



# Statistics on Victims Support

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- I. Litigation and Compensation Service**
- II. Emergency Assistance and Protection**
- III. Family Care and Life Rehabilitation**
- IV. Educational Assistance**
- V. Employment Enhancement Program**
- VI. Physical/Mental Care and Counseling**

Between 2012 and 2015, the Association for Victims Support Taipei Branch (AVS Taipei Branch) maintained a case-load of 140 cases annually. The number dropped to 90 in 2016. This is attributed to staff turnover, more stringent review standards and the implementation of case screening. Thorough case reviews may effectively allocate public and private resources for the victims

and their families who have actual needs. The approach is also the answer to a public outcry on inadequate victims support.

Services provided by AVS mainly include Litigation and Compensation Service, Emergency Assistance and Protection, Family Care and Rehabilitation, and Physical/Mental Care and

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1. Authored by the Assistant Secretary of Association for Victims Support Taipei Branch.



Counseling. Among them, Litigation and Compensation Service as well as Physical/Mental Care and Counseling are the focus for the Taipei Branch.

## I. Litigation and Compensation Service

### 1. Legal and Litigation Aid

Legal and litigation aid includes drafting court documents, representation in court, and legal counsel with lawyers and Branch staff. Legal aid has always been one of the priority support services provided by the AVS Taipei Branch. When tragedies occur, victims are in the most urgent need of addressing legal issues. The number of individuals served by legal support increased from under 200 in 2012 to nearly 600 in 2015. Although the number dropped to below 300 in 2016, legal aid will remain the emphasis for AVS Taipei Branch in the future.

### 2. Investigation Assistance

An average of 250 people received investigation assistance annually for the past 5 years. In addition to cases

#### Services provided by AVS

##### Legal and Litigation Aid

- . Legal Document Assistance
- . Litigation Service
- . Legal Consultation
- . Legal Consultation with Chapter Staff
- . Investigation Assistance
- . Litigation Fee Subsidy
- . Application for Compensation
- . Provide Letter of Guarantee
- . Trust Management Service

##### Emergency Assistance

- . Emergency Financial Assistance
- . Resettlement and Shelter
- . Social Assistance
- . Safety and Protection

##### Family Rehabilitation

- . Care Programs during Three Traditional Festivals
- . Life Rehabilitation
- . Educational Assistance
- . Employment Service
- . Employment Enhancement Program

##### Physical/Mental Care and Counseling

- . Psychological Consultation
- . Psychological Counseling
- . Medical Service
- . Kindness Program

that are opened each year, AVS Taipei Branch also assist victims and their family members who have obtained certificate of the obligatory claim to

conduct search on debtor's property records. No additional fee is incurred for the property search conducted through AVS, and the Branch also takes this opportunity to establish contact with family members to better understand their living conditions and gain additional information.

### 3.Compensation Assistance

The number of people applying for compensation decreased in 2016 compared with the past few years. This is mainly due to the lower number of cases opened. In 2017, Branch volunteers started raising awareness on compensation money available for victims.

## **II.Emergency Assistance and Protection**

AVS Taipei Branch may award an emergency assistance fund after assessing a family's financial need. Victims' families often suffer severe financial hardship when the crime just occurred, and certain financial assistance may help solve their problems while bridging the connection between them and the Branch.

## **III.Family Care and Life Rehabilitation**

Visitation and consolation has always been one of the major tasks for the AVS Taipei Branch. It provides the opportunity to closely observe victim's family and financial conditions. It is also an excellent opportunity to test the effectiveness of volunteer training. During the visit, the Branch may identify first-hand the family's actual needs rather than obtaining information from a secondary source. In 2016, AVS Taipei Branch visited over 600 individuals at an average of 7 times visits per case annually. Visitation and consolation is also seen as one of the best ways to establish a relationship with the victim's family.

## **IV.Educational Assistance**

Educational assistance is provided for families with school children experiencing financial hardship. The number of applicants decreased in 2016 because many recipients graduated in the past two years, Taipei is urbanized and its population is aging rapidly, and many



families are without children. Educational assistance effectively alleviates the financial pressure for families in need. It is also one of the priorities for the Branch.

## **V. Employment Enhancement Program**

AVS established the Employment Enhancement Program in order to help victims and their families acquire professional skills, gain employment opportunities and solve financial problems. This program also aims to help achieve mental rehabilitation and skill training.

The focus for the Employment Enhancement Program in 2016 was skill training. This program not only provides skill training but also brings physical and mental improvements. As shown in the table below, the number of people receiving employment assistance has grown fourfold compared with a few years ago. The program invites victims and their families to participate in various activities and provides skill training

as one of its key focuses.

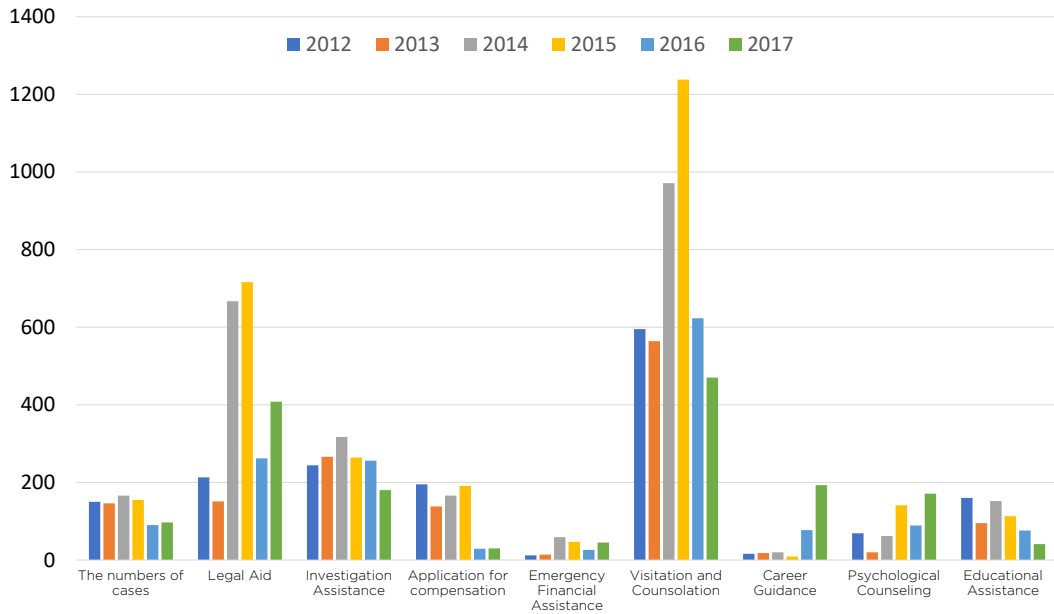
## **VI. Physical/Mental Care and Counseling**

Physical/mental care and counseling has been the focus for AVS Taipei Branch in recent years. The Branch hopes to help alleviate the pain of victims and their families and therefore promotes the "Kindness Program" with tremendous efforts. The program provides psychological counseling in hope of helping victims and their families discover their own potential, move beyond the pain and improve their physical and mental conditions.

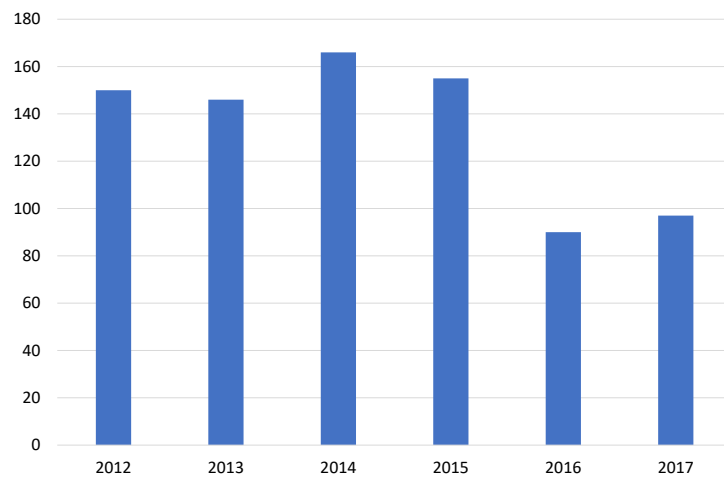
In the past five years, over 100 individuals have received counseling service each year. Counseling, one of the key priorities for the AVS Taipei Branch, may rehabilitate victims or their families physically and mentally. In Taiwan, people often neglect mental health. However, mental conditions may lead to major disturbance in life. The Branch provides counseling service in order to help victims and their families restore their lives back to normal.

## Statistics charts

The percentage of AVS Taipei Branch services in 2012-2017

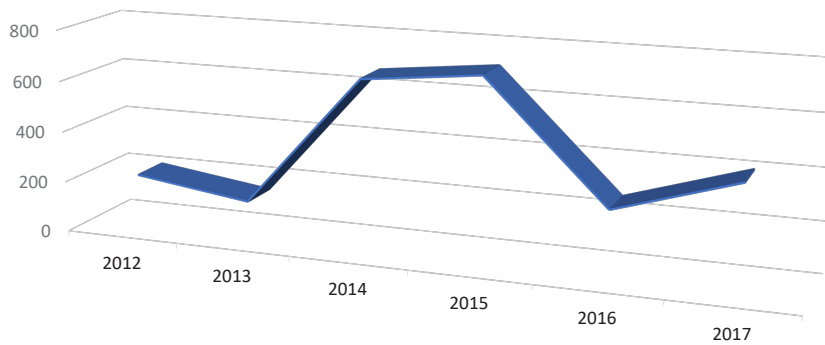


The numbers of cases

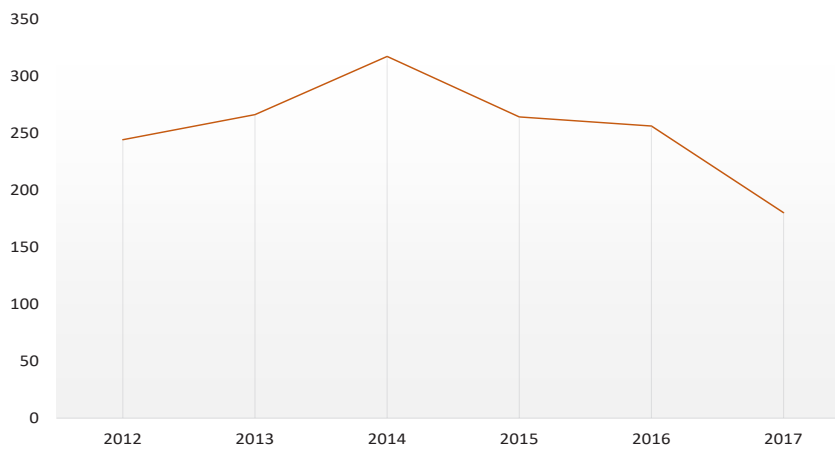




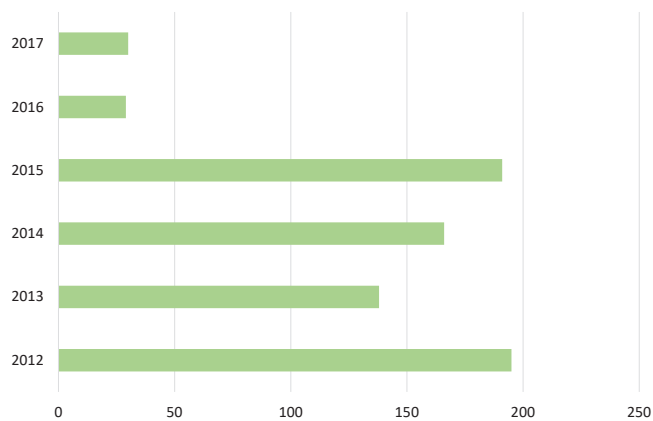
### The cases of Legal Aid



### The cases of Investigation Assistance

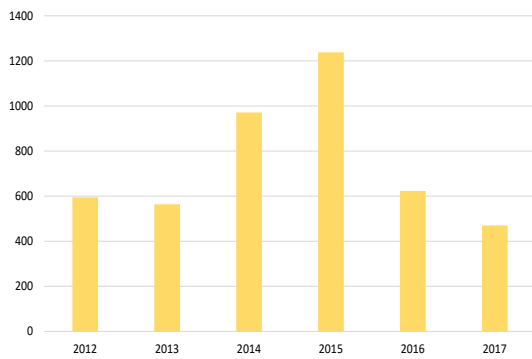


### The cases of Application for compensation

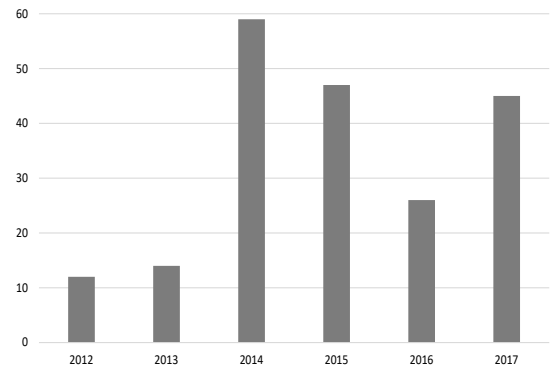


## Statistics charts

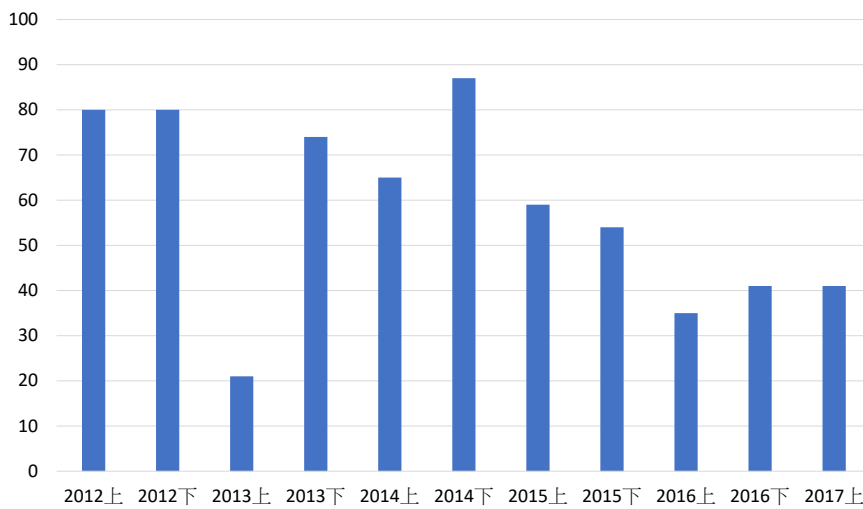
The cases of Visitation and Counsolation



The cases of Emergency Financial Assistance

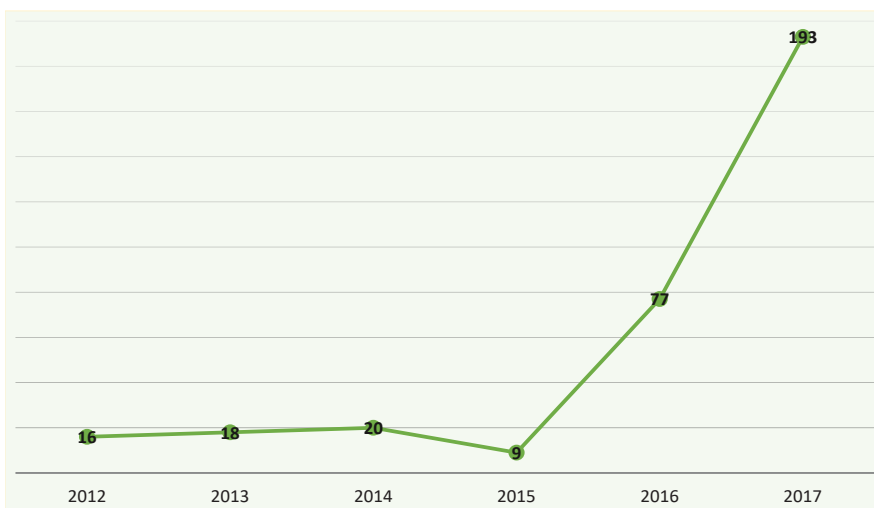


The cases of Educational Assistance





### The cases of Career Guidance



### The cases of Psychological Counseling

