

Taiwan Fund for Children and Families

2024 Accountability Report



財團法人

台灣兒童暨家庭扶助基金會

Taiwan Fund for Children and Families



Accountable
Now

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Opening Statement from CEO

Dear Accountable Now Panel Members,

Thank you for your continued attention to and support of our accountability practices. In 2024, we remained committed to advancing our mission of protecting and empowering vulnerable children and families, while also embracing the opportunity to reflect on our organizational resilience and responsiveness through the lens of the five core questions posed by Accountable Now.

In terms of service outcomes, we expanded our support to children and families both domestically and internationally through economic assistance, child protection, and foster care services. A notable highlight was the enhancement and pilot opening of our “Kids LOVE Space,” which uses interactive technology to educate children on safety and rights, laying the foundation for long-term prevention and awareness.

In light of a major external event that shook public trust in the social welfare sector, we responded quickly with a thorough internal review and enhanced support measures. From increasing transparency and strengthening staff care to improving our systems, we demonstrated strong organizational responsiveness and accountability. We also expanded training opportunities and maintained access to mental health resources to safeguard both service quality and staff well-being.

We also took seriously every complaint and grievance received from stakeholders, using them as opportunities to improve our systems and services. Our complaint-handling procedures were reviewed and reinforced to ensure fairness, responsiveness, and learning across all levels of the organization. Internally, we continued to foster dynamic accountability through regular labor-management meetings and open communication channels, ensuring that staff voices are heard and integrated into decision-making. Externally, we engaged with community partners and program participants through meetings, focus groups, and feedback mechanisms to co-create more responsive and relevant services.

We recognize that accountability is not only a matter of compliance but a reflection of our values and culture. Moving forward, we remain committed to transparency, responsiveness, and inclusive engagement with all our stakeholders, as we strive to create lasting impact for children and communities.

Warm regards,

Rick Chou

CEO of TFCF

TFCF Response to Core Questions

Q1: What have been your most significant achievements and impacts this year and how has this been validated with your stakeholders?

Please find below a summary of TFCF's main service outcomes in 2024. For more detailed information, kindly refer to our Annual Report on the [TFCF website](#).

- 1. Financial Assistance:** TFCF continues to provide individualized and localized support to economically disadvantaged children and families through a “sponsorship model” that matches donors with beneficiaries. Public donations are used to meet basic living and developmental needs.
 - Domestic Services: In 2024, TFCF provided financial support to 25,387 households, reaching 42,953 children and youth. Additionally, 3,158 households (6,057 children/youth) have achieved self-sufficiency in 2024. To date, 256,301 children have become self-reliant through our programs.
 - International Services: TFCF supported 62,629 children in 34 countries in 2024. The total number of children who have achieved self-reliance through our international efforts has reached 113,704.
- 2. Child Protection:** To prevent the long-term impacts of abuse—including physical harm, emotional trauma, learning difficulties, and intergenerational cycles of violence—TFCF considers child protection a core mission. In 2024, we provided case management and follow-up services to 2,960 families with 3,271 abused children and 1,455 siblings. Over 85% of these families showed positive progress within 1.5 years.

Services also included daily care, medical assistance, parenting education, counseling, and legal support to help restore family function. Additionally, 402 child protection awareness events were held, reaching at least 67,887 participants and promoting knowledge, skills, and awareness to protect children's rights and safety.
- 3. Foster Care:** TFCF served 1,661 children in foster care in Taiwan, with 427 new placements and 374 children transitioning out of the program in 2024. Foster family recruitment events were held to meet increasing service needs.

In addition to these core services, we would like to highlight new progress on our Kids LOVE Space. To enhance child protection awareness and reduce child abuse cases in Taiwan, TFCF repurposed its former office space to establish a multimedia-based interactive education center for child protection, primarily serving elementary school children. Through multi-media games and role-play, children learn to identify risks, understand how to seek help, and become aware of available resources. We also promote the UN Convention on the Rights of the Child by addressing children's rights to protection, survival, development, and expression. This is Taiwan's first child protection-themed center applying original digital media. It is envisioned as a new destination for elementary school field trips, strengthening early education on child protection.

Continuing the “test-run feedback revision plan” launched in 2023, TFCF carried out a content enhancement project for the Kids LOVE Space in 2024 to improve all child protection educational materials. During three pilot sessions held at the end of 2023, TFCF invited professionals from education, social work, game design, and exhibition planning, as well as upper-grade elementary students, to participate and provide feedback. Input was collected through children's expressions, staff observations, and expert recommendations, and served as the basis for the 2024 enhancements. The optimization process focused on qualitative data collection,

including direct feedback from children, observations recorded by TFCF staff, and responses from professional participants through a structured feedback form. All suggestions were consolidated and reviewed in planning meetings to determine improvement strategies. Adjustments included: adding Mandarin phonetic symbols to text for younger readers, adjusting voiceover content and speed, modifying volume levels, improving directional flow and signage, updating volunteer manuals with clearer activity instructions, and refining scene transitions in animated videos. These revisions were implemented in collaboration with technicians and reviewed by the TFCF team to ensure completion. The result is a more user-friendly and accessible experience for all visitors. Starting in Q3 of 2024, the Kids LOVE Space began soft operations and opened to the public. A total of 35 guided sessions were conducted, with 797 participants joining in.

Q2: How have your organisation’s accountability processes been impacted by significant internal or external changes over the reporting period?

In March 2024, a social welfare organization in Taiwan was involved in a [fatal child abuse case](#) due to inadequate case management by its social worker, who failed to detect the child's deteriorating condition in time. The incident caused public outrage and had a significant negative impact on the social welfare sector. In response, TFCF implemented the following measures across various levels:

1. **Information Gathering:** Following the incident, TFCF’s headquarters promptly collected relevant information, including media reports, the organization’s service practices, related policies and regulations, opinions from both central and local governments, and content from related review meetings. The compiled information was shared with the management team for reference.
2. **Staff Support:** The incident led to widespread public criticism of social workers, causing many to experience anxiety, insecurity, and vicarious trauma. TFCF directors and supervisors immediately addressed the emotional well-being of their teams. Executive Director Chou Ta-Yao issued a letter of encouragement to all staff, urging them to care for themselves first so they could continue supporting others. He reassured staff that TFCF would stand with them and protect them if challenges arose. Additionally, each staff member received a complimentary coffee voucher as a gesture of care.
3. **Review of Services:** TFCF thoroughly reviewed its child protection service procedures, service items, policies and regulations, supervisory mechanisms, training courses and hours, internal meetings, evaluation systems, and outcome reporting. The review concluded that TFCF’s systems are sound. In the Child Protection Work Meeting held in September 2024, these findings were shared with child protection supervisors and social workers, reaffirming that existing procedures and service models are robust. Staff were reminded to adhere strictly to established protocols.
4. **Employee Support Programs:** Since 2015, TFCF has provided all staff with access to employee counseling services. In 2018, the organization introduced an occupational safety program, followed by a mental health and well-being program in 2023. These initiatives will continue to support staff in maintaining their physical and emotional health and achieving work-life balance.
5. **Training Adjustments:**
 - A. Starting 2024, TFCF expanded all child protection training courses to be available to any interested social worker, not limited to those directly engaged in child protection services. Training now includes courses on identifying signs of child abuse, enhancing caseworkers’ sensitivity to possible abuse-related injuries to facilitate timely reporting.
 - B. In 2025, TFCF will introduce a new “Fundamentals of Risk Identification in Child Care” module into the introductory family social work training program for social workers with less than two years of experience. The course will equip staff with risk awareness through real-life case sharing by frontline practitioners. Trainees will practice using assessment frameworks and identifying

family vulnerability indicators to better understand the challenges and needs of families, and to offer appropriate interventions to reduce the risk of child neglect or abuse.

6. **External Communication:** When contacted by the public with questions or concerns, TFCF's customer service staff provided clear explanations about TFCF's operations and position, offering official information from TFCF's website and relevant government agencies to clarify that TFCF was not involved in the reported incident. All feedback was documented to monitor potential impact on donations and public perception. TFCF closely tracked donation trends for about four weeks, particularly in cases where supporters considered canceling donations or sponsorships due to misinformation. In such cases, TFCF proactively clarified facts and, when needed, provided detailed financial reports or other information to reassure donors and sponsors. Although a small number of donations were canceled, the vast majority of supporters expressed continued trust and encouragement for TFCF's services.

On November 4, 2024, [a tragic suicide by an employee of the Ministry of Labor's Workforce Development Agency shocked the nation](#). Allegations arose suggesting the employee's supervisor had engaged in workplace bullying, potentially contributing to the incident. In the aftermath, numerous media reports highlighted similar cases of workplace bullying in the public sector, raising public awareness of such issues. In December 2024, another case drew widespread attention: [a 17-year-old part-time worker at McDonald's, who had reportedly been sexually assaulted by a supervisor and later died by suicide after developing depression](#). This incident intensified public scrutiny of workplace sexual harassment handling mechanisms and employer responsibilities. To foster a respectful and safe workplace, TFCF had proactively adopted preventative measures even before these incidents occurred. In 2022, the organization established a Prevention Plan for Workplace Violence, in accordance with the Ministry of Labor's *Guidelines for the Prevention of Unlawful Infringement During the Execution of Duties*. The plan is regularly reviewed and continuously implemented.

1. In August 2024, during the supervisor meeting, all supervisors were provided with a "Workplace Misconduct Self-Assessment Checklist and Declaration" (Attachment 1), made available by TFCF's on-site occupational health nurse. Supervisors were asked to review their own behaviors for signs of potential bullying, then sign and return the completed form. This step aimed to promote awareness and restraint regarding any inappropriate or bullying behavior.
2. Throughout 2024, department heads at TFCF Headquarters participated in one-on-one interviews with the occupational health nurse. Using the "Risk Identification and Assessment Form for the Prevention of Workplace Aggression and Misconduct" (Attachment 2), the nurse assessed the potential internal and external risks of unlawful workplace behavior within each department and provided recommendations for enhancing or adjusting relevant preventive measures.
3. As part of the organization's 2024 strategy for preventing workplace violence, a voluntary questionnaire titled "Workplace Violence and Risk Assessment Questionnaire" (Attachment 3) was distributed to staff members. Employees who chose to participate were also offered confidential consultations with the occupational health nurse, providing a private and secure environment for seeking support and guidance.
4. At the end of 2024, TFCF incorporated sexual harassment prevention measures into its broader workplace bullying prevention initiatives. In 2025, the organization plans to issue a public written statement titled "Declaration Against Workplace Violence and Sexual Harassment," which will be posted across all branches to reinforce a zero-tolerance policy toward unlawful workplace behavior.

Q3: How has your organisation learned from reported incidents, complaints and grievances received in the past year? (These may include safeguarding, fraud, corruption, whistleblowing, integrity violations, etc.)

In the previous year, the AN Independent Review Panel recommended that TFCF provide an overview of stakeholder complaint submission channels, complaint handling procedures, and a summary of complaints received at different levels of the organization. The general procedure for handling complaints is as follows: (1) identify the subject and nature of the complaint; (2) assign the case to the relevant department; (3) conduct an investigation; (4) respond to the complainant. Complaints are categorized into three main types as described below:

Category	Case Scope	Headquarters (No consolidated data is available from domestic branch offices)		Overseas Branch Offices	
		Case Number	Handling Department	Case Number	Handling Department
Employee Complaints*	Employment discrimination, sexual harassment, inappropriate conduct or management, disciplinary actions, performance evaluation, policy design, direct complaints to government authorities	2	Administration Department	3	respective branch offices
Beneficiary Family Complaints	Attitude of social workers, service management, subsidy application, volunteer service hour certification	18	Social Work Department	10	respective branch offices
Donor/Sponsor Complaints	Doubts about a specific child, dissatisfaction with branch office handling/sponsorship service/donation process	No annual statistical records	Sponsorship Relations Department / Finance Department	No records	Sponsorship Relations Department / Finance Department / respective branch offices

*Note: Includes both internal grievance cases and complaints filed directly to government authorities.

1. Employee Grievances

TFCF values employee feedback and handles all grievances with care. Domestic staff may submit grievances via the Administration Department's official email or directly to the director of the Human Resources Division. Overseas staff have different reporting mechanisms, including individual supervision, group meetings (for local

staff only), direct feedback to Taiwanese specialists or representatives, or annual supervisory visits. Most issues are resolved through these channels. Grievances from overseas staff mainly concern management, such as difficulty adapting to the management style of Taiwanese supervisors, or dissatisfaction with policies (e.g., overtime compensated only with leave), which may lead to complaints to government authorities. TFCF promptly investigates all staff grievances, domestic or overseas, and communicates the findings to the complainant upon conclusion. For the grievance handling flowchart, please refer to Attachment 4.

【 Case Example 】

In 2024, TFCF received a grievance from a domestic employee rated "C" in the 2023 performance review. Upon receipt, the Grievance Committee convened, formed an investigation team, and gathered statements and evidence from both the employee and supervisor. The investigation verified whether (1) the social worker fulfilled visitation and documentation duties, and (2) the branch had clearly communicated the 80% record completion benchmark as a key evaluation item. Cross-checks between visitation records and attendance logs revealed that the employee had left their post without prior notice and had 15 discrepancies in attendance records during 2023, constituting negligence. The Grievance Committee dismissed the grievance, and the Administration Department notified the employee and archived the case. TFCF's reflections and improvement measures on this case include:

1. Strengthen communication of work objectives during annual planning. Supervisors should set clear goals, inform staff of evaluation criteria, document counseling sessions for underperformance, and provide support to ensure improvements are made within deadlines.
2. Reinforce the reporting of attendance and leave, given the high frequency of fieldwork among social workers:
 - (1) Attendance policies must be explained upon onboarding, and reviewed during new employee training.
 - (2) Branch offices may automate daily end-of-day reminders prompting staff to verbally report to supervisors and complete online applications for outings, leave, or overtime. Attendance staff should monitor anomalies in attendance system records and remind staff to address issues promptly.
 - (3) Attendance system should display daily lists of staff on official duty or leave to improve transparency and oversight.

2. Service User Grievances

TFCF values feedback from service users and offers multiple channels for expressing their experiences, including interviews, phone calls, letters, and participation in activities. In September 2024, TFCF issued the Guidelines for Protecting Service Users' Rights (See Attachment 5 and 6) and published them on the websites of all domestic branch offices, exemplified by the [Taitung Branch website](#), reaffirming our commitment to human rights, service quality, and social justice.

When a grievance is filed with a branch office, an investigation is immediately initiated. Supervisors discuss the case with relevant staff, plan follow-up actions, and respond to the complainant. If the response is unsatisfactory, the service user may appeal. When necessary, a task force may be formed, including an impartial third party. All cases are documented and monitored to ensure service quality and prevent recurrence.

While overseas branches have not formally adopted these guidelines, grievance handling procedures are similar. Anonymous complaints are not subject to investigation unless sufficient identifying information is available.

In 2024, most domestic grievances received by Headquarters involved dissatisfaction with social workers' attitudes, followed by concerns over service termination. Overseas grievances mainly related to dissatisfaction with the termination of assistance.

【 Case Example 】

A single mother raising four children received financial aid for two of them through TFCF. She filed a grievance claiming that, between 2023 and 2024, her social worker made requests that were incomprehensible to her and failed to connect her to available resources during her illness-related unemployment. In August, she was informed of a full termination of aid by year-end, leaving her unprepared. Given her health and financial hardship, she requested continued support.

Response: TFCF promptly contacted the mother to empathize with her concerns and clarify the situation. The branch's supervisor launched an investigation, holding separate discussions with the mother and the social worker. Given the family's financial strain, the service goal shifted to stabilizing their living conditions first, postponing plans for transitioning to self-reliance until her health improved. The supervisor also reminded the social worker to enhance communication and adjust service approaches to better meet client needs.

3. Complaints from Donors/Sponsors

The complaint process flowchart can be found in Attachment 7. Complaints from donors/sponsors are handled by different departments, and currently, there is no annual summary of related complaint statistics.

【 Case Example 】

A report was received regarding a sponsor with about 110,000 followers on social media, who repeatedly shared information about the foreign sponsored child, including the child's personal data and photos. Although some parts were blurred, the child's name and upper face were still clearly visible. TFCF first thanked the sponsor via email for sharing sponsorship experiences on social media but kindly reminded her to ensure the child's full face, name and sponsor number were blurred to prevent potential violations of child privacy laws during well-intentioned sharing. TFCF also provided the sponsor with the child protection regulations and example images for photo handling. The sponsor thanked TFCF for the reminder and assured that no further information regarding the child would be shared online. It was also confirmed that the sponsor had removed all child-related information from the internet.

TFCF's website and the child information sheet already contain the message: "In accordance with [Personal Data Protection Act](#), please do not post children's personal data or photos on websites or media in public settings." However, following this incident, TFCF will consider expanding communication channels (e.g., newsletters) or adjusting communication methods (e.g., videos with accompanying text) to ensure all sponsors fully understand sponsor-related rules, providing greater security for sponsored children.

Regardless of the nature of the complaint, TFCF takes every complaint seriously. Through handling complaints, TFCF has the opportunity to improve, enhance its communication and coordination processes, and build more robust systems to deliver higher-quality services.

Q4: Internally, how has your organization practised a more dynamic approach to accountability?

To maintain an effective internal communication and feedback mechanism, TFCF has held regular labor-management meetings since 2016, with labor and management representatives appointed at each branch.

1. Composition of Representatives

- Management representatives: At headquarters, representatives are appointed by the CEO. At branch offices, directors and supervisors serve as ex officio management representatives, with additional representatives designated by the director of each branch.
- Labor representatives (including alternates): Elected by anonymous voting among employees within each branch office.

2. Meeting Frequency

Routine labor-management meetings are held quarterly. Ad-hoc meetings may be convened if necessary.

3. Pre-Meeting Procedure

A meeting notice is issued seven days in advance to all representatives. Proposals and discussion items are shared at least three days prior. Meetings proceed only if more than half of both labor and management representatives are present and signed in.

4. Meeting Content and Process

During meetings, representatives may propose topics related to labor relations, cooperation, working conditions, employee benefits, and the functioning of the labor-management mechanism. Open discussion and response are encouraged, followed by a summary and conclusion by the chair. Meeting minutes are circulated among representatives to disseminate updates within their respective departments or teams.

【Example】

In the third labor-management meeting of 2024, labor representatives proposed revising the overseas travel subsidy for staff. Some employees had been unable to utilize this benefit due to personal or health-related travel restrictions and suggested offering a domestic travel subsidy as an alternative. Management responded that the overseas travel subsidy aims to broaden employees' international perspective and support work-life balance, while domestic travel opportunities are already offered annually through staff outings. After thorough discussion, a compromise was reached: employees with valid reasons preventing overseas travel may submit a special request to the Administration Department for evaluation and possible use of the benefit in an alternative form, reflecting the organization's commitment to a friendly and inclusive workplace.

Q5: How has your organisation worked towards being dynamically accountable to your external stakeholders (i.e partners, communities, programme participants, etc)?

This section focuses on feedback mechanisms implemented by TFCF's overseas branches. In general, overseas offices collect feedback from families and community partners during program implementation through program visits, feedback surveys, focus groups, or community meetings. This feedback serves as a reference for adjusting service programs.

Case 1 – Community Meetings in Eswatini:

The Eswatini branch office holds biannual community meetings in June and November, inviting women in the community (key local actors supporting program implementation) and schoolteachers to discuss service programs. While originally serving as a communication platform, these meetings evolved after community participants expressed a need for vocational training. In response, the center integrated vocational training into its service design.

Case 2 – Nutrition Program in Vietnam:

During a program monitoring visit for the nutrition program, the Vietnam branch office received feedback from parents about difficulties in attending activities due to childcare needs. As a result, the branch began providing a designated play area and childcare support during events, enabling greater parental participation.

Regardless of the method used to collect feedback from program participants or service users, TFCF aims to refine its service design to better meet family needs and achieve intended outcomes.

TFCF Youth Capacity Building: Fishing Pole Program

Program and Stakeholder Impact Report

1. Program Overview

(1) Executive Summary

This report presents the outcomes of the “Youth Capacity Building: Fishing Pole Program” implemented from August 2023 to July 2024. Based on the concepts of asset-building and empowerment, the program supports economically disadvantaged college students in developing the ability to face future life challenges. Through capacity building, financial literacy education, and promoting social participation, the program aims to enhance youths’ self-reliance and social responsibility. This report also explains how stakeholders are involved in the program’s design, implementation, and evaluation, and responds to relevant Accountable Now accountability indicators, demonstrating TFCF’s commitment to transparency and social responsibility.

(2) Program Background

Youth is a critical period of role transition and self-exploration. However, today’s youth face complex challenges such as artificial intelligence and technological advancement, and structural changes in the economy. These factors create uncertainty and pressure throughout their development. In the job market, recent graduates face higher risks, and those from well-resourced families tend to perform better. For youth from underprivileged backgrounds, limited resources make it even more necessary to receive societal support to overcome developmental barriers. Therefore, it is essential to assist young people in exploring their interests and values, while also equipping them with the necessary skills to transition into society.

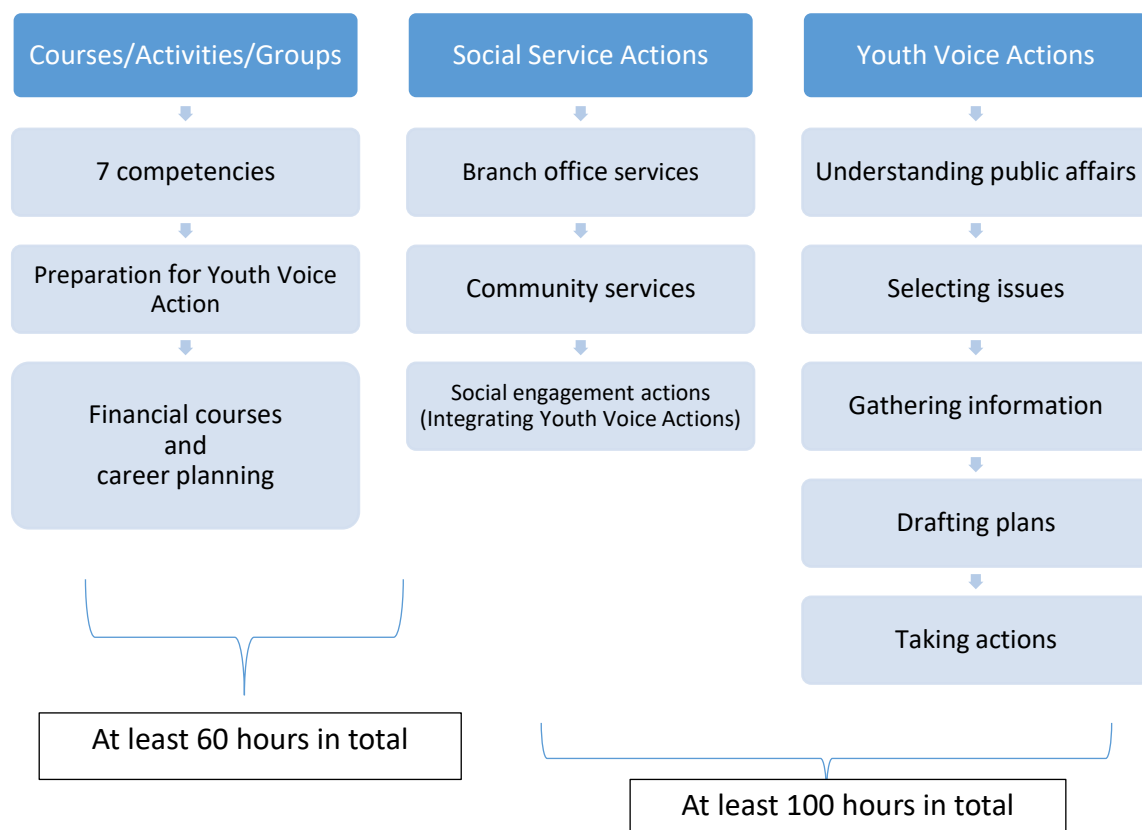
TFCF developed the “Youth Capacity Building: Fishing Pole Program” based on the asset-building concept, aiming to enhance youth capacities and help them accumulate economic, social, psychological, and human capital to face future career challenges. To foster interaction and knowledge exchange among youth across different counties and cities, a national program showcase is held at the end of each program cycle, providing a platform for youth from different TFCF branches to present their learning outcomes. In 2024, the “Youth Voice” exhibition continues, offering a collaborative and inspiring space for participants to express and grow together.

(3) Target Group

Participants include college students from TFCF-assisted families or families that have become self-reliant within the past year, who had been in their 1st to 4th year of undergraduate studies or 1st year of graduate studies (including 4th- and 5th-year students in five-year vocational college programs).

(4) Service Content and Implementation

Grounded in the principles of youth asset building and capacity development, the Fishing Pole Program incorporates multiple strategic actions, integrating user participation throughout its design and execution. The strategic action plan is illustrated in Figure 1 below:



Through the program's strategic actions, youth are empowered in three key areas:

1. **Enhancing Financial Literacy:** Inviting lecturers or financial trainers to teach financial management and investment knowledge, aiming to equip youth with tools for breaking the cycle of poverty.
2. **Career Exploration and Planning:** Guiding youth in self-exploration and career planning, helping them transition to the workforce and strengthen skills such as communication, body language, and interview techniques.
3. **Promoting Social Participation:** Encouraging youth to engage with social issues and give back through direct action, such as conducting street interviews, community service, and advocacy activities.

Based on the above, the program aims to support youth in developing the following competencies, as outlined in Table 1:

Table 1:

Competencies	Contents	Explanation
Teamwork	Collaboration Communication Building interpersonal interactions	In addition to developing a sense of self-awareness, youth from disadvantaged backgrounds often need to earn their own living due to economic constraints, and thus develop the habit of living independently. This situation may make them lack of experiences in teamwork.
Leadership	Proactively propose suggestions Lead	Youth who have experienced long-term disadvantage may sometimes suppress their opinions, gradually becoming reluctant to speak up. Additionally, they may lack the

	Make decisions	motivation to actively pursue leadership roles and feel unsure about taking on responsibilities.
Care	Sensitivity and empathy to social issues	In practice, some disadvantaged youth demonstrate a strong sense of empathy shaped by their upbringing. With proper guidance, this strength can be leveraged through social participation to foster the development of other skills.
Creativity	Independent thinking Innovation	During their formative years, the voices of disadvantaged youth are often unheard. Under the interplay between personal experiences and their environment, they may also appear to lack opinions or initiative.
Initiative	Ambition Planning and execution Problem-solving	Disadvantaged youth often lack the courage or motivation to pursue their dreams and have limited planning for the future. Through public participation, they can broaden their perspectives and learn to transform ideas into action.
Employability	Career planning Financial literacy Essential workplace competencies	After graduating and exiting TFCF's support system, disadvantaged youth often face greater economic pressure and financial constraints, resulting in a more urgent need to secure employment.
Reflection	Organizing self-experience Systematic thinking	During their upbringing, disadvantaged youth often receive limited guidance from their parents in reflective learning, highlighting the need to cultivate systematic thinking skills.

2. Stakeholder Participation and Verification Mechanisms (Methods of Involving the Community and Youth in Evaluation)

(1) Information Disclosure and Transparency

- I. Regularly publish program implementation reports, including objectives, services, outcomes, and financial information, as well as results and accountability in response to the 2023 fundraising campaign for poverty alleviation.
- II. Provide relevant program information—such as program overview, target participants, activity updates, and video highlights—through TFCF's official website, Facebook, Instagram, and annual reports, demonstrating the organization's commitment to youth empowerment and long-term engagement.

(2) Community Engagement and Feedback Mechanism

The program regularly promotes and organizes the “National Youth Showcase” and “Youth Forum,” and encourages implementing branch offices to host their own local presentations. By inviting the general public, local support groups, community workers, case social workers, and youth's friends and family to participate, the program strengthens social involvement. Four scholars and experts specializing in Good Health and Well-being, Environmental Sustainability, Social Engagement, and Local Culture were invited to the Youth Forum to

provide feedback and engage in dialogue with the youth on their advocacy topics and reports. These interactions not only assess the program’s impact but also help TFCF gather constructive suggestions from various sectors.

(3) Youth Self-Assessment and Feedback

- I. Survey Evaluation and Feedback: The program encourages participating youth to provide direct feedback. This is collected through “pre- and post-program surveys” and a “post-program impact survey” to assess program effectiveness and participants’ experiences. The findings are then used to continuously refine the program. A summary of youth self-assessed growth is presented in the following table:

Item	Respondents who perceived personal progress	Percentage
1. Collaborating and communicating with others (Teamwork)	172	87%
2. Building supportive friendships (Teamwork)	164	83%
3. Applying creative thinking in daily life (Creativity)	102	52%
4. Having confidence to take on challenges (Initiative)	139	70%
5. Facing and solving problems (Initiative)	134	68%
6. Proactively offering suggestions (Leadership)	128	65%
7. Willingness to take on leadership roles (Leadership)	89	45%
8. Being sensitive to others' needs (Empathy)	126	64%
9. Ability to think, analyze, and make judgments (Reflection)	127	64%
10. Better understanding of oneself (Reflection)	130	66%
11. Developing a saving habit (Initiative)	136	69%
12. Interacting with peers in group settings (Teamwork)	141	71%
13. Improved interpersonal relationships at school (Teamwork)	76	38%
14. Increased confidence in learning (Initiative)	77	39%
15. Clearer learning goals (Employability, Initiative)	95	48%
16. Setting career goals and concrete action plans (Employability, Initiative)	104	53%

- II. Alumni Forum for Fishing Pole Program College Youth:

The program organized the forum, inviting past participants to share their experiences. These alumni engaged with current participants to exchange insights. In some cases, branch offices even invite graduates or youth who are already in the workforce to share their professional experiences.

3. Transparency and Data Verification (Public Disclosure and Third-Party Validation)

TFCF publishes annual reports on the Youth Capacity Building: Fishing Pole Program. The results of the August 2023–July 2024 cycle are as follows:

- (1) The program was implemented by 19 branch offices, with a total of 198 youth completing full participation.
- (2) A total of 1,622.5 hours of training courses were delivered, and participants completed 2,556 hours of service activities, including youth voice and social service.

Branch	Youth Voice Topic	Number of Participants Completed	Total Course Hours	Total Action Hours
Keelung	Stories of You and the Branches – Connecting with Yourself Through Nature	12	130.5	114
Taipei	Eco-Fishing 19 – Waste Reduction and Recycling	5	108	143
New Taipei	Let's Talk Depression! – Understanding Depression and Encouraging Support	9	198	108
Taoyuan	Eat Right Every Day – Practicing Balanced Nutrition Together	9	246	173
Hsinchu	The Dance Between Pedestrians and Cars – Learning Road Safety Through Humor	7	120	128
Miaoli	Passing the Torch of Miao – Reviving the Passion for Fire Festival Culture	9	90	152
North Taichung	Beauty and the Beat – Beating Appearance Anxiety	11	72	129
South Taichung	SDGs: Earth Transformation Project	10	70	100
Changhua	Dragon Boat, Our Story – A Cultural Trip to Lukang on the Dragon Boat Festival	8	330	108
Nantou	Sounds of Ritual in Puli – Exploring Local Intangible Cultural Heritage	11	114.0	110
Yunlin	Flavors and Faces of Yunlin – A Closer Look at the County's Identity	10	121	171
Chiayi	"Wood" You Know Chiayi? – Promoting the Wood Capital's Culture and Development	8	348	120
South Tainan	Stand Out in the Trend – Escaping the Vortex of Blind Following	14	251	113
North Kaohsiung	The Stress Awards – A Youth Guide to the Small but Mighty Stresses of Life	10	115	142.5
South Kaohsiung	Fraud Alert! – Anti-Scam Awareness Campaign	11	192	101
Pingtung	Anxiety Clinic – Learning to Coexist with Anxiety	17	214	232.5
Yilan	Don't Let Tears Say Goodbye – Addressing Teenage Suicide Awareness	15	130	174
Taitung	Stray Together, Go Together – Raising Awareness on Stray Dog Management	13	234.0	112

Branch	Youth Voice Topic	Number of Participants Completed	Total Course Hours	Total Action Hours
Penghu	Coral Oath: Have You Kept Yours? – A Mission to Save the Reefs	9	227	125
Total		198	1622.5	2,556

(3) TFCF Headquarters held “Youth Forum Series” – Four Topic Areas on July 13, 2024 (Saturday)

TFCF invited youth representatives from its 19 branch offices to present under four main themes: Good Health and Well-being, Environmental Sustainability, Social Engagement, and Local Culture.

Selected youth representatives from the following initiatives were interviewed to further highlight adolescent mental health issues:

“Stand Out in the Trend – Escaping the Vortex of Blind Following”

“Don’t Let Tears Say Goodbye – Addressing Teenage Suicide Awareness”

“Anxiety Clinic – Learning to Coexist with Anxiety”

Additionally, youth from the following topics were also invited to share their actions:

“Eco-Fishing 19 – Waste Reduction and Recycling”

“Sounds of Ritual in Puli – Exploring Local Intangible Cultural Heritage”

A video of the full event was published on TFCF’s official website and [YouTube channel](#) for promotion and awareness.

Following the above “Youth Forum Series,” each branch office set up booths displaying youth-led exhibition materials (provided by participating youth). Each booth was designed with interactive activities or games created by the youth to engage the public and promote their advocacy messages.

4. Challenges and Improvements

- (1) Some participants were unable to fully attend the program activities due to academic pressure or family obligations. Response strategies:
 - (a) Adjust course schedules flexibly and provide online classes to allow participants to learn during fragmented time.
 - (b) Offer alternative resources and information to those who withdraw, and extend support through individual casework.
- (2) Limited program resources were unable to meet the needs of all participants. Response strategies:
 - (a) Continue to connect with external resources to expand the program’s service scope.
 - (b) Compile and share public and community resources with participating members.

5. Impact Story: Ya’s Journey of Transformation

Ya, a sophomore majoring in finance, was a young person who felt lost and anxious about the life awaiting her after entering society. She shared that she lacked a clear career plan and was concerned about not being capable enough to meet societal expectations. This left her feeling passive and lacking confidence. Such concerns are not uncommon among youth, but they were particularly challenging for Ya, whose family faced economic hardship and had limited access to resources.

At this critical stage of identity transition, Ya not only had to begin exploring her self-worth and pursuing life goals, but also struggled to strike a balance between societal expectations and personal aspirations. Moreover, she had to learn to reduce her dependence on her family while bearing the burden of contributing financially and fulfilling her family's hopes.

Program Participation and Transformation

Fortunately, during her sophomore year, Ya joined the Taiwan Fund for Children and Families' Youth Capacity Building: Fishing Pole Program. At first, she was introverted and slow to warm up, often passive in group settings and needing guidance from others to participate. However, over the course of the one-year program, she gradually experienced a transformation through the following approaches:

- ✓ **Self-Exploration and Career Direction:** Through self-exploration courses offered by the program, Ya gained deeper insights into her abilities and strengths. With guidance from career planning sessions, she set concrete goals such as becoming a civil servant or a certified public accountant, and even mapped out a learning plan that included enrolling in preparatory courses. The program's financial planning component also helped her manage her resources more effectively, laying a solid foundation for achieving her goals.
- ✓ **Growth in Leadership and Communication Skills:** Ya challenged herself by taking on the roles of meeting facilitator and activity coordinator during the program. By practicing how to express her views in a team setting, she gradually improved her leadership and communication skills. These experiences not only boosted her self-confidence but also prepared her for future challenges in the workplace.
- ✓ **Building a Supportive Social Network:** Through the program, Ya made friends who shared similar values and goals. Whenever she felt confused or overwhelmed, her peers offered thoughtful reminders and encouragement. When she encountered setbacks, they supported her without judgment. This warm and welcoming group atmosphere made Ya grow deeply fond of the Fishing Pole Program and helped her discover her role and value within the team.

Program Impact

Ya's story highlights the tangible impact of the Youth Capacity Building: Fishing Pole Program:

- ✓ **Enhanced Career Development Skills:** Through courses on career and financial planning, the program helped young participants clarify their professional goals and learn how to manage resources effectively, preparing them for future growth.
- ✓ **Increased Self-Confidence and Social Adaptability:** By engaging in group activities and stepping out of their comfort zones, participants built self-confidence, improved their communication skills, and strengthened their ability to adapt in social settings.
- ✓ **Stronger Support Networks and Improved Empathy and Teamwork:** The program fostered a warm

and supportive environment, enabling young people to encourage one another, build lasting friendships, and face life's challenges together.

Ya's Reflection

"Through the Fishing Pole Program, I took on challenges I never imagined myself facing, and discovered different sides of who I am." Ya shared how the program helped her take steps she had never previously considered and steadily move toward her goals. "I'm truly grateful for the encouragement and support from my family and social worker—it made this past year vibrant and fulfilling. More importantly, I met a group of like-minded friends whose support and encouragement continue to be my driving force."

Conclusion

Ya's success story is a powerful testament to the impact of the Youth Capacity Building: Fishing Pole Program. The program effectively supports young people from economically disadvantaged backgrounds in developing essential skills, building confidence, and laying a strong foundation for their future careers. Through this initiative, youth not only gain the "fishing pole" they need to learn how to thrive independently—they also discover their direction and sense of purpose in life, setting meaningful milestones for themselves along the way.

(1) Event Interview and Video Recording:

Video link from the two-day event is provided below:

[TFCF Youth Capacity Building: Youth Voice in Action | Youth Passport | 2024](#)

(2) Event Photos:

	
<p>"Colors" communication course</p>	<p>Career exploration session</p>
	
<p>Experiential education course</p>	<p>Visit to animal shelter</p>



TFCF youth presenting their project highlights on stage



Youth Voices Showcase and Exhibition Booths