



Chapter 5

Social Welfare

In light of the changing social environment and social dynamics, the Taipei City Government's social welfare system has introduced a variety of support programs: an upgrade in financial subsidies, the promotion of a number of individual and family support systems, and the implementation of robust measures to care for disadvantaged groups, including an integrated family service formula, initiatives to break the poverty cycle, mutual community aids, resource integration, community living rehabilitation for the disabled, diverse service projects for the elderly, the provision of community nanny services and support programs for new immigrant families, plus convenient, thoughtful and diverse funeral and interment measures.



In addition to working with the Central Government to provide National Pension and Insurance benefits, the Taipei City Government has initiated a full-scale, long-term care system, and the “Immediate Care” project. It is also committed to the execution and quality upgrade of various social welfare services, thereby maximizing the effects of limited resources to attain a sustainable social welfare system.

Part 1 Social Welfare Programs and Services

In response to challenges triggered by an aging population and a flagging birthrate, the Taipei City Government is devoting significant effort toward providing robust and effective social welfare programs, quality services and assistance to meet the public's needs, ensure a reasonable livelihood protection, and provide them with a fair and adequate self-realization opportunity and individualized social services.

1. Welfare for the Elderly

The senior citizen population constitutes 12% of the total population in Taipei City. An aging society has become a key issue for both the government and the private sector. The Taipei City Government's elderly welfare policy planning focuses on providing senior citizens with a stable, dignified, safe, peaceful, joyous and quality lifestyle in their advanced stage of life.

(1) Pass on the Legacy and Honor the Elderly

The Taipei City Government initiated Senior Volunteers and the Silver-haired Seniors services. Currently, 4,866 “Senior Volunteers” have joined the ranks to devote their energies into serving society. Also, 53 Silver-Haired Seniors have started a lecture series in 67 different bureaus under the Taipei City Government to impart their experiences and knowledge. The Taipei City Government also established a reward system to publicly commend outstanding volunteers.

The Taipei City Government provides 60 free bus services and discounted MRT fares to senior residents. In the future an Easy Card system will be installed on all taxis to test run an “Honoring Senior Citizens Motorcade.” The Taipei City Government continues to provide health insurance subsidies and monetary gifts to the Elderly on the Double Ninth Festival.

(2) Encouraging Social Participation while Providing Elderly-Oriented Leisure Activities

The Taipei City Government has set up 117 leisure activities centers for the elderly. 14 senior service centers are already in operation, offering cultural and recreational programs to the elderly. The Taipei City Government also promotes a variety of senior citizen activity hubs that provide exercise programs,



Silver-haired seniors provide lessons on international ballroom dancing.

karaoke instruction, and computer and social dance classes. In 2008, Elderly Daycare Activities Hubs were added to afford social daycare and onsite meal services to the elderly.

The Taipei City Government has been working with Ministry of the Interior in establishing Community Care Stations, by means of which communities incorporate welfare resources to establish a community support network, which provide senior citizens with accessible assistance.

(3) Diverse Senior Citizens Care Services for “Aging in Place”

The Taipei City Government worked hand in hand with “the Central Government to Kick off the 10-year Caretaking Project” in promoting long-term care. On April 7, 2008, the “Taipei City Long-term Care Management and Service Center” was officially inaugurated. People can now obtain diverse care services at the Center's one-stop application counter, including at-home care, daycare, at-home nursing and rehabilitation services. Also, the “Angel Human Resources Volunteer Services” are available to offer volunteer assistance and at-home-caretaking training to enhance communities' caretaking resources for the elderly.

In 2008, the Government commissioned 10 private operators to provide at-home care services for disabled seniors. Eight daycare centers have been established with assistance from 34 private organizations and 1,390 volunteers to tend 4,568 live-alone senior citizens, plus the installation of an “Elderly Living Alone Report Hotline” featuring an electronic monitoring system to enrich at-home care resources, thereby fulfilling the “Aging in Place” policy.

(4) Institutionalized Care Promises Quality Living Environments

Taipei City instituted the Taipei Municipal Haoran Senior Citizens Home, and a self-paid nursing home at the Department of Social Welfare, plus the publicly owned and privately operated Zhishan and Zhaoru Nursing Centers, the Wenshan Home for the Elderly, and the Yangming and Zhulun Retirement Communities to meet the different needs of senior citizens. In order to improve the supervision quality of private organizations, we provide annual evaluations, appropriate counseling and incentives. On-the-job training has also been enhanced for organizational staff members. As of December 2008, a total of 164 public and private rest homes were available in Taipei with 6,794 beds. 1,316 beds were for nursing purposes, 4,986 beds for caretaking services, 303 beds for long-term care, and 189 beds for senior-citizen apartments.



Senior citizens in activity hubs participate in erhu lessons.



Meal delivery services to seniors living alone.



Dumpling-making activities for senior citizens at nursing homes.



Children in the early treatment program enjoy parent-and-child reading activities at the story house.



Children in the early treatment program participate in Kuo Yuan Ye Museum of Cake & Pastry activities.

2. Welfare for the Disabled

Welfare initiation for the disabled in Taipei City advocates “Social harmony and equal opportunity.” This particular type of welfare promotes availability for all, humanitarianism, community-orientation and enhanced effectiveness. Resource integration is conducted in accordance with demands of the disabled to better categorize and divide a service mechanism, thereby advancing livelihood assurance and ample self-realization opportunities for the disabled.

(1) The Promotion of Early-Stage Assistive Services for the Disabled

Six Early-Stage Assistive Community Resource Centers were instituted to encourage child development and improve family functionality by means of professional service corps assistance, professional counseling, family support services and nursery provisions.

(2) Life-Rehabilitation Service for the Disabled

To strengthen the support system for the physically and mentally challenged and encourage them to live independently and be a vibrant part of the community, the “Life-Rehabilitation Service for the Disabled” was launched. The service integrates eight private groups which represent the physically, intellectually, and psychologically disabled as well as those with hearing and language disabilities, rare diseases and autism. Individualized life rebuilding programs, community rehabilitation, caretaking, parenting and caretakers' services are provided in order to establish an integrated and diverse family and community support network.

(3) Rebidding for Publicly Owned and Privately Operated Institutions

Due to contractual expirations, rebidding is conducted for Taipei City's publicly owned and privately operated facilities: Hongai Autism Development Center, Yongming Development Center, Jianjun Fellowship Families, Pengcheng Enlightenment Center, Yishou Rehabilitation Center for the Severely Disabled and Wanfang Enlightenment Center. The rebidding aims at providing continuous life training and placement services for the mentally, intellectually and physically challenged and for those with multiple disabilities. The Department of Social Welfare currently has 19 such facilities in place, servicing a total of 1,204 people.

(4) Adjustment of Subsidies for the Disabled

Subsidies for the Disabled served as a transitional measure for tending the disabled before the initiation of the National Pension Program. Since the inauguration of the National Pension Insurance Program on October 1, 2008, Subsidies for the Disabled successfully fulfilled its mission, and accordingly was modified to meet “the shift in subsidies and same welfare.” Applications for disabled subsidies were no longer accepted after October 1, 2008. For citizens receiving the Taipei City Subsidies for the



The 2008 International Day of Disabled Persons Carnival.

Disabled, should the amount of guaranteed basic annuities for the disabled from the National Pension Program – or the guaranteed basic annuities for senior citizens – be lower than the original grant, Subsidies for the Disabled shall make up the balance to ensure the same welfare support for subsidy recipients.

(5) Promotion of the Priority Product Procurement Project for the Disabled

To encourage employment of the disabled to make them self-sustaining, the Taipei City Government's voluntary procurement units now make priority procurements of products and services provided by welfare organizations, groups, or the Sheltered Shops. 97% of the Taipei City Government's voluntary procurement units successfully reached the statutory procurement percentages in 2007.

(6) The 2008 International Day of Disabled Persons – the Color Me Free Talent Show

In encouraging the physically challenged to put their showmanship to the test, the Taipei City's Department of Social Welfare organized a press conference and a primary at 10 am on November 14, 2008 at the No. 2 Plaza off the East Metro Mall. The event began with the “Label of Love and the Taipei Trekker” and “the Fame Stratosphere” ceremonies. A total of 59 teams joined the primary, and 36 teams made it to the finals.

A grand finale was held on November 22 at the Shen Bao-zhen Hall in the atrium of the Taipei City Government Building. On that day Taipei Deputy Mayor Wu Ching-ji and visiting honored guests kick started the “Embrace Hope Love Conquers All” unveiling ceremony. Twenty-two winners and a team of special award recipients were selected. On that day, the Taipei Municipal Yangming Home for the Disabled, the Yucheng Social Welfare Foundation and the ROC Friends of Liu Xia Society were invited to set up booths. The “Heart” pleasure park learning section was set up to encourage visitors on site to participate in different events and experience some of the possible inconveniences faced by the disabled. The event was the perfect venue for the disabled to show off their showmanship, get a boost of confidence, and put their talents to best use.

(7) Employment Opportunities for Disabled Workers

The Department of Labor tapped the Taipei City Employment Fund for the Disabled to acquire resources to subsidize private groups in organizing a diversity of promotional programs to encourage employment opportunities and strengthen the employment outlook for the disabled.

- A. In Terms of Subsidies: professional training, sheltered employment services, pre-employment preparations and specialized on-the-job training were subsidized. By yearend 2008, NT\$119,177,928 was earmarked to finance 76 projects. 1,357 people benefited from this program.
- B. In Terms of Sheltered Employment Services: By the end of 2008, the Department of Labor commissioned private groups and provided municipality-owned property to establish twelve sheltered workplaces. 217 job vacancies were thereby made available.
- C. Self-Reliance Business Startup Subsidies: To assist disabled people between the ages of 20 and 65 who have their household registries in Taipei City and have actually lived in the City for over six months in opening their own businesses, subsidies are available for buying facilities and rent to ease their financial burdens. 794 people have benefited from the service, with a total of NT\$38,127,642 in subsidies distributed.
- D. Localized Employment Services for the Physically and Mentally Disabled: 22 private organizations and 74 employment specialists were commissioned to open up job opportunities, provide counseling and evaluations, make job pairing and matching and conduct workplace training and counseling. 18,900 physically and mentally disabled job seekers were provided with placement services, and an equivalent of 1,126 (979 persons) people were successfully recommended for jobs with a recommendation employment ratio of 51.8%.



A fair promoting products from Taipei City's Sheltered Shop.

3. Welfare for Children and Youths

Taipei City's Children and Youths welfare program, consisting of awareness campaigns, prevention activities, the promotion of public understanding of welfare, and family wellness support, ensures wholesome and healthy development for the city's children and adolescents.

(1) Placement Services for Disadvantaged Children and Youths

A robust emergency life support system and remediation service, with funds totaling NT\$13.81 million, have been implemented to help 1,158 disadvantaged children and youths who have experienced the loss of parents, unforeseen events, abuse, and prostitution in hopes of alleviating their financial pressure. Four sheltered centers have been set up in Taipei City to provide children and youths with emergency short-term, mid- and long-term placement care to assist them in becoming self-sustaining in the future. In September, 2008, the Taipei City Peili Protective Service was officially inaugurated, comprising five publicly owned and privately run sheltered centers to help 234 children and youths. Additionally, 15 private placement institutions have been outsourced to offer 101 children and youths placement services. Finally, 146 foster families in the city have provided 229 children and youths with foster care.

(2) Child and Youth Prostitution Prevention

For children and youths who have been forced into prostitution, the government has set up a robust service network to provide 24-hour help, family counseling, and follow-up counseling to youths

who return home from placement agencies, and it has also strengthened internet security awareness enforcement. With “Carefree Youthhood – Say No to Prostitution” as the main theme for a campus awareness campaign tour to remind youths that “it is illegal to spread prostitution messages on the internet,” the campaign aims to steer children and adolescents away from prostitution traps. 10,570 children and youths have benefited from the service.

(3) Children and Youth Issues Prevention and Campaign

On August 10, 2008, the “Effervescent Youths Spruce Up the City – the Sky is the Limit for Dreams” activity was held at the Taipei City Youth Service Center Workshop. The activity promoted the services offered by the center and its welfare resources, helped to instruct the public in how to gain access to these resources. It also offered a venue for disadvantaged youths to put their creativity to good use. Some 5,000 youths benefited from the service.

“The Child and Youth Development Project” incorporates resources and creativity from the private sector to offer an all-round welfare service to address the specific demands of children and youths with respect to their families, schools, communities and the mass media. Children and youths from newly arrived immigrant families, single families, step families, families headed by grandparents, and high-risk families are included in the program. In 2008, 42 private institutions participated in the event and financed 59 projects, totaling up to NT\$7.5 million.

(4) Building a City Safe for Children

In order to raise public awareness of child safety, starting in 1995, the Taipei City Government designated May 15 as Child Safety Day. In 2008, the Jing Juan Child Safety Foundation was subsidized by the government to hold a large promotional event entitled “Safe Roadways for Children.” On site were demonstrations to provide both children and parents with safe tips for traveling safely. Department of Social Welfare Commissioner Shih Yu-ling and Department of Transportation Commissioner Luo Shiaw-shyan and 100 families formed a large heart and appealed to drivers to be loving and patient in yielding the right of way to vulnerable children in the bustling city traffic.



“Safe Roadways for Children” promotional campaign.

4. Women's Welfare and Childcare

The establishment of a sound service network for women's welfare and childcare in order to develop Taipei City into a friendly metropolis sans sexism has always been one of the key policies of the municipal administration. Some of the vital projects include: the promotion of equal rights for both sexes, the protection of disadvantaged women, the handling of childcare services and improving service quality.

(1) Women's Welfare

To protect the financial security of disadvantaged women, many support mechanisms have been implemented in accord with the “Family Assistance to Women in Special Circumstances Act.” Eleven Women's Service Centers are now in operation



“The Creativity Fair” held by the Beitou Women's Center.

to provide welfare counseling, individual case management service, parenthood seminars, legal and psychological counseling. Two shelters have been opened to protect the safety of women and children suffering from domestic violence.

In 2008, the Taipei City Government enlisted the help of private groups in designing diverse services and financing 98 projects, including support and growth services for newly arrived immigrant families, seminars to promote women's growth and support activities for single-parent and partner-type families; lively activities are held annually on Women and Children's Day and Mother's Day to promote equal rights for both sexes.

Taipei City has led the country in setting up the Taipei Commission for the Promotion of Women's Rights. Fourteen conventions were held in 2008 to promote Gender Mainstreaming. In Sexual Harassment Prevention Work, harassment-related complaints and inquiries were accepted and conducted to protect the interests of victims. The Commission also actively conducts case verification and counseling and designs VCDs and merchandise to heighten awareness in strengthening preventive effectiveness.

To protect the rights and interests of aboriginal women as a disadvantaged group, the "Taipei City Aboriginal Women Support and Autonomy Statute" and the "Taipei City Aboriginal Women Subsidies and Priority Support Program" were formulated. They provide job opportunities to aboriginal women, priority leasing rights to public housing, emergency life allowance, and legal assistance.

(2) Childcare Services

- A. Institutional Childcare Services: (A) Among private childcare organizations are 14 infant care centers, 469 children's daycare centers and 273 after-school care centers, which care for 571 infant children over 2 months and under 2 years of age, 26,223 toddlers between 2 to 6, and 13,558 school children. (B) 16 publicly owned and privately operated child daycare centers care for 2,702 children, among which 5 offer after-school care for children under 12. (C) Twelve municipal child daycare centers provide care for 2,495 children. The "Taipei City Municipal Child Daycare Centers Self-Governing Statutes" were inaugurated after revision on July 15, 2008, to include financially disadvantaged single families and families with more than 2 children.
- B. Family-Style Childcare Services: six private agencies received subsidies from the Community Babysitter Support Program. In 2008, 1,828 nannies joined the program, and a total of 3,101 infant children benefited from the service.

In 2008, evaluations were conducted at 109 private childcare centers. Inspection and counseling trial runs were conducted for 55 infant care centers to promote an integrated educational program. 232 public and private nurseries were designated as care-providers for 618 children with special needs. Seminars on the caring of children as part of an early treatment program were held and attended by 319 professionals. In regard to financial subsidies, the Taipei City Government provides daycare subsidies to low-income, low-to-middle-income, disadvantaged and high-risk families with children: (A) 3,454 people received Daycare Subsidies; (B) 3,337 people received help from the Five-year-old Underprivileged Children Head-Start Program; and (C) 2,058 people benefited from Childcare Subsidies.



Singing activities for aboriginal parents and children.

Part2 Social Assistance and Family Services

Due to global economic woes and the sweeping breakdown of the financial system, Taiwan's jobless rate jumped to 4.27% in 2008, giving rise to an increasing number of newly impoverished and near-impoorished individuals. The Central Government adjusted subsidies to low-income families upward in July, 2008, and put into force the "Job Income Subsidies Program" in the latter half of 2008 to mitigate financial pressures on disadvantaged members of the public. Taipei City's social assistance programs are designed to ensure the minimum survival basics of low-income families and help disadvantaged families to rebuild their homes and become self-sustaining through program services and professional social work assistance.

1. Social Assistance

Taipei City has 14,753 low-income households, with a total of 36,274 people as of 2008; among these 18,082 are males (49.85%); and 18,192 females (50.15%). In addition to various life support and allowance programs designed to maintain their basic financial security, we also provide medical treatment, housing, education, employment, emergency rescue services, and disaster provision assistance to the disadvantaged. Several projects also were initiated to help the disadvantaged to break through the poverty cycle.

(1) Living Assistance

A monthly living assistance is provided based on different categories of low-income status. Households with individuals over 65 years of age, or members with disabilities, or children aged 18 or younger, receive additional financial aid. Various life subsidies for low-income families were raised in July, 2008 in accordance with the Central Government's policies. In 2008, 47,478 individuals received family living subsidies (totaling NT\$376,485,601); 86,812 people received subsidies for disabilities (totaling NT\$475,631,595); 171,404 received middle- and low-income senior assistance subsidies (totaling NT\$872,651,101); 74,432 received children support subsidies (totaling NT\$295,248,652), and 67,946 people received youth support subsidies (totaling NT\$284,923,465).

(2) Medical Assistance and Subsidies for National Health Insurance Premiums

In 2008, the Taipei City Government covered the medical costs and the National Health Insurance premiums for low-income persons over 60 years of age and residents at the Taipei Municipal Haoran Senior Citizens Home in need of dentures, totaling NT\$5,612,500. Medical subsidies at NT\$ 48,918,306 were given to low-income people and those unable to pay medical expenses. Additionally, the health insurance premiums of 379,645 low-income people (totaling NT\$541,902,039) were completely covered.

(3) Low-Income Housing and Rent Subsidies

In 2008, 1,586 households with 4,584 residents were living in low-income housing complexes. Various activities were held in those housing areas to consolidate community awareness and meet residents' needs. Also, Fude Housing Projects were vacated gradually over the course of 2008 and removed to the Taipei Guangci Home Development to better help residents in settling down. City rent subsidies were provided to members of low-income households needing housing service but unable to live in the low-income housing area. 14,220 households received subsidies totaling NT\$23,613,797.



Outreach activities at the Low-Income Housing.

(4) Children and Youth Educational Support

In 2008, subsidies were provided for tuition and miscellaneous fees to 2,063 students from low-income families at NT\$100,979,140; transportation subsidies amounting to NT\$12,510,500 were provided to 12,872 people; 13,518 students from low-income families between 18 and 25 years of age received monthly living assistance totaling NT\$109,473,477.

(5) Employment for Disadvantaged Citizens and Workfare

In 2008, a total of 2,582 people signed on for workfare. The Department of Social Welfare also worked with the Department of Labor to provide vocational training programs to people on workfare. 52 people received training and counseling through December, 2008.

(6) Developing Human Capital and Breaking the Poverty Cycle

We continue to support missions such as the “Taipei City Self-Development Accounts Program,” “Break the Poverty Cycle: the Lottery Dream to Start Small Businesses,” and the “Self-Support Project.” In 2008, the Taipei City Government worked with the Corporate Yongda Social Welfare Foundation to create a “Youth Development Account Program” in caring for second-generation youths from low-income families. By setting aside a fixed deposit as an education investment, the program provides educational curricula to assist these youths in building up their skills and breaking through the poverty cycle. In March, 2008, the “Preserve Children's Wellness – Hope Development Accounts Program” was launched to encourage low-income households to save up money for the education of their children. Fixed deposits were made on a regular basis to help such households escape poverty. Private resources also provide computer software and hardware facilities which benefit 600 low-income families in shortening the digital gap.



Shortening the Digital Gap – the Digital Feast.

2. Social Work Services

The deteriorating economic climate, the growing jobless population, and the increasing dominance of core families have severely affected disadvantaged families. The Department of Social Welfare integrated both public and private sectors to step up preventive and response measures and actively constructed community networks to provide disadvantaged families and families in crisis with the most appropriate kinds of service. Professional social workers also intervene early to push for “family-oriented” and “community-based” service models in helping families in crisis overcome possible obstacles.

(1) Crisis and High-Risk Family Services

Social welfare service centers under the Department of Social Welfare provided counseling, financial subsidies, placement care, employment, education and social support services to 4,821 families in crisis and disadvantaged families, benefiting 102,229 people. The Department also works with the Ministry of the Interior's Great Warmth Disadvantaged Family Revival Program to assist newly-impooverished or near-impooverished families in breaking through the poverty cycle. 4,443 cases were provided with help in 2008.

Both the public and private sectors worked together to promote preventive measures and address the crisis facing disadvantaged families. Five private institutions were commissioned to conduct the “General Family Service – the Taipei City Services for Family in High-Risk” in order to extend a helping hand to high-risk families in the communities. In 2008, a total of 839 cases were addressed. 588

high-risk families and 1,407 children and youths received help. A total of 42,906 people benefited from the service. Also in 2008, visits were paid to 366 communities and related organizations as part of an awareness campaign against high risks. 69 organizations and 1,511 people received campaign services. 81 borough secretariat meetings, 514 project liaison seminars and 31 special-case discussions were conducted.

(2) Services for the Homeless

There are about 500 to 600 homeless people in Taipei City. Two Homeless Shelters were established to assist disadvantaged homeless people. 113 bunks are offered on a daily basis. Medical assistance is extended to these people, and 1,888 people benefited from the assistance in 2008. Five shower stalls were set up thanks to help from private organizations, which provided assistance to 11,371 people. The “Work and Life Reconstruction Program for the Homeless” provides the homeless with emergency relief, rent subsidies, and sheltered labor services; the Department of Labor offers employment counseling to the homeless. 2,802 people received such assistance.

(3) Volunteer Services

Government agencies of various undertakings and district halls promote volunteer service performance assessments to improve the quality of volunteer services. Five units were awarded for outstanding performances. On November 12, 2008, the “12th Outstanding Volunteer Citation Awards” was held, at which 39 outstanding volunteers, and 15 outstanding volunteer corps received public recognition.



Mayor Hau Lung-bin presenting awards to winners of the Outstanding Volunteer Citation Awards.

(4) Establishing a Quality Check System for Social Workers' Professionalism

To upgrade the effectiveness of Taipei City's social work services, workflow standardization was inaugurated; also professional expertise training programs, individual case reviews and supervision meetings, and regional resource integration liaison meetings were implemented to enhance the professional skills and service ability of social workers. 504 social worker practicing licenses were issued in 2008.

3. Domestic Violence and Sexual Assault Prevention

In resolving to protect the rights of disadvantaged people and defend their basic human rights, agencies across the board under the Taipei City Government have collaborated in providing a one-stop service center to victims of domestic violence and sexual assault, integrating, thereby, social welfare work, police administration, medical services, education and judicial assistance to offer emergency rescue, placement, medical care, counseling and legal aid.

(1) 24-Hour Security/Protection Assistance, One-stop Assistance Channel and Instant Service

The 24-hour service is staffed with professional social workers working in shifts to provide callers with counseling, assistance, alerts, rescue, protection, and other crisis management and follow-up services. People can call the “1999 Citizen Hotline” and be routed to the Taipei City Center for Prevention of Domestic Violence and Sexual Assault, and the “113 National Women and Children Protection Hotline.” 16,755 valid calls were received, 8,659 cases involving domestic violence and 796 cases involving sexual assault were reported in 2008.

(2) Integrating Public and Private Resources to Establish a Service Network

The Taipei City Government continues to conduct Civil Protection Order investigations, supervise visitations with minors, questioning escorts, women's protection services, and Domestic Violence Service as part of the Taiwan Taipei District Court & Taiwan Shihlin District Court, the Counseling Program for Children and Juvenile Witnesses of Domestic Violence, the Supportive Family Service Program For Child Protection Cases, evaluations for victims, counseling, psychological treatment and evaluation, and related professional services. For the first time in history, a test run of the One-Stop Service Program for Victims of Sexual Assault Victims was conducted at Taipei City Hospital's Zhongxiao Branch, incorporating police, medical care staff members and social workers to offer victims a safe haven and all-round services.

(3) Punishing and Treating Aggressors to Prevent Violence

The Taipei City Government incorporates medical facilities and continues to strengthen the resources of the Treatment Program for Domestic Violence Offenders to implement treatment work for aggressors. It also conducts the "Marital Violence Perpetrator Counseling Program" to prevent violence from recurring.

(4) Training Programs and Awareness Campaigns

The Taipei City Government continues to provide training programs and workshops to upgrade the skills and service quality of preventive affairs specialists.

Diverse campaign conduits are available to enlist private sector participation and coverage on the media. Through educational skits by volunteers, private groups and educational institutions receive subsidies for taking part in the campaign to lower community tolerance of domestic violence and sexual assault and inspiring members of the public to extend a caring hand and safeguard community safety. 143 campaigns were organized in 2008, with 14,562 people participating. Also, the "Storytelling Campaigns," designed specifically for preventing sexual violence against preschool children, were



Campaigns to prevent sexual violence against preschool children.

launched to attract the attention of children, and increase their memory and interests. The campaigns were very effective and generated much buzz. Finally, to alleviate the fear and anxiety of underage victims of sexual violence when appearing in court, a scale model of the court and a pamphlet for tips in appearing in court were designed to improve the victims' testifying skills when dealing with justice intervention.

(5) Increasing the Functionality of the Prevention Center in Refining Preventive Measures

The City also strives to increase the job security and labor rights of social workers, thereby strengthening a smooth and inter-connected service flow and increasing service quality. These measures have proved effective in increasing the awareness of the Taipei City Center for Prevention of Domestic Violence and Sexual Assault and its hard/software facilities.

Part3 Civic Organizations and Community Development

The combined impact of globalization and localization has given rise to the development of metropolitan communities that encourage active interpersonal interaction and the formation of new organizations. The Taipei City Government encourages civilians to devote their time and energy to community development work and become an important link in strengthening social resource integration.

1. Assistance to Civic Organizations and Cooperative Societies

Civic groups and cooperative societies are formed based on the principle of “education and counseling as the foundation, supervision as an auxiliary” to build comprehensive and stringent training in order to improve organizational functions, social responsibility, and strengthen resource integration. The Taipei City Government provides an expedient and transparent civic group forming space that is conducive to civic organization development and cooperative work, and encourages autonomy and discipline within such groups.

(1) Assistance to Civic Organizations

There were 2,805 registered civic organizations in Taipei City as of 2008, including 170 industrial and business organizations, 2,336 social groups, 60 professional organizations, and 239 teachers' associations. The Taipei City Government regularly provides the organizations with staff training and business mission seminars, industrial and professional group assessments, visits to municipal construction projects, and social welfare organizations to ensure the proper running of the organizations, the strengthening of organizational functions, thereby participating in social service and municipal construction projects.



Taipei City's staff training and business mission seminars for social organizations.

(2) Supervising the Operations of Cooperative Societies

There were 340 cooperative societies with 410,718 members in Taipei City, with shares totaling NT\$384,534,406 as of yearend 2008. Additionally, we organize cooperative society evaluations and inspections, and hold school co-op lectures and demonstration tours to ensure excellent co-op services.

(3) Public Welfare Charity Drives and Inspections

A leaflet on fundraising for public interest causes was printed and distributed. In 2008, Taipei City Government approved 12 fundraising causes, and in August, it handled financial affairs auditing for organizations in charge of such fundraising.

2. Community Development

The Taipei City Government's community development mission is based on the idea of creating “community-centered welfare systems.” It promotes the spirit of “community members serving fellow members,” and supports various community development associations in pushing for senior citizen care programs, outreach programs for women, counseling for new immigrants and protection programs for children and youths.



Taipei City community co-op achievement promotion fair.



Cookout activities at the community mutual help program.

(1) Community Fair Activities

As of yearend 2008, there were 14 registered community development associations in Taipei City. Community Fair activities are held annually and last year featured the “The Coolest Community – Outreach, Health and Vitality” achievement promotion fair. A community performance troupe put together a skit on the successful renovation of Hoping Housing.

(2) Promoting the Mutual-help Community Industry

Seventeen community development associations assisted in promoting the Mutual-Help Community Industry which encourages the training of community volunteers, and provides a meal delivery program designed for disadvantaged seniors and disabled people. In 2008, 433 took part in the service to benefit 121,536 people.

(3) Community and Foundation Leadership Training Programs

From November 24 to 28, 2008, the Taipei City Government contacted local community development associations and foundations to provide localized welfare services. Experts and scholars led opinion exchanges and jointly mapped out possible projects, offering a cooperative platform and opportunities. Five such seminars were held with 408 people participating.

(4) Community Assessments

The Taipei City Government conducted assessments on community work, with 29 community development associations receiving good or excellent, first-class and grade-A ratings in 2008. The Taipei City Government also recommended five of them to take part in a national assessment and all earned distinguished honors. Among these, the Jiqing Community Development Association in Beitou District won an excellent rating; the Mingxing Community Development Association in Wenshan District won the first-class rating; the Zhenhua Community Development Association in Beitou District, the Xinlinjiang Community Development Association in Datong District, and the Heping Community Development Association in Wanhua District all garnered grade-A ratings.

Part4 Funeral and Mortuary Services

The Taipei City Government actively renews funeral and mortuary facilities to upgrade service quality and promote rites, ceremonies and customs for honoring the afterlife and encouraging a new way of thinking on life after death, conducting clean, simple, and other Multi-Environment Protectional burial services, and upholding the dignity of the deceased and raising the living quality of its citizenry.

1. Mortuary and Funeral Facility Innovations and Sustainable Operations

In 2008, the 2nd Beitou Cemetery relocation and renovation work was completed, while perpetrators of haphazard burials were penalized. Charnel house construction inside the First Yangmingshan Cemetery and the greening of the Second Funeral Parlor in Taipei City were also completed. Also in 2008, six crematories were replaced; four air pollution prevention facilities were added. Improvement work was completed on the retaining wall and drainage canal by Yangmingshan Cemetery and the walkways in Fude Life Park.



Crematories were replaced at the Second Funeral Parlor in Taipei City.



The 2008 Taipei County, Taipei City and Taoyuan City United Sea Burials.

2. New Mortuary Culture and Ceremonies

Taipei City also regularly upgrades joint internet service hard/software facilities to simplify procedures and conduct simple yet honorable burials. Every Thursday morning, the United Funeral service is held at the Second Funeral Parlor in Taipei City. In the course of 2008, 74 joint ceremonies were held, and 877 departed were paid their last respects. To pay respect to the dead and encourage environmentally functional burials, 1.2 hectares of a tree burial site – Yongai Court – were expanded inside Fude Life Park. The remains of the deceased were placed inside biodegradable cremains jars and buried, allowing sustainable use of land. Since being launched in 2003 through 2008, 1,029 departed have been buried in trees, and the ashes of 134 have been scattered, with 109 buried at sea. Rites and ceremonies in memory of the dead through the promotion of a new way of thinking on the afterlife has helped provide a “timely outreach – a care package service” to families of the bereaved, so that grieving may be tended to with the most timely and warmest care.

3. Service Quality Upgrade

(1) Convenient Shuttle Bus Services

- A. Free Tomb-Sweeping Shuttle Buses: The shuttle buses travel between Fude Mausoleum, Fude Life Park, the First Yangmingshan Cemetery, and the Yangmingshan Mausoleum. Bus service is available for 5 days, and last year transported 461,703 visitors. It proved immensely popular.
- B. Shuttle Bus Pickups: The bus travels between MRT Gongguan Station and the Second Funeral Parlor between 7am and 6pm. 68 shuttle buses work in cycles to serve about 600 to 900 people daily. Starting in January 2008, a new shuttle line was added between the Second Funeral Parlor in Taipei City and MRT Liuzhangli Station.

(2) Assessment Service for Funeral Service Providers

To assist in the systemization and professionalism of funeral service providers, starting in the year 2000, an assessment program was launched. To date, 550 funeral service providers had been evaluated. 229 completed permission for reference. The contact information of these providers is listed on the Taipei Mortuary Services Office website to provide the bereaved with quality service options.

(3) Inspections for Lifetime Contract Service Providers

To better understand consignment and trust among lifetime contract service providers, inspections were conducted in 2008; seven providers complied with government requirements.

(4) Inspections for Funeral Service Providers

To strengthen management and counseling, onsite inspections are conducted at memorial services to ensure against non-licensed operations. Forty-one were found to have operated illegally, with 15 having completed permission for reference.

(5) Giving Back to the Community

To enhance cleanliness, security, environmental quality, social welfare, cultural constructions and public facilities maintenance for neighborhoods surrounding funeral parlors, funeral service providers provided NT\$24 million in stipends to the community in 2008.

Conclusion

In the face of the economic impact brought about by globalization and the extreme complexity of the metropolitan structure, the Department of Social Welfare continues to commit resources to upgrading various social welfare mechanisms, in the effort to create a new social welfare vision that encompasses diverse outreach programs, helps individuals and families break through the poverty cycle, enabling them to become self-sustaining, and to ensure welfare safeguards, including the following:

1. The launching of a National Annuity to systemize various welfare measures and transitional services.
2. Preparation of a transitional childcare system that integrates infant care and childcare programs.
3. Discussion on the Time Dollar project to promote mutual help among communities.
4. A campaign for protecting the financial security of the disadvantaged.
5. Sustainable renewal of funeral service facilities.