

總幹事報告

Chief Executive's Report

基督教家庭服務中心的使命是服務有需要人士，並致力促進家庭功能。本會透過十個核心服務及二項特別服務和多個創新服務計劃，為社會大眾提供多元優質服務，實踐機構使命。

The mission of Christian Family Service Centre is to serve the people in need and to support family functioning. Through ten core services and two special services, together with various innovative projects, we strive to achieve our mission with a wide spectrum of quality services.

2020-2021年，新冠肺炎疫情打亂了服務的節奏，團體活動及社區大型活動都需要暫停，部分服務改為以網上形式或以其他創新方式推行。無論如何，有需要我們照顧的服務使用者，都能得到適切的照顧。

雖然服務的提供受到影響，但整體來說，本會2020-2021年的服務仍有大幅增長。

在長者照顧服務方面，由於政府在去年大幅改善家居照顧服務，本會獲批額外資源，分兩階段增加綜合家居照顧服務體弱個案名額。先在2020年10月增加80個名額，然後在2021年4月再增加85個名額，連同原本的70個名額，體弱個案的總名額將增加至235個。此外，由2020年9月開始，本會改善家居及社區照顧服務的935個服務名額亦會轉為以整筆撥款模式資助。

去年，本會多項護老者服務得到不同基金的支持。現時在觀塘區推行的「想你有支援—緊急護老服務」在2020年10月再次獲得The Ronald and Rita McAulay Foundation的資助，把服務擴展到黃大仙區，為期三年；香港交易所慈善基金支持一項兩年期「樂·同行—照顧者支援計劃」，為中風及跌倒後骨折剛出院長者提供無縫銜接的社區復康過渡計劃；社會福利署觀塘地區辦事處資助「護老同行—『疫』有轉『肌』計劃」，鼓勵169名留家防疫的護老者和長者多做運動，以強化肌肉；此外在2021年2月開展由香港賽馬會慈善信託基金資助為期兩年的「賽馬會友『伴』同盟護老者支援計劃」，為東九龍區300個護老者家庭提供支援。上述各項計劃嘗試以不同模式支援護老

In the year 2020-2021, the operation was overwhelmingly interrupted by the COVID-19 pandemic. Most of the group services and mass activities have to be cut down while some services could be delivered alternatively through online mode or using other innovative means. In whatever ways, the service users under our care were well taken care of.

Despite the interruptions caused by COVID-19, our services continued to grow substantially in 2020-2021.

For Elderly Care Service, we experienced a drastic increase of number of frail cases in the home and community care service in 2020-2021. Under the Government initiative to improve the elderly community care, an additional 165 services quota under the Integrated Home Care Service (Frail Cases) was allocated to CFSC in two phases, with 80 new cases added from October 2020 and 85 cases added from April 2021, making CFSC's total IHC frail case service quota to 235. In addition, the Enhanced Home and Community Care Services (EHCCS) subvention mode was changed from contractual basis to Lump Sum Grant (LSG) basis starting from September 2020 which brought about a transfer of 935 frail cases to LSG with stable subvention.

During the year, we obtained fruitful resources to strengthen support for carers in elderly care. In particular, the Ronald and Rita McAulay Foundation supported a three-year "Emergency Assistance and Bridging Services" for extending the current Kwun Tong emergency carer support service to Wong Tai Sin from October 2020; the HKEX Foundation supported a two-year Community Transitional Care Project "Walking With You" from February 2021 for helping elderly and caregivers who suffered from strokes and were discharged early from hospitals; the District Social Welfare Department

者，稍後我們將整合各項計劃的推行經驗，希望可優化護老者服務模式。

我們要特別感謝香港賽馬會慈善信託基金為本會的長者服務作多方面的支援。除了上述的護老者支援服務，基金也支持本會在2020年1月推出為期4年的「樂齡同行」計劃；一項為期18個月，支援1,600名獨居及雙居長者的「抗疫同行」計劃；與及一項在2020年9月開展的「耆待破隔」長者計劃，為240名有社交疏離的長者提供支援及適切網上社交活動。

在推動積極樂頤年方面，本會兩間長者地區中心去年致力運用社交媒體，推行網上小組及直播活動，協助超過900名長者掌握資訊科技的應用，讓他們在疫情下仍能與社區保持聯繫。

在疫情期間，本會的醫療健康服務發揮著基層醫療服務單位的角色。本會診所參與政府疫苗注射計劃，為公眾人士提供免費疫苗注射；中醫診所暨教研中心(觀塘區)由2020年4月開始提供特別診療服務，為2019冠狀病毒康復出院病人提供免費中醫內科診療服務；此外，本會獲社會福利署委派，在2020年12月至2021年12月期間，為九龍東及九龍西(1)內135間私營院舍免費提供「改善院舍感染控制及通風設備計劃」，除了實地檢查院舍的感染控制措施，也為員工提供防疫知識及改善建議。

在殘疾人士服務方面，啟能綜合康復服務大樓內的六項服務和蘇屋邨的二項服務已在2020年中全面投入運作。特別感到欣慰的，是本會的「和悅軒—精神健康綜合社區中心」，在運作了十年後，終於在將軍澳覓得永久服務會址。新中心在2020年7月開始裝修，在2021年7月完成工程並開放予公眾使用。過去一年，和悅軒獲得多個基金資助，在不同範疇推動關注精神健康的工作，包括支援家長的「家·添晴—家長支援計劃」、推動實踐健康生活的「賽馬會康寧『身』世紀計劃」、減輕學生焦慮的「藝術『保抗』力技能解鎖計劃」、關注婦女健康的「姊妹跑、躍動心靈計劃」、及推行第二期關注長者精神健康的「樂齡同行」計劃。

在支援家庭方面，活力家庭坊(綜合家庭服務)在疫情期間扮演著支援中樞，包括接聽求助查詢、評估援助資格、恰當轉介、及尋找資源等等前線工作。在2020-2021年，單單在求助

Office supported a 6-month resilience training programme for 169 carers to fight against muscle loss; and The Hong Kong Jockey Club Charities Trust subsidised a two-year Caregivers Community Support Project "Stand-by U" to support 300 families across Kowloon East from February 2021. With different service models piloted for carer support, we see the need to share and integrate our practice wisdom to enhance the carer service planning.

In addition, We were so thankful to have the backup from The HKJC Charities Trust to support the delivery of many meaningful projects for elderly people which include the continuation of the JoyAge Project from January 2020, an 18-month "Special Project for Elderly Under COVID-19" from December 2020 to support 1,600 elders who live alone or as an elderly couple during the pandemic, and the "JC EngAged Elderly Project" from September 2020 to engage socially isolated elders with online social activities.

In promoting active ageing, the DECC made the best and full use of social media to organise online group activities and live events. Taking the opportunity provided by the epidemics, 900 elderly members were taught the basics of information communication technology for them to keep in touch with community.

For the Medical and Health Services, we played the important role of a primary health care unit. We joined the Government's COVID-19 vaccination programme and provided vaccination service to the public. Our Kwun Tong Chinese Medicine Clinic cum Training and Research Centre offered specialised Chinese medicine services to patients recovering from COVID-19. We were appointed by SWD as the service operator of the "Time-limited Programme on Enhancing Infection Control and Ventilation" for Kowloon East and Kowloon West (I) between December 2020 to December 2021 through which we assessed the infection control measures at private residential care homes in the two districts and to give training and advice to the operators as needed.

For Services for People with Disabilities, a total of eight new and re-located service units were fully commenced in the mid-year of 2020, including six units in Kai Nang Integrated Rehabilitation Services Complex (KNIRSC) and two units in So Uk Estate. We are particularly grateful that a permanent service centre for the Wellness Zone - Integrated Community Centre for Mental Wellness was finally set up in Tseung Kwan O after 10 years of operation with scattered service sites. The fitting out works started in July 2020 and the Centre opened to public in July 2021. In terms of service focus, the Wellness Zone received various

查詢方面便增加了42%。此外，中心持續推行支援家長的工作，去年推出「一起走過逆風的日子」家長學堂，協助家長面對孩子青春期反叛的衝擊；同時積極利用「賽馬會智家樂計劃」的資訊科技平台，推出各類線上活動，保持對家庭的支援。

賽馬會跳躍青年坊因疫情原因暫停了不少實體服務，但發展了多項網上支援模式，開拓更多接觸青年人的途徑和空間。去年透過和九龍樂善堂合作，成功參與「學前單位提供社工服務先導計劃」，並在去年九月開始為本會三間幼稚園提供社工服務。

2020-2021年是忙亂的一年。外在環境瞬息萬變，社會對服務的需求和期望有增無減，加上過去兩年機構的服務有大幅發展，同事們每天忙於面對接踵而來的新挑戰，充分感受到各種不確定性及可能性。我感恩與我共事的團隊，在壓力的環境下仍然秉持機構的使命和信念，衷誠合作，努力不懈，為社會服務。今年的報告，將是本人最後的一份總幹事報告，我再次感謝董事會多年來給我的支持和指導，讓我能夠在基督教家庭服務中心愉快地服務了18年半。



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Chief Executive

special funding support for parents support, health awareness, student anxiety, women's mental health and elderly mental health.

In supporting families, our Family Energizer - Integrated Family Service served as a central hub in receiving help enquires during the pandemic, assessing eligibility for various resources and providing urgent support and referral. For instance, the number of help enquires had increased 42% in 2020-2021. In supporting parents, we launched the "Walking through the Stormy Days - Parents Learning Platform" to help parents getting along with their grown up kids. And with the timely developed SMART Family-link technology, a range of activities were organised online to support individuals and families.

For Youth and Education Services, we were able to join the Pilot Scheme on Social Work Service for Pre-Primary Institution with The Lok Sin Tong Benevolent Society Kowloon. And from August 2020, we started the social worker services for three kindergartens under CFSC.

The year 2020-2021 was a hectic year for the organisation. Circumstances changed swiftly. The community needs and demands changed rapidly as well. Coupled with spectacular growth of service types and volume in the last two years, we faced both challenges, uncertainties and possibilities. I am full of gratitude that I have a team of co-workers who stick to the mission of CFSC and work collaboratively and diligently that keep us as a whole to work for the benefit of our city. Probably this is the last service report I wrote for the Annual Report, I would like to once again thank our Board members for their support, trust and guidance that gives me an enjoyable eighteen and a half years working journey in CFSC.