The Legal Aid Foundation's Journey to Identifying and Targeting People in Need

財團法人法律扶助基金會
Legal Aid Foundation

DEPUTY CEO TSONG-SHYAN LIN

Understanding Key Stakeholders
(Services to the Same Client Groups)

- Strengthening links between social welfare groups and relevant NGOs
- Making referrals to each other
- Knowledge exchange
- Service reinforcement

Promoting Legal Knowledge (and Awareness)

From Books to the Stage

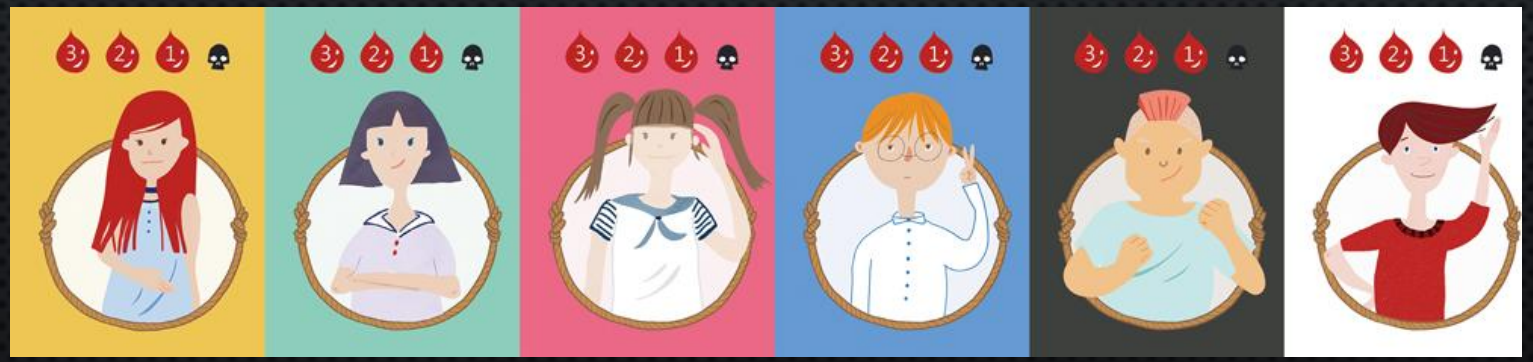
他們沒有國籍，他們的人生曲折，他們是——

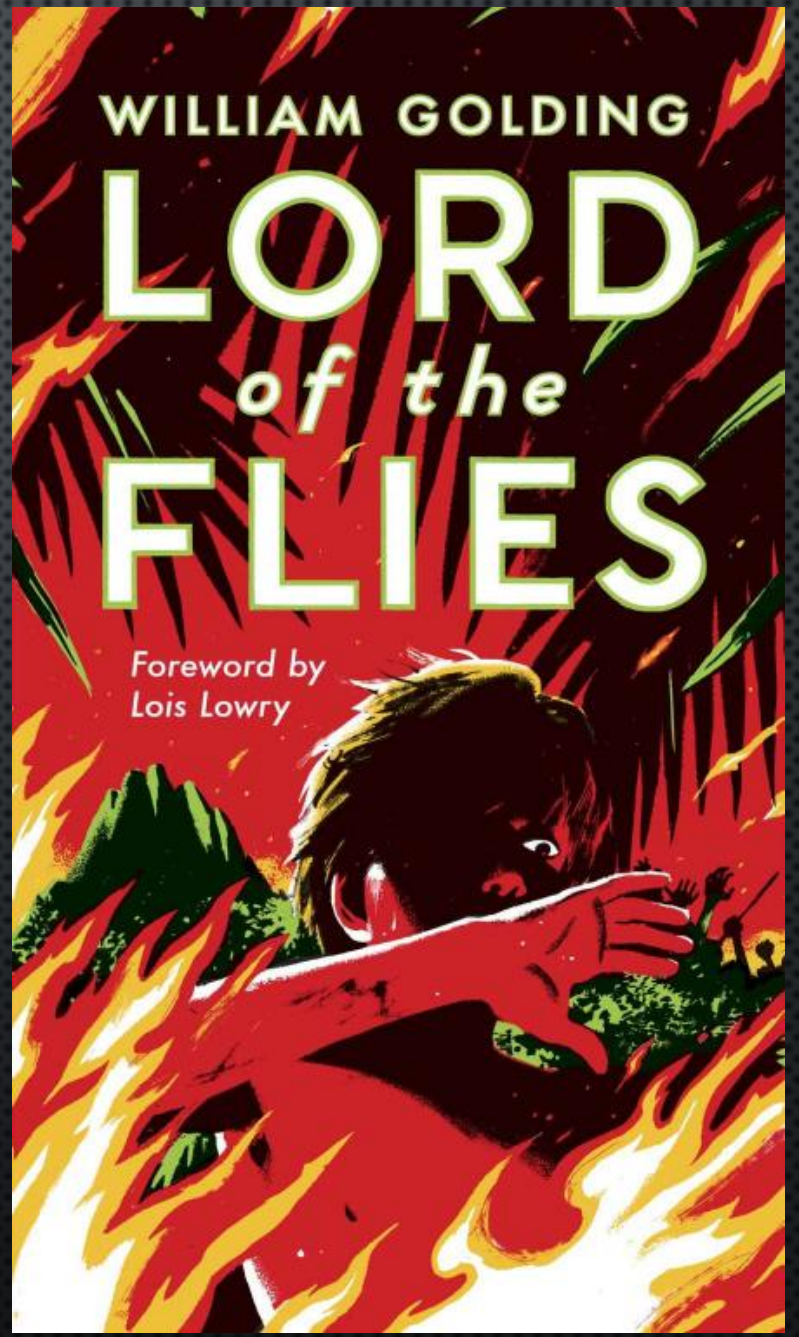
國界上的漂流者

因為內戰不斷、
政治迫害、
種族／性別壓迫、
法令限制，
他們無法返回家鄉，
沒有正式身分……

法律扶助基金會・台灣人權促進會———出版

Legal Themed Educational Board Games





But...

The ones who should come…
have they showed up yet?

Where are you?

Be smart

WHY? HOW?

But guess WHAT?!

D4SG

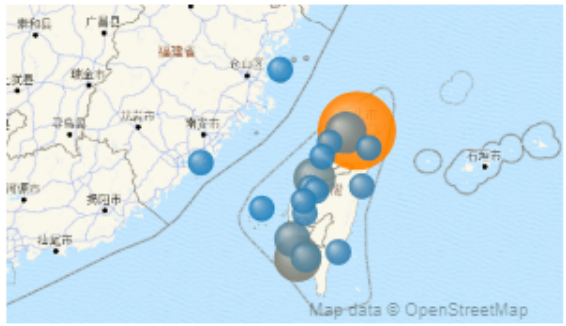
LAF + sas

- 2015-2017
- Marketing as the purpose
- Cross-comparing internal and external data
- Case coverage of each branch in its respective region
- Population and case profile
- What…

National Overview

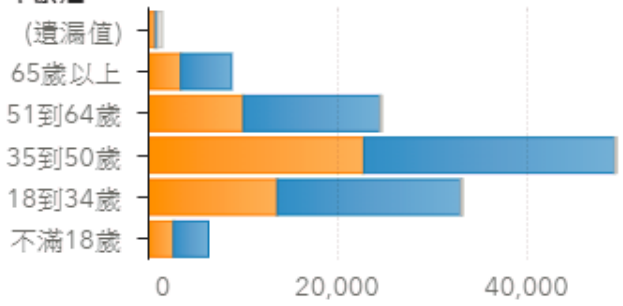
儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析1(身障) | 分會主題分析1(原住民) | +

低收中低收註記 ▾ | 身心障礙(不分… ▾ | 原住民註記 ▾



申請案件數：214,854
不重複人數：121,945

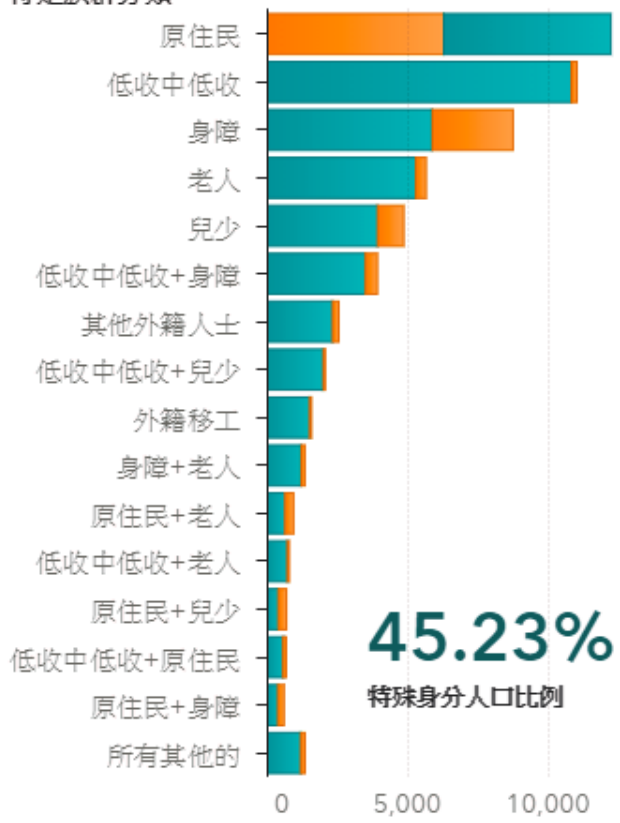
年齡層



性別

女 男 (遺漏值)

特定族群分類

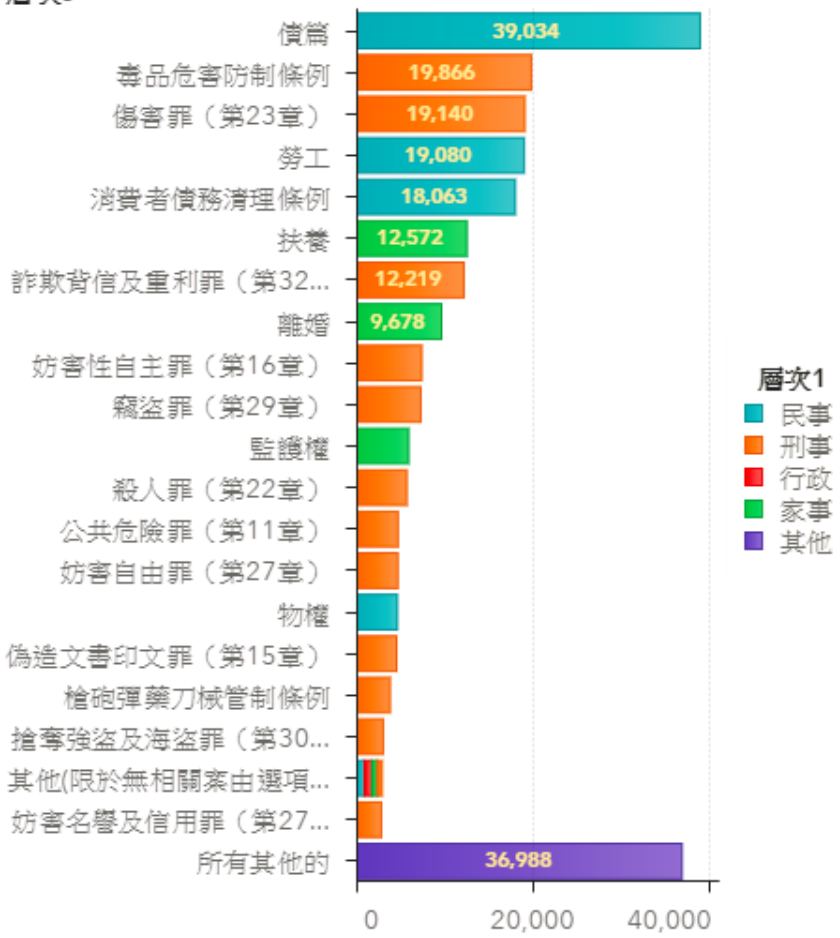


45.23%
特殊身分人口比例

一般審查是否為強制辯護

強制辯護 非強制辯護

層次3



Coverage of Our Nationwide Branches

儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析1(身障) | 分會主題分析1(原住民) | +

全國註記	期末分享_分會類型	期末分享_分會群組代號	低收中低收覆蓋率	身障覆蓋率	原民覆蓋率
小計: 全國			2.21%	1.02%	2.29%
全國	小計: 都會型分會		2.45%	1.12%	2.53%
	都會型分會	分會群組2	1.81%	0.90%	2.01%
		分會群組3	2.29%	0.94%	2.77%
		分會群組6	3.09%	1.46%	2.84%
		分會群組15	2.37%	1.17%	2.43%
		分會群組18	2.41%	0.67%	2.48%
	小計: 非都會型分會		1.77%	0.83%	2.13%
	非都會型分會	分會群組4	2.19%	0.74%	1.71%
		分會群組5	1.84%	1.80%	2.04%
		分會群組8	1.85%	1.29%	2.05%
		分會群組9	2.45%	0.74%	2.01%
		分會群組10	1.61%	0.68%	2.43%
		分會群組12	2.22%	1.23%	2.76%
		分會群組13	1.14%	0.39%	1.54%
		分會群組14	1.64%	0.43%	2.44%
		分會群組16	1.42%	0.91%	1.39%
		分會群組17	2.09%	0.85%	2.39%
	小計: 離島分會		1.75%	0.39%	1.01%
	離島分會	分會群組1	0.82%	0.21%	2.09%
		分會群組7	2.06%	0.21%	0.89%

Branch Offices'Coverage of Low / Middle-to-Low Income Populations (1)

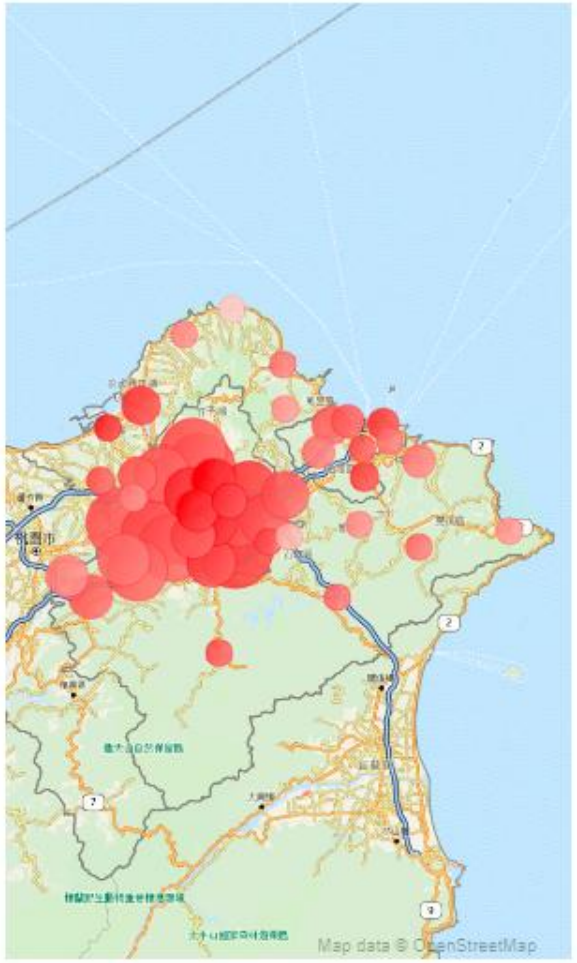
儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析2(身障) | 分會主題分析3(原住民) | 法律意識分析 | 單一指標分析

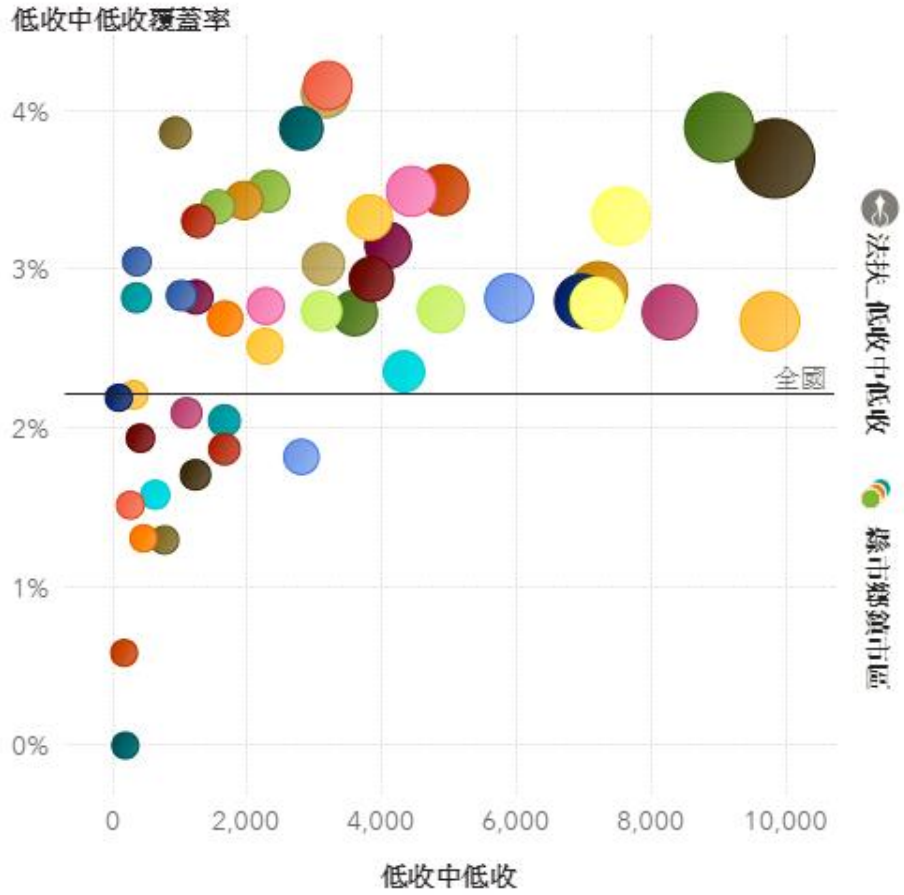
北北基 | 宜蘭 | 桃園 | 新竹 | 苗栗 | 台中 | 南投 | 彰化 | 雲林 | 嘉義 | 台南 | 高雄橋頭 | 屏東 | 花蓮 | 台東 | 澎湖 | 金門 | 馬祖

台北分會 | 新北分會 | 士林分會 | 基隆分會

申請案件數：12,226 ；不重複人數：6,076

案由 (1) | 原告*跨區 …





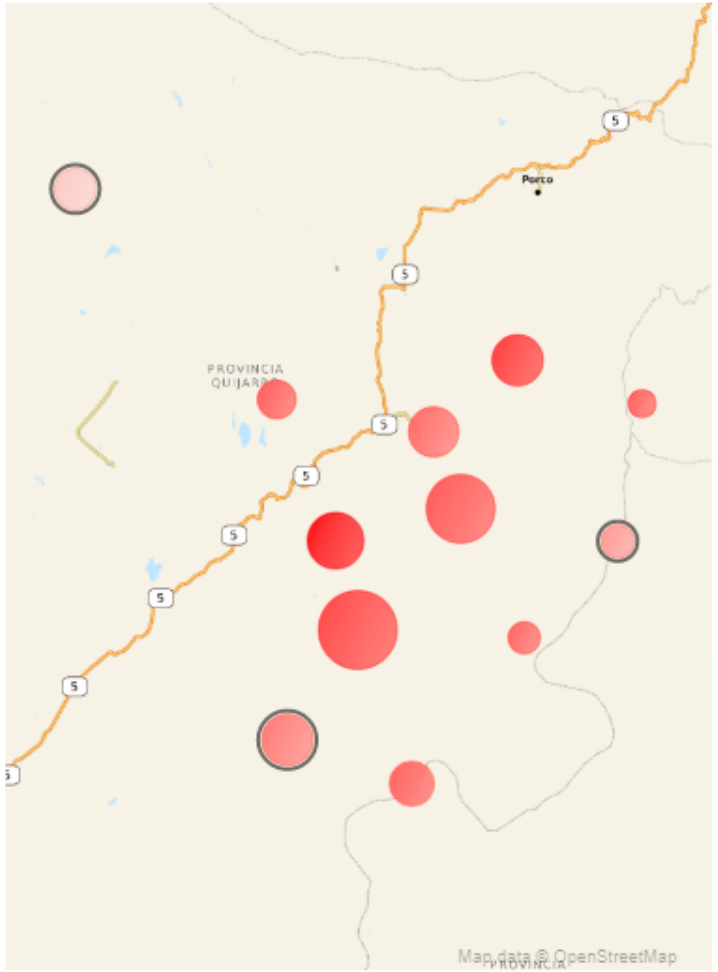
覆蓋率氣… | 覆蓋率表…

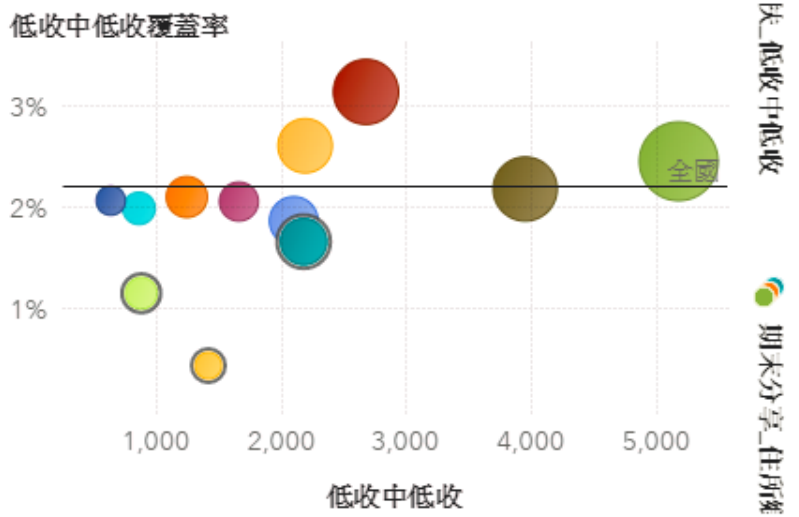
Branch Offices'Coverage of Low / Middle-to-Low Income Populations (2)

儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析1(身障) | 分會主題分析1(原住民) | +

分會群組15 | 是

申請案件數：1,432 ；不重複人數：950





期末分享_住所鄉鎮市區代碼	低收中低收覆蓋率 ▲	法扶_低收中低收	低收中低收
鄉鎮13	0.43%	8	1,412
鄉鎮7	1.14%	22	875
鄉鎮1	1.66%	76	2,175
鄉鎮9	1.86%	87	2,095
鄉鎮5	1.99%	25	856
鄉鎮2	2.05%	47	1,656

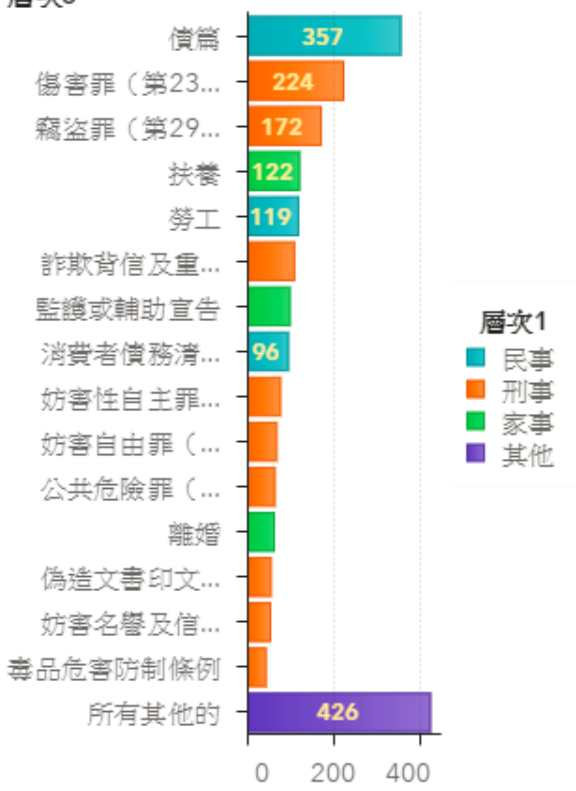
Branch Offices'Coverage of Populations with Disabilities

儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析1(身障) | 分會主題分析1(原住民) | +

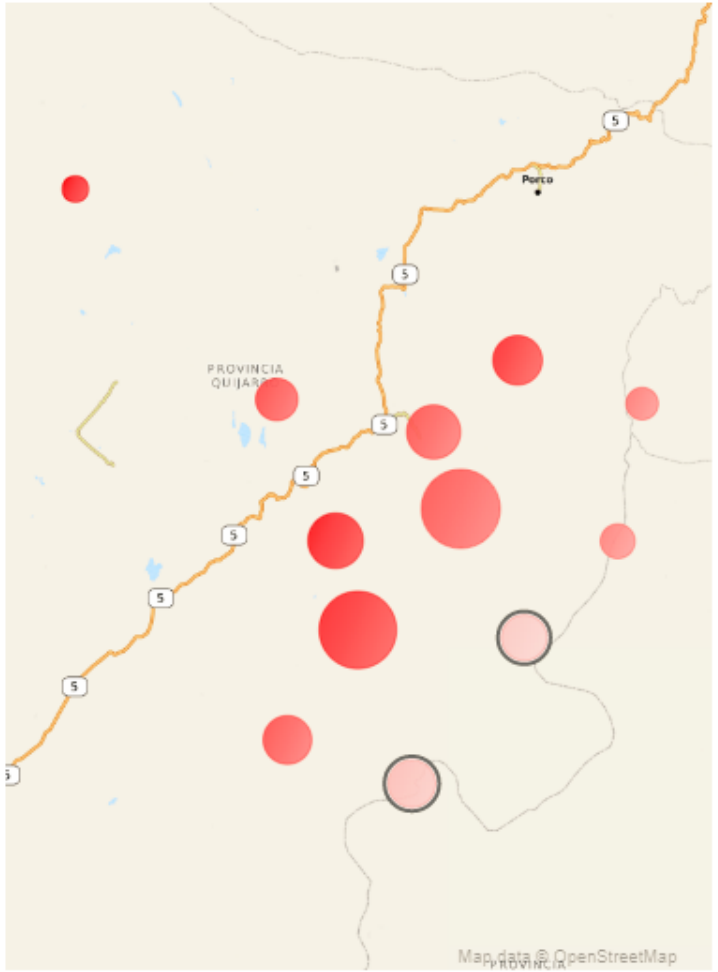
分會群組15　是

申請案件數：1,944 ；不重複人數：1,245

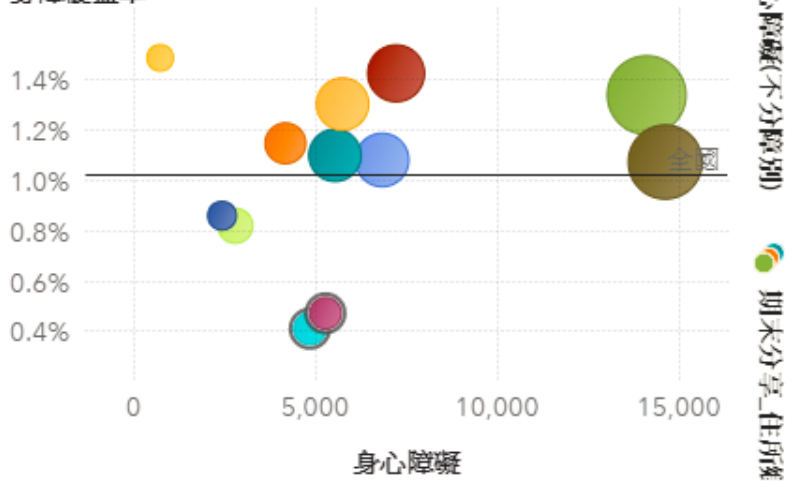
層次3



層次1
- 民事
- 刑事
- 家事
- 其他



身障覆蓋率



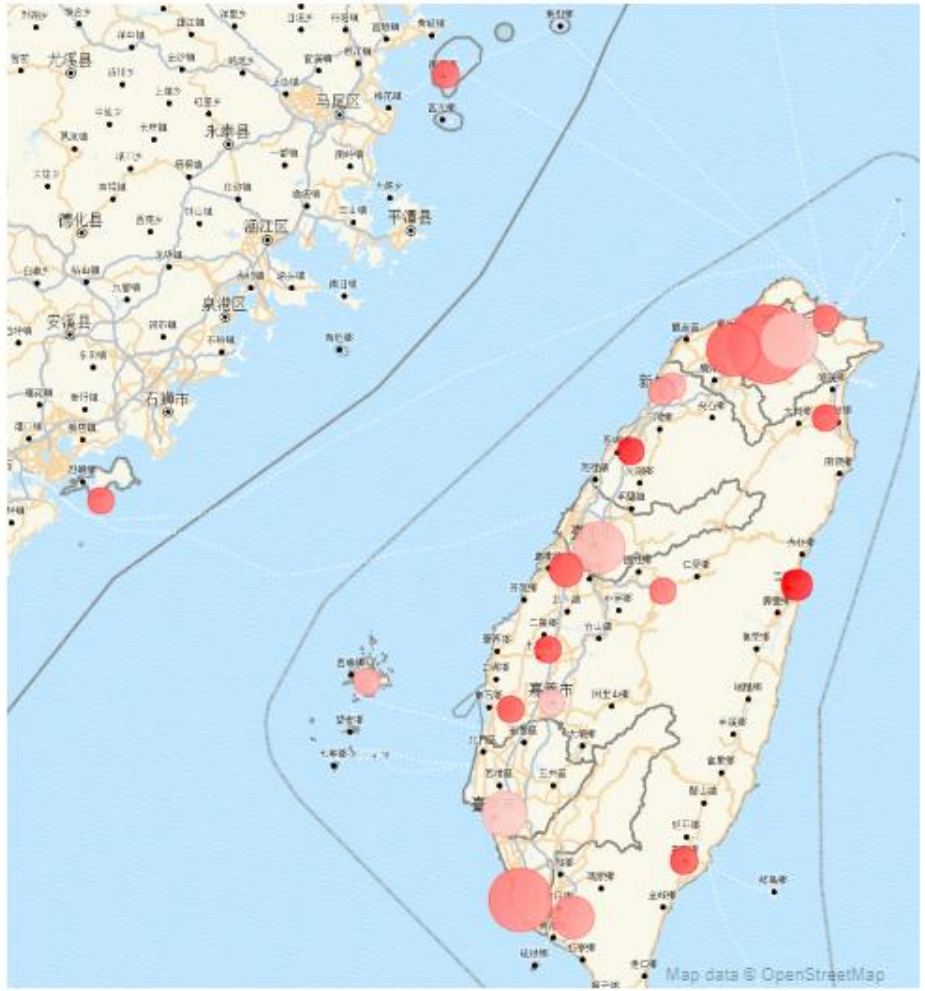
期末分享_住所鄉鎮市區代碼	身障覆蓋率 ▲	法扶_身心障礙(不分障別)	身心障礙
鄉鎮5	0.41%	40	4,858
鄉鎮2	0.47%	39	5,286
鄉鎮7	0.82%	53	2,805
鄉鎮12	0.86%	29	2,441
鄉鎮4	1.07%	303	14,632
鄉鎮9	1.08%	149	6,844

Legal Awareness? (1)

儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析2(身障) | 分會主題分析3(原住民) | 法律意識分析 | 單一指標分析

主動被動比全國平均：1.51；綠底表比值>2；紅底表比值<1；紅字表比值比全國平均低

住所六都註記	住所縣市	主動被動比	程序發起(主動方)	程序發起(被動方)	程序發起(其他)
總計		1.51	122,324	81,177	35,103
非六都		1.30	35,971	27,575	11,668
小計: 六都		1.61	86,353	53,602	23,435
六都	臺南市	2.02	9,092	4,509	2,131
	桃園市	1.39	10,875	7,835	3,844
	臺中市	1.90	11,529	6,066	3,455
	臺北市	1.95	14,333	7,355	3,164
	高雄市	1.56	16,392	10,502	3,828
	新北市	1.39	24,132	17,335	7,013

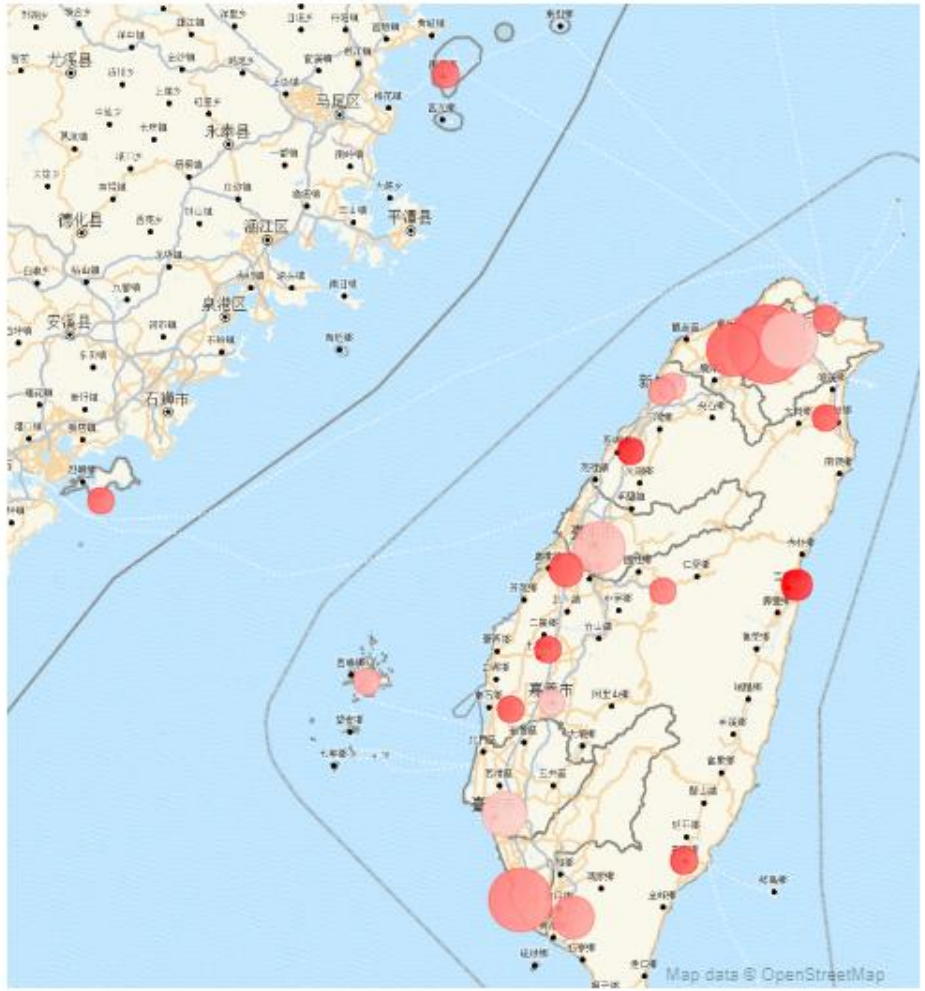


Legal Awareness? (2)

儀表板總覽 | 覆蓋率指標 | 分會主題分析1(低收中低收) | 分會主題分析2(身障) | 分會主題分析3(原住民) | 法律意識分析 | 單一指標分析

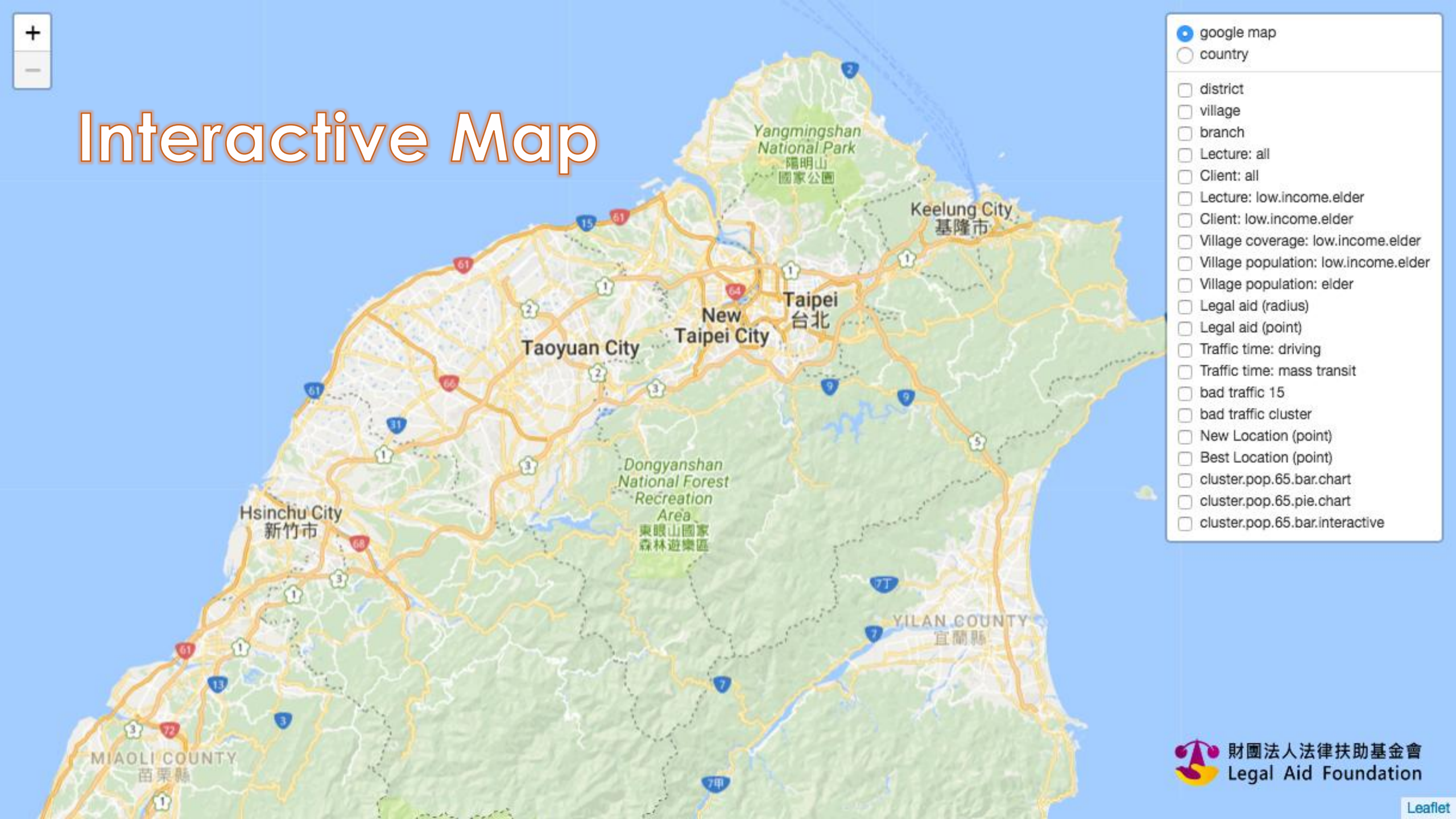
主動被動比全國平均：1.51；綠底表比值>2；紅底表比值<1；紅字表比值比全國平均低

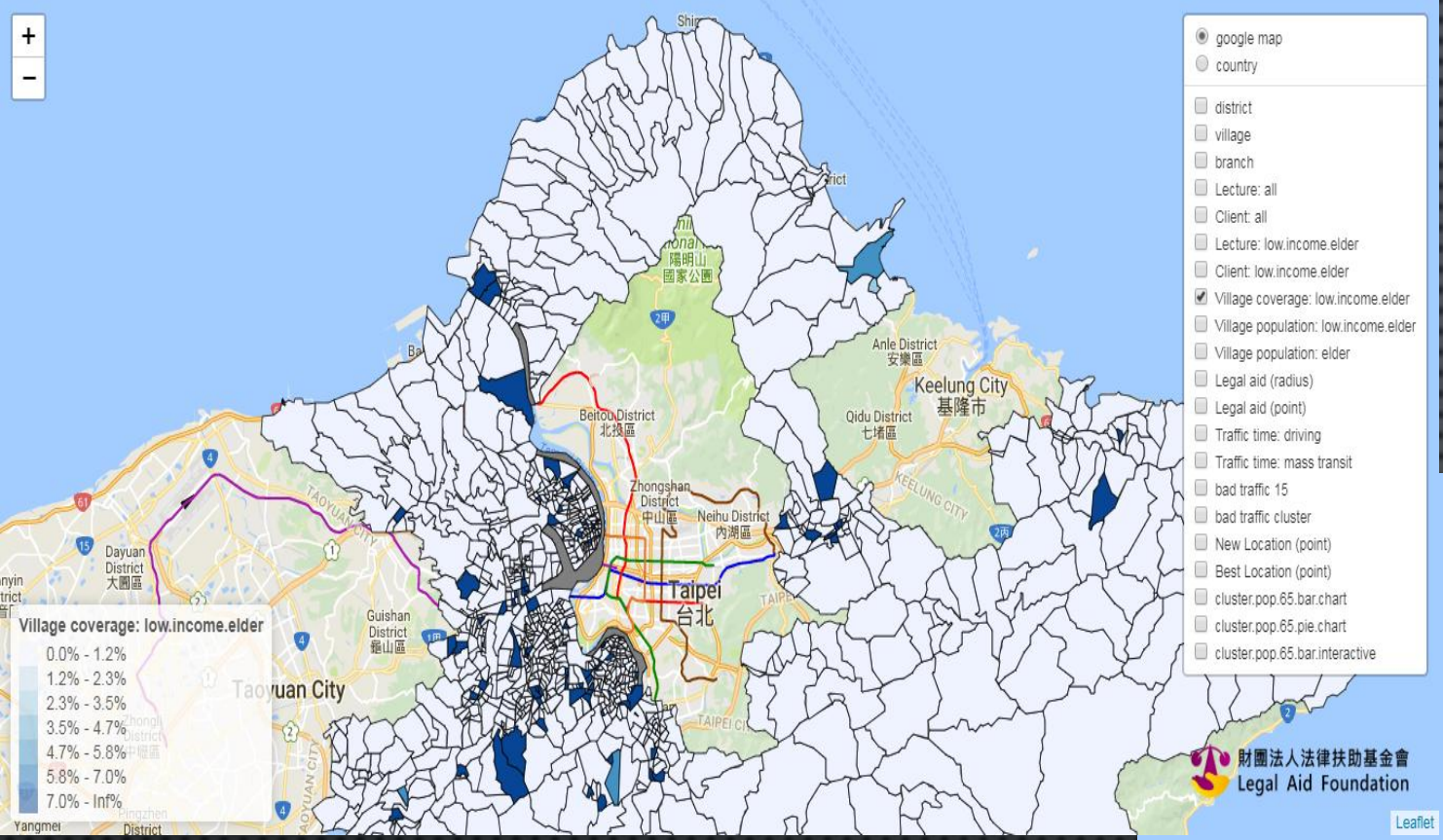
住所六都註記	住所縣市	主動被動比	程序發起(主動方)	程序發起(被動方)	程序發起(其他)
總計		1.51	122,324	81,177	35,103
小計: 非六都		1.30	35,971	27,575	11,668
非六都	連江縣	1.30	39	30	10
	金門縣	1.34	416	311	79
	澎湖縣	1.80	458	254	105
	嘉義市	1.97	1,326	672	329
	苗栗縣	0.91	1,469	1,614	392
	嘉義縣	1.23	1,774	1,439	700
	雲林縣	1.16	1,803	1,549	678
	新竹市	1.68	1,816	1,079	518
	新竹縣	1.79	2,000	1,115	536
	宜蘭縣	1.25	2,497	1,996	964
	南投縣	1.45	2,556	1,762	725
	基隆市	1.40	2,642	1,891	933
	臺東縣	1.18	2,674	2,270	1,093
	花蓮縣	0.79	2,784	3,503	1,240
	彰化縣	1.21	4,212	3,487	1,186
	屏東縣	1.63	7,505	4,603	2,180
六都		1.61	86,353	53,602	23,435



From What to Why and How

Interactive Map

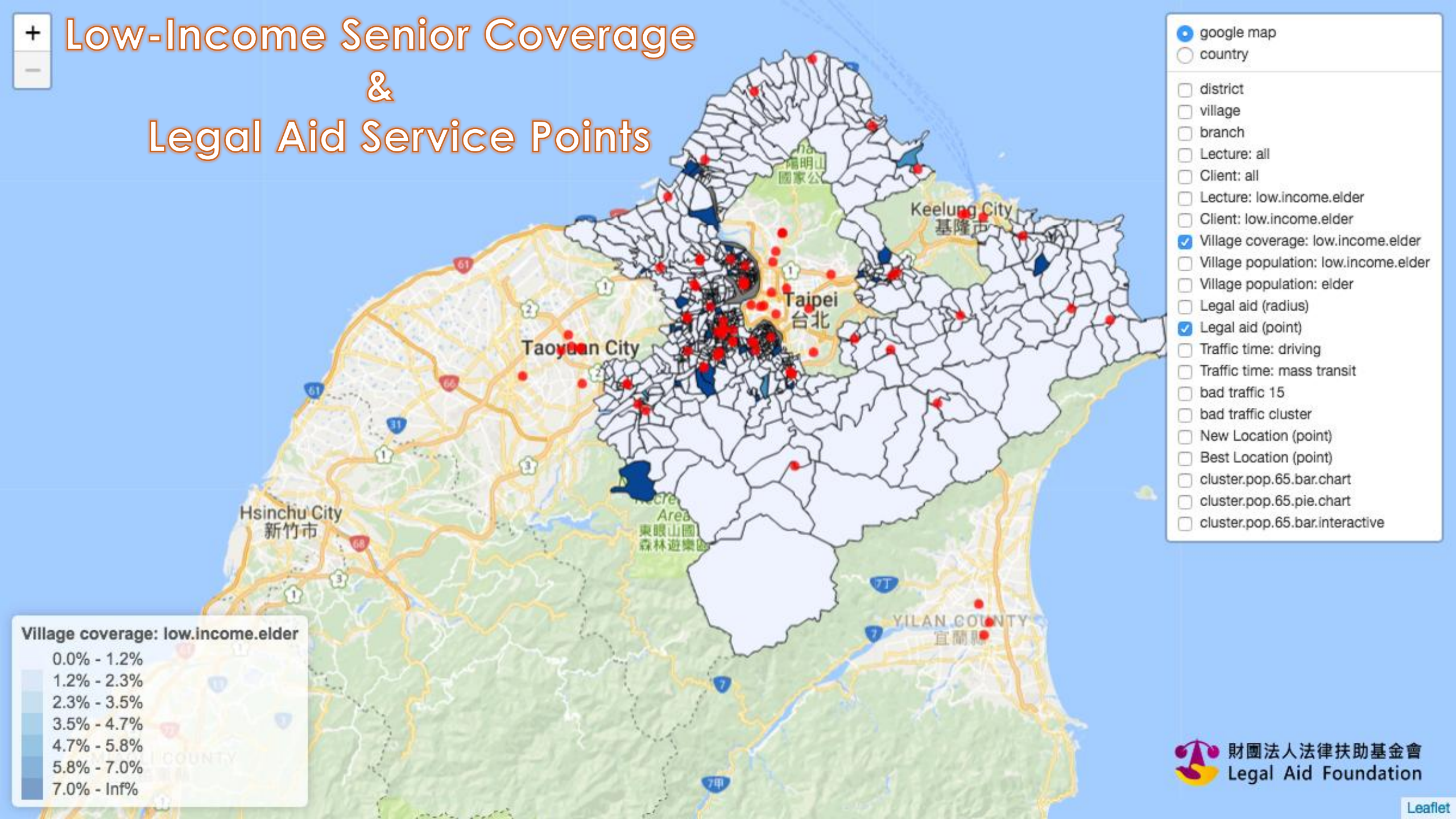




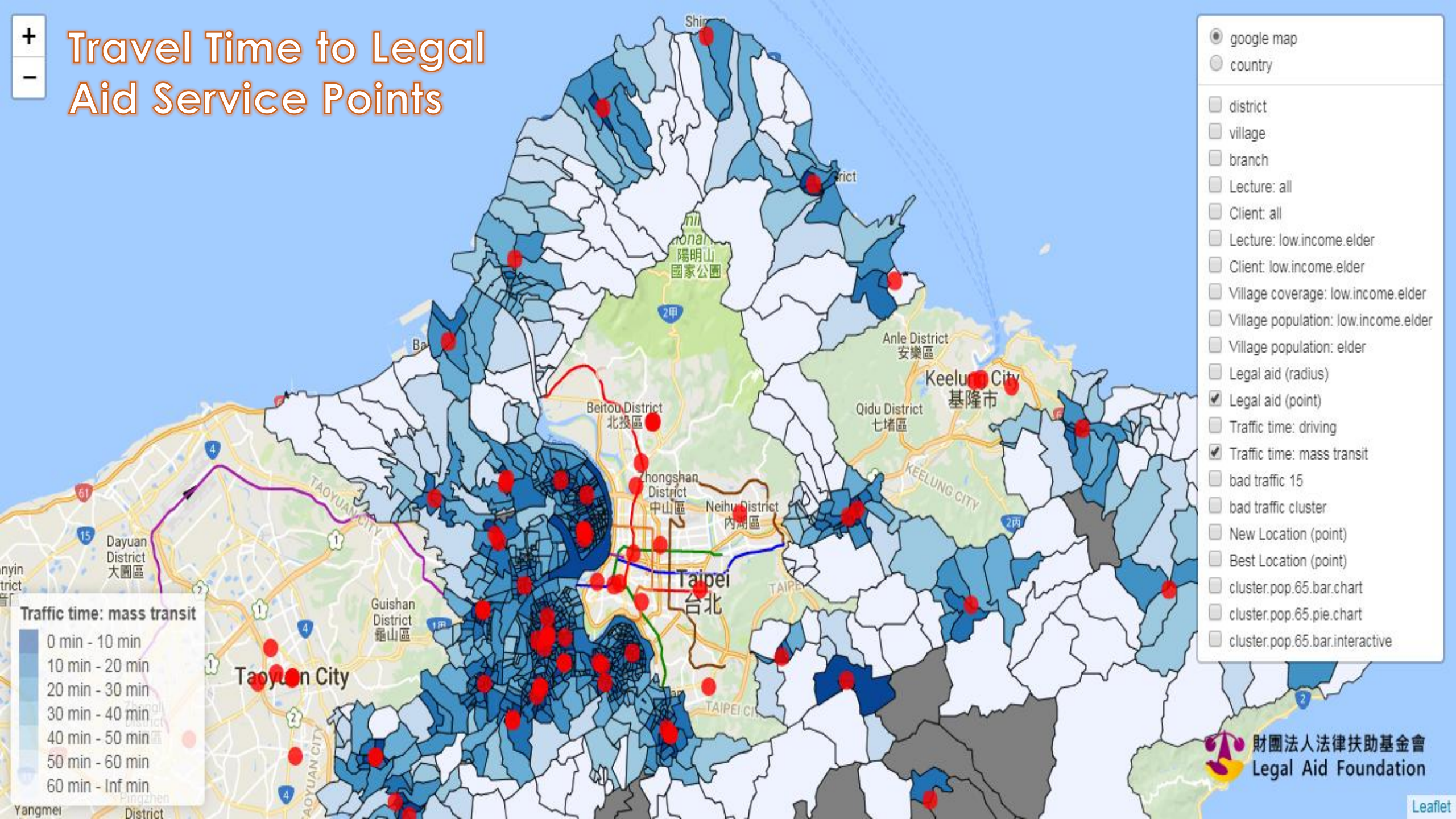
Low-Income Senior Population

Low-Income Senior Coverage

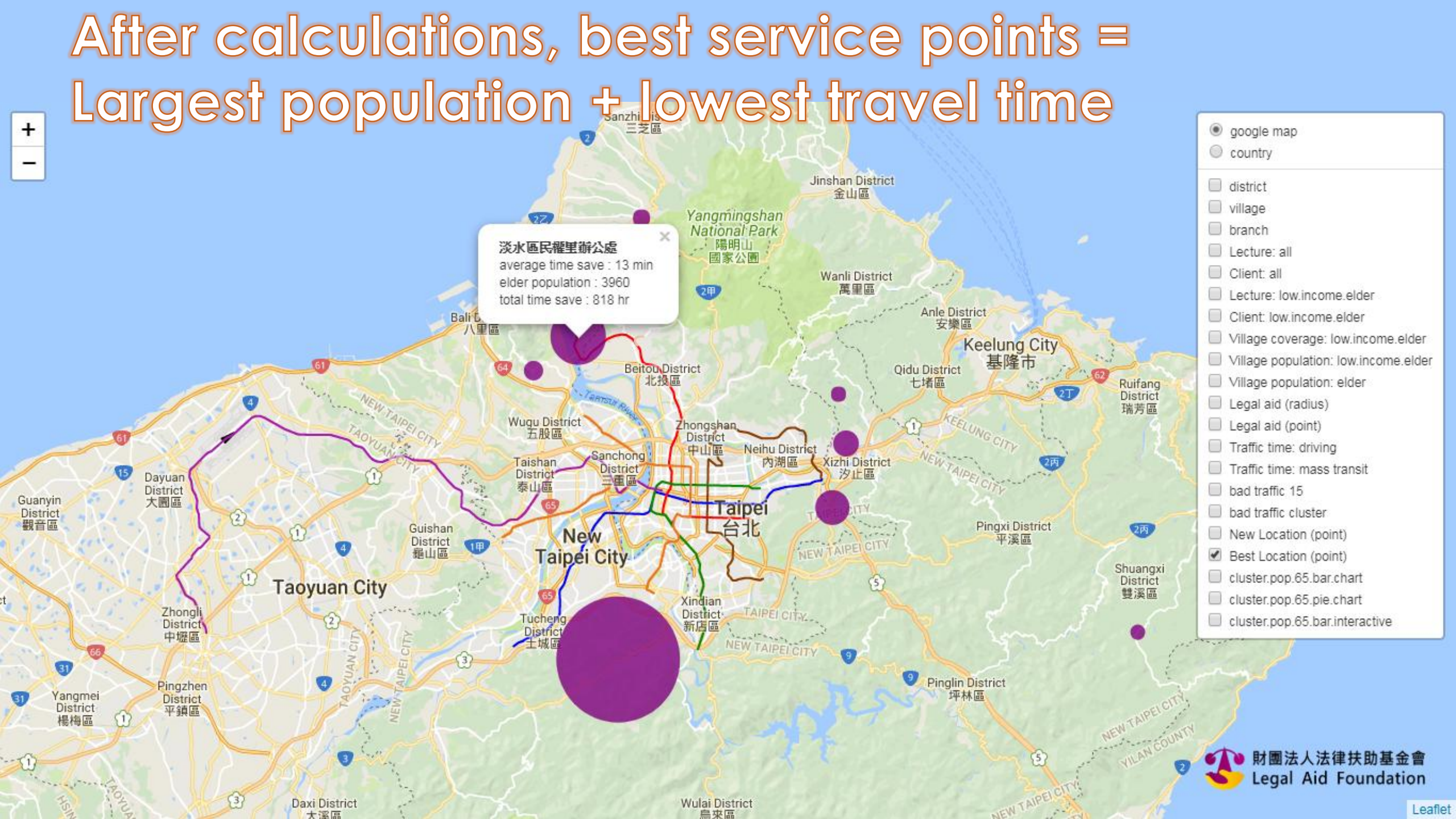
Low-Income Senior Coverage & Legal Aid Service Points



Travel Time to Legal Aid Service Points



After calculations, best service points = Largest population + lowest travel time



A Friendly Environment

What's missing?

林伯、來好姨：新北倡導高齡友善環境，讓我們生活更便利，生活品質再提升！從居家環境改善、友善市場、復康巴士等，居家生活外出行動，都有更好的選擇！

- Mobile Household Registration Service
- Assistive Device & Environmental Improvement
- Elevator Installation
- Home Repair
- Youth and Seniors Living Together
- Age-Friendly Markets
- Paratransit
- Age-Friendly Bus Stop Environments
- Adjusting Road-Crossing Time
- Accessible Taxis
- Residential Fire Alarms
- Fraud Prevention for Seniors
- Home Security Checks
- Nighttime Escort-to-Home Service
- Cash Protection Service for Large Cash Withdrawals
- Riverside Elevators
- Consultations for Employment Continuation

免費老花眼鏡

Integrated Government and NGO Communications

From Reactive to Proactive

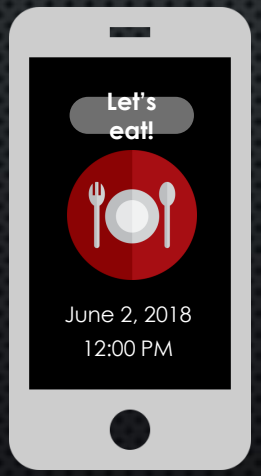
Calender-sharing feature

New Taipei City Government and Legal Aid Foundation event

Let's eat!

Folks!
Come, let's eat!

Broadcast by village leaders



Notification via phone or app

Come, let's eat!
12:00 PM on June 2, 2018

Banners and broadcasts from garbage trucks

Broadcast via news tickers and internet advertisements

AND…WHAT NEXT??

- Team building and organizational awareness
- Cooperation between professionals
- Complete application of data (past, present, and future)
- Qualitative pattern matching
- Database reorganization and linking
- From descriptive to predictive; from naive complacency to substantial changes and impact

DISCUSSION OF MATERIALS

Thank You

Thank you for listening.
Any comments and suggestions are welcome.

財團法人法律扶助基金會
Legal Aid Foundation

DEPUTY CEO Tsong-Shyan Lin