



CWLF

Child Welfare League Foundation

2021

Annual Report





CWLF's

Three Key Service Areas

Over the past 30 years, we have developed over 25 services in 3 key areas to address various issues affecting children and meet children's care needs.

Family Preservation Services

We provide family preservation services for children and families who experience adversities and need financial support and professional social services. For children with trauma, in need of child protective services, going missing or in face of parental divorce, our family preservation services reach all corners of Taiwan including remote areas.

Family Strengthening Services

We provide better childcare resources and support for families with children under 18 years old to effectively lower the risks of family crisis. The services include adoption services, various childcare support services for infants and toddlers who are in early developmental stages, and parenting and care support services for caregivers.

Public Outreach

We facilitate policy and regulation change on matters affecting children and families in Taiwan and conduct advocacy campaigns to raise awareness. We run various child empowerment projects. For specific issues, we also facilitate cross-agencies and cross-sectoral collaborations with the aim to make children's business everyone's business.

Family Preservation Services

We provide family preservation services for children and families who experience adversities and need financial support and professional social services. The services include: Adopted Children and Biological Families Service, Children in Remote Areas Service, Family Mediation Service, Family in Adversity Service, Child Protection and Trauma Service, and Missing Children and Youth Service.

Adopted Children and Biological Families Service

-  Received **504** adoption consultation calls
-  Helped **59** children to find their forever families
-  Provided service for **101** biological families
-  Provided root-search service for **46** adoptees

Child Protection and Trauma Service

Family Intervention Service and Family-Based Care for Child Protection Placement in Taoyuan City Service

- Provided service for **307** families
- Safeguarded **373** children
- Conducted **16,789** visitations in 2021 with the average of **1,399** visitations (home visitations and telephone interviews) per month
- Provided daily supplies for **1,054** clients; provided subsidies for **444** times

Center for Child Trauma and Resilience

-  Provided service for **523** people
-  Conducted **3** cross-sectoral case conferences

Trauma and Recovery Helpline (launched in June, 2021)

- Received **121** calls
- Top 3 most asked questions:
 1. Care for trauma clients and discussion on parenting
 2. Consultation and referrals to Center for Child Trauma and Resilience service
 3. Psychiatric resources










Family Mediation Service

- Conducted **68** divorce focus groups with **431** participants
- Organized **95** divorce parenting forums with **1,421** attendants
- Conducted family mediation for **232** families with **3,021** clients
- Conducted **428** supervised visitation and handover sessions for **116** cases with **5,820** participants
- Provided consultations regarding post-divorce childcare plan and visitation for **1,888** people











Family in Adversity Service

Adversity Turnaround Service

-  Provided financial subsidies for **10,294** children
-  Provided phone consultation service for **17,840** people with the average of **1,487** calls per month
-  Conducted **332** home-based childcare consultations for families with children under 6
-  Provided service for **957** families in adversities; safeguarded **1,860** children
-  Conducted **6,566** home visitations with the average of **547** visits per month
-  Provided daily supplies or other assistance to **5,064** children
-  Conducted **77** promotional activities for **387** participants、Conducted **7** child groups for **29** participants、Conducted **1** parenting group for **11** participants、Conducted **4** parent-child activities for **60** participants

Vulnerable Family Strengthening Service

-  Conducted **7** child groups for **88** participants
-  Conducted **60** promotional activities for **961** participants
-  Conducted **79** parenting courses and parent groups for **237** participants
-  Conducted **13** respite care and parent-child activities for **200** participants
-  Conducted in average **430** home visitations per month with the total of **5,161** visits
-  Provided **12,910** phone consultations with the average of **1,075** calls per month
-  Provided service for **612** vulnerable families; safeguarded **1,255** vulnerable children
-  Provided daily supplies or other assistance to **1,726** children
Provided financial subsidies for **607** children

Children in Remote Areas Service



- Provided **5,251** disadvantaged students subsidies for daily expenses
- Provided **433** remote schools subsidies for development of **757** student clubs
- Provided **6,243** boxes of food consumed during school vacation
(Due to the pandemic, each family received an additional box in summer vacation.)
- Provided **66** remote schools subsidies for hardware needed for online education during pandemic
- Provided **261** remote schools subsidies for their aftercare program giving **7,834** students place to do homework and study

Missing Children and Youth Service

Missing Children Service



Received **5,524** calls from 0800 missing helpline



Provided service for **158** missing children and successfully found **66** children



Conducted online safety lectures for **8** schools with **2,621** participants

Parental/Family Abduction Service

- Opened **141** family abduction cases;
found **126** children; **104** cases in progress



Youth Service

- Conducted **6** online safety lectures with **1,394** participants
- Provided **2** class counseling sessions each for **8** classes with **402** participants
- Conducted **2** AR Puzzle Game activities for **237** people
- Conducted **1** online safety camp for **22** children

Family Strengthening Services

We provide better childcare resources and support for families with children under 18 years old to effectively lower the risks of family crisis. The services include Adoption service, Childcare Support Services, Parent-Child Centers and Helpline Services.

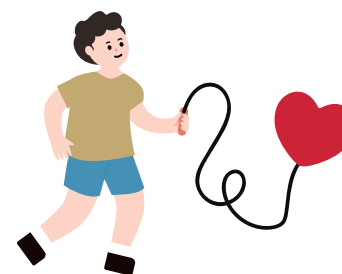
Helpline Services



Parenting Helpline

- Provided consultation to **1,159** caregivers
- Provided a total of **18,125** minutes consultation on phone
- Most asked questions: “child personal situations” and “family relationship issues”

Youth Helpline



- Received **3,610** calls
- Provided a total of **37,390** minutes consultation on phone
- Most asked questions: “personal issues” **62.9%**, where “emotional distress” accounted for **25.9%**

Children Helpline

- Received **8,046** calls
- No. 1 reason to call in was “personal sharing” with **2,285** calls, including children’s self-introduction, sharing their experiences, feelings and recreational activities.
- For calls discussing about worries, the most common topic was “worries about learning environment” (**613** calls), from which **248** calls were about “interpersonal relationship.” The other topics include stress of schoolwork (**213** calls), teacher-student relationship (**82** calls), worries among peers (**76** calls), relationship issues (**67** calls) and adaptation to new environment (**26** calls)



Adoption Service

- Received **713** calls for adoption consultation
- Provided service for **10,443** adoptive families
- Conducted **12** sessions of adoption preparatory groups for **396** participants
- Conducted **25** sessions of adoption parenting education courses or groups for **291** participants
- Provided post-adoption services for **953** adoptive families
- Conducted **4** post-adoption reunion activities for **137** people
- Conducted **10** sessions of post-adoption parenting groups for **145** people

Parenting and Childcare Support Service

Attachment & Biobehavioral Catch-up (ABC) Program and Taichung City Childcare Guidance Service

-  Provided ABC infant and toddler service for **48** clients with **168** courses
-  Provided **1,161** childcare consultation service
-  Home-based childcare guidance service: **111** families, **251** people
-  Thematic parenting courses: **34** courses, **983** people
-  Service promotion: **9** promotional activities, **3,639** people

Professional Toddler Guidance Service

- Provided service for **44** preschools in Taipei City for **91** families and **96** children
- Conducted **31** promotional activities for **437** participants
- Conducted **1** toddler emotion group for **7** participants
- Conducted **1** parent mindfulness group for **5** participants



Childcare and Parent-Child Service



Welcome to Our Comfort Zone

- Conducted caregiver respite and therapeutic series courses and parent-child series courses for **2,225** people
- Conducted **26** series courses and activities with **158** lessons
- Due to pandemic, we developed **10** different online science kits with **2,000** packages; developed **10** online science tutorial videos with **979** views; conducted **8** online child activities for **56** people; livestreamed **3** parent-child yoga classes reaching **4,054** people
- Created online channel with “Play Out Children’s Inner Voice” and “Children’s Monthly Buzz Feed” series with **12** videos reaching **26,685** people
- Collaborated with Keep Going to conduct **1** child emotion course and **2** presentation ceremonies with **220** participants

Parent Support Community Service Centers

- Provided childcare consultation for **977** people
- Conducted **256** parent-child activities for **2,844** people
- Conducted **98** parent groups for **359** families and **762** people
- Provided service for **5,776** people including **2,883** young children
- Created **10** different online parent-child interaction kits with **2,000** packages, Created **18** online parent-child interaction videos with **2,633** views



Taipei City Childcare Resources Center

- Updated and maintained Taipei City Infant and Toddler Childcare Service Resources Website with **24,250,364** views in total
- Provided infant and toddler childcare consultation and referrals for **7,398** people
- Conducted itinerant consultations for **102** childcare institutes
- Conducted **19** professional trainings for **824** Taipei City childcare practitioners
- Conducted **189** professional trainings for **14,944** Taipei City institutional care or family-based care practitioners



Parent-Child Centers



Songshan Parent-Child Center

- Venue: opened **478** sessions with **17,941** visitors
- Parent-child activities: conducted **42** sessions with **1,048** participants
- Community promotional activities: conducted **4** sessions with **157** participants
- Parenting education: conducted **7** sessions with **64** participants
- Disadvantaged or special needs children service: conducted **1** session with **14** participants
- Inclusive service: conducted **3** sessions with **66** participants
- Service during pandemic (venue closed): created **13** parent-child interaction videos; made **1,000** calls; distributed **500** material kits

Xinyi Parent-Child Center

- Venue: opened **516** sessions with **24,810** visitors
- Parent-child activities: conducted **47** sessions with **1,096** participants
- Community promotional activities: conducted **4** sessions with **148** participants
- Parenting education: conducted **7** sessions with **337** participants
- Disadvantaged or special needs children service: conducted **3** sessions with **76** participants
- Inclusive service: conducted **74** sessions with **254** participants
- Service during pandemic (venue closed): created **10** parent-child interaction videos; made **1,007** calls; distributed **204** material kits

Yilan Bravo Parent-Child Center

- Venue: opened **409** sessions with **9,447** visitors
- Parent-child activities: conducted **48** sessions with **713** participants
- Community promotional activities: conducted **4** sessions with **3,490** participants
- Parenting education: conducted **11** sessions with **318** participants
- Cross generation inclusive service: conducted **1** session with **28** participants
- Caregiver groups: conducted **3** sessions with **41** participants
- Childcare consultation service: **645** participants
- Service during pandemic (venue closed): created **13** parent-child interaction videos; made **238** calls; distributed **337** material kits



Taoyuan Childcare Resources Center

- Venue: opened **248** sessions with **631** visitors
- Parent-child activities: conducted **6** offline sessions with **69** participants; **6** online sessions with **482** participants
- Community promotional activities: conducted **4** sessions with **524** participants
- Parenting education: conducted **1** session with **11** participants
- Child development evaluation service: conducted **3** sessions with **46** participants
- Service during pandemic (venue closed): created **26** parent-child interaction videos

Public Outreach

We facilitate policy and regulation change on matters affecting children and families in Taiwan and conduct advocacy campaigns to raise awareness. We run various child empowerment projects. For specific issues, we also facilitate cross-agencies and cross-sectoral collaborations with the aim to make children's business everyone's business. Our work includes Child Welfare Advocacy and Law Enactment, Child Empowerment and Educational Outreach Programs, Community Organization Coalition and Collaboration Service, and Trauma-Informed Care Resources Center.

Child Welfare Advocacy and Law Enactment



Monitor Policy and Advocate for Law Amendment

- Organized **1** low birthrate forum, **2** press conferences, **1** focus group, **1** child protective practice workshop, **4** Regulations for Childcare Services amendment (civil society version) meetings
- Made **13** proposals to child welfare teams of local and central governments
- Attended **100** child welfare policy meetings
- Continued engaging in **7** organization coalition operational activities

兒童權利



Advocacy and Research Publication

- Conducted **4** social work practice evaluation surveys
- Completed **12** surveys regarding Taiwanese children; **2** surveys in progress
- Participated in **45** domestic and international organizational meetings and activities
- Published **2** researches and **1** letter to the editor

Social Media and Initiatives

- Produced **36** episodes of Podcast with **16,654** downloads
- Produced **50** service promotion and advocacy videos with **700,000** views
- Published **1,011** posts on Instagram, Facebook and Twitter about service credit checking, advocacy on child related issues and parenting information reaching **16,938,000** people
- Maintained Welcome to Our Comfort Zone Facebook group with almost **4,000** members, **101,593** interactions and reaching **258,161** people
- Published **24** members newsletters to share service credit checking and advocacy with **800,000** views



Child Empowerment and Educational Outreach Programs

Little Steersman Talent Program

- Provided **1,123** subsidies for **123** disadvantaged children covering music, dance and sports extracurricular activities
- Conducted **1** live band music event, **1** writing composition contest, **2** presentation ceremonies and **4** learning group events



Child Grief and Recovery Life Education Course

- Educational courses for teachers: **3** sessions for **132** participants
- Students class counselling: **8** sessions for **184** participants
- Student promotional courses: **9** sessions for **1,848** participants

Trauma-Informed — Emotion Education to Reduce Bullying Course



- Parents courses: **6** sessions with **825** participants
- Teachers trainings: **58** sessions with **2,871** participants
- Student board game courses: **2** sessions with **55** participants
- Student class counselling: **13** sessions with **263** participants
- Student promotional courses: **53** sessions with **11,045** participants

CRC Empowerment and Educational Outreach Program

- Conducted **17** CRC child empowerment sessions with **154** participants
- Conducted **6** CRC teacher and child worker empowerment sessions with **130** participants
- Conducted **23** CRC promotional courses with **918** teachers, **380** childcare givers, **60** child workers and **220** children



Central Child and Youth Delegation Empowerment Program

- Conducted **1** winter empowerment event, **1** summer empowerment event, **1** end of term assembly, **24** team meetings for **60** central child and youth delegates



Community Organization Coalition Empowerment and Collaboration



- Liaised and visited **20** community organizations; confirmed partnership with **7** community organizations
- Grass Book House: provided **35** children subsidies and **80** courses for after-school program
- Chung Wen Women Association: conducted after-school program for **3,700** children, human art courses for **456** children
- Cepo' : conducted painting class for **330** children, tribe cultural class for **220** children
- Itu Mamahav tu Pasnanavan: conducted after-school program for **1,656** children; archery class for **108** children
- Taiwan Pure Culture & Education Development Association: conducted **306** after-school courses for **30** children
- Changhua County Hakka Culture & Art Development Association: conducted **15** Buma dance courses for **25** children
- Taiwan Diversity Crossover Action Association: conducted **60** courses for **10** children in after-school program, **10** children in painting class, and **10** children in music class

Trauma-Informed Care Resources Center



Conducted **37** trauma-informed care promotional events and trainings



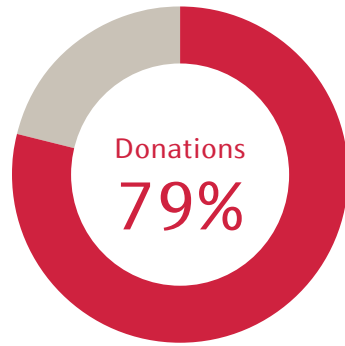
Produced **6** episodes of Podcast on trauma-informed care and mindfulness with **3,423** downloads



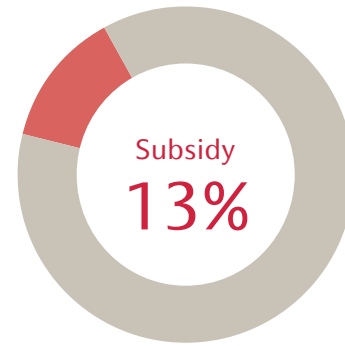
Produced online tutorial videos of trauma-informed care parent version, teacher version and general version with **34,784** views



2021 CWLF Financial Report Summary



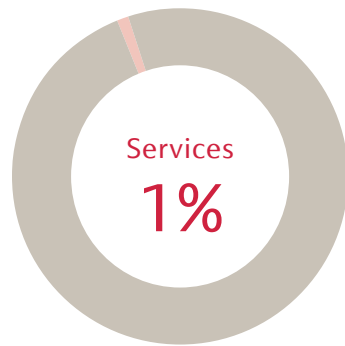
individual donations, corporate donations and supplies donations



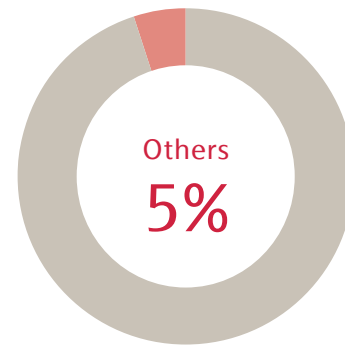
government / institute subsidy



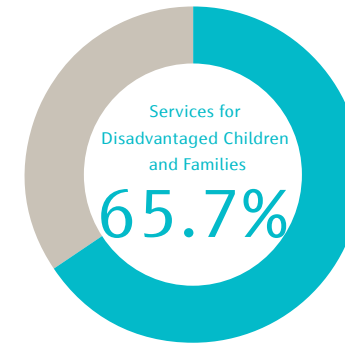
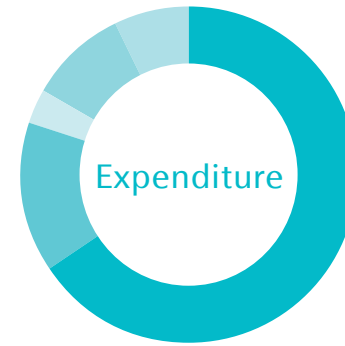
charity product sales, Comfort Zone courses fee and social enterprise



adoption courses fee



interests and other income



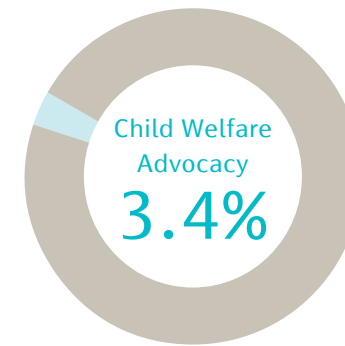
Children in Remote Areas Services/ Child Protective Services/ Adoption Services/ Family in Adversity Services/ Little Steersman Talent Program/ social worker personnel expense



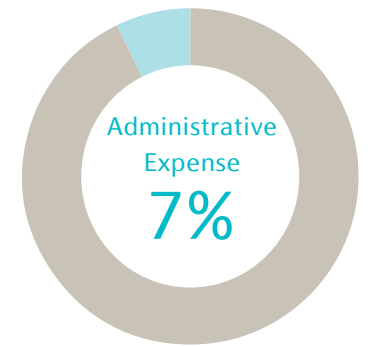
Child, Youth, Parenting Helplines/ Childcare and Parent-Child Services/ Family Mediation Services/ Missing Children Services/ social worker personnel expense



branding development/ resources development/ professional trainings/ donation service and customer relationship management/ charity product sales/ international exchanges/ resources development personnel expense



child policy and advocacy/ promotion of child welfare/ advocacy press conferences/ promotional events and websites expenses/ advocacy and research personnel expense



rent/ utilities/ mails/ office supplies/ software and hardware maintenance and updates/ finance, general affairs, customer service, human resource, IT personnel expense

We are grateful for receiving donations from **651,957** people and the contributions of **504** volunteers in 2021.

Please scan the QR code on the right to view complete CWLF financial reports before 2020. Complete 2021 CWLF financial report will be uploaded to the website before 2022 June.



Create a Better World
with Children

