service user is no longer eligible to receive the service or the service no longer meets their needs. In addition, involuntary withdrawal from the service may also result if the behavior of the service user poses a danger to other users or staff, or if we are unable to continue to provide the service. In these cases, appropriate follow-up and referral will be made on a case-by-case basis to ensure the safety and well-being of users.

NATURE OF THE SERVICE

The following package of services is to be delivered in a coordinated and flexible manner:

- (a) outreaching visit (including mid-night outreaching) to clients on the street, in street sleepers' shelters and temporary cold shelters, etc.;
- (b) counselling for personal/emotional problems, budget management, etc.;
- (c) emergency fund to solve clients' immediate financial problem;
- (d) employment guidance and training;
- (e) short-term hostel placement;
- (f) social skill training to facilitate the building of supportive network;
- (g) tangible assistance, including personal care service, escort service, etc.;
- (h) referrals for other services e.g. compassionate rehousing, drug treatment and long-term housing arrangement, etc.;
- (i) aftercare service for case accommodated for a period of six months;
- (j) provision of cold-spell-related activities, including preventive measures to help street sleepers better prepare for the cold weather before the approach of cold spell and outreaching service to needy street sleepers during cold spells;
- (k) provision of assistance to the Social Welfare Department (SWD) in joint clearance operation involving street sleepers;
- (l) handling of case referrals on street sleeper cases from the public, members of Legislative Council/District Councils, etc.; and
- (m) programmes/activities on volunteer and community education relating to street sleepers and homeless prevention.

SERVICE CHARGE

Counseling service: Free of charge

Activity: Please contact our staff for details

