Improvement Analysis
Taiwan Fund for Children and Families
December 2017

Process to support highest governance body's own performance (4.10)

The Panel repeats its question from its last feedback letter about Board evaluations. An annex to the report showed an external evaluation of the Board of Directors from 2014, but this was not explained in the report. How frequently are such evaluations undertaken, and by whom? The evaluation appeared to be based solely on fulfilment of Board obligations. Examination of Board processes more broadly would be recommended, including opportunities for improvement.

Programme monitoring, evaluation and learning (NGO3)

TFCF conducts MEL for its programmes in both a top-down and bottom-up approach – by directors and headquarters on the strategic level as well as by branch offices at the implementation level. An overview of MEL from programme design to evaluation is provided in a table. Examples, like those provided in NGO1 and NGO2 above, would better illustrate how these processes work in practice.

A number of systems for tracking information and monitoring programmes are mentioned, but it is not clear how the results of evaluations have actually led to changes or response by management. Are the results used in planning future activities, projects and programmes? Furthermore, are the results of evaluations published? Restless Development is a good example in this regard.

Gender and diversity (NGO4)

It is stated that there is no exclusion of stakeholders by TFCF on the basis of gender, diversity or being part of a minority. It is evident that there are active efforts to include those with disabilities, with specific services tailored to those children. However, even though other groups aren't excluded from programmes, does TFCF make an effort to actively include them? Do these considerations inform the planning of TCFC's work?

The Panel repeats its questions from its previous feedback letter: is there a specific anti-discrimination or inclusion policy in place, apart from the governmental regulations? And are there any improvement targets or benchmarks to track progress?

Managing impact on local communities (SO1)

A comprehensive overview of TFCF's programmes and services is provided. Child protection is a large part of this, and it appears that support is extended to families, support structures and the wider communities of the children. Residents in those communities are also involved through volunteering opportunities.

During programmes, assessments and evaluations are carried out, including a sample survey of the serviced community. It would be valuable to see examples of the kinds of feedback received from the communities, and how these are responded to.

TFCF's exit strategies are also explained. These mainly seem based on internal evaluations of the situation. Are stakeholders and the community also consulted on the exit process?