



# ***2018 International Forum on Legal Aid***

## **Panel 3: Working Together with Non-Legal Services**

### **Interdisciplinary Service Networks in Legal Aid Practice: The Example of Consumer Debt Clearance Program**

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Legal Aid Foundation**



Partnerships growing closer  
every day



Integrated  
Services  
Network



Division of  
Labor but with  
Connection



Case Referrals

Making Contacts and  
Building Relationships for  
Business Promotion



Indicators for assessing the levels of connection:

- ◆ Stances of the agencies involved
- ◆ Trust between the agencies
- ◆ Process adjustments
- ◆ Contacts and connection for individual casework
- ◆ Service cooperation

# Comparison of Different Joined-up Services

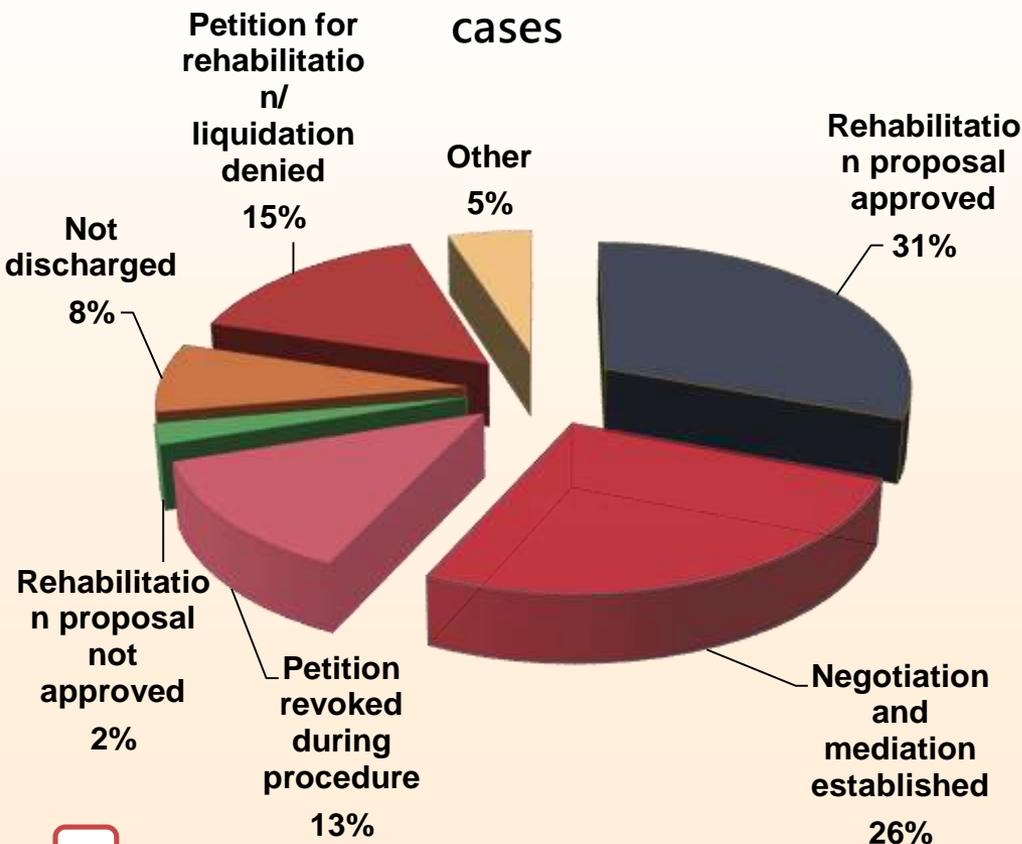


Model of Joined-up Services	Indicators of Connectivity	Stances of the Agencies Involved	Trust between the Agencies	Process Adjustments	Contacts and Connection for Individual Casework	Service Cooperation
 Making Contacts & Building Relationships for Business Promotion		Institution-centered	None — Low	None	None — Low	Low
 Case Referrals		Institution-centered	Low — Medium	Some	Low — Medium	Low
 Division of Labor with Connection		Institution-centered	Low — Medium	Some	Low — High	Medium
 Integrated Services Network		Client-centered	Medium — High	Medium — High	Medium — High	High

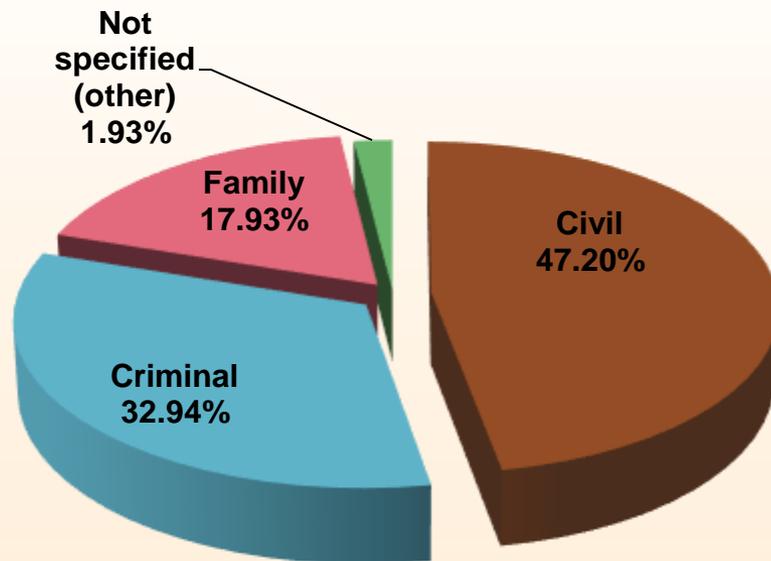
# The Example of Consumer Debt Clearance Program

- *Debt issues are complicated and often need to be tackled repeatedly*
- *The Debtors' Problems are often multi-faceted*

Analysis of repeated debt clearance cases



Analysis of other problems faced by debtors



# Why Build Up An Integrated Services Network?

- ✓ Common features of debtors:  
**hesitant, indecisive, repetitive withdrawals from engagement**

## ※Teamwork and companionship※



**Phase of Avoidance**  
(No confidence, no hope, escaping from debt)  
Needs for a solution to resolve the problem  
→ Informing them of debt clearance regulations



**Phase of Hesitation**  
(No confidence, having hope, but being afraid to face debt)  
Needs for consultation with a lawyer  
→ Professional opinion from a lawyer



**Phase of Resolution**  
(confidence established, having hope and be willing to face debt)  
Needs for companionship and encouragement  
→ Professional and friendly assistance and support





# *An Ideal Model for Joined-up Services: The Example of Consumer Debt Clearance Program*

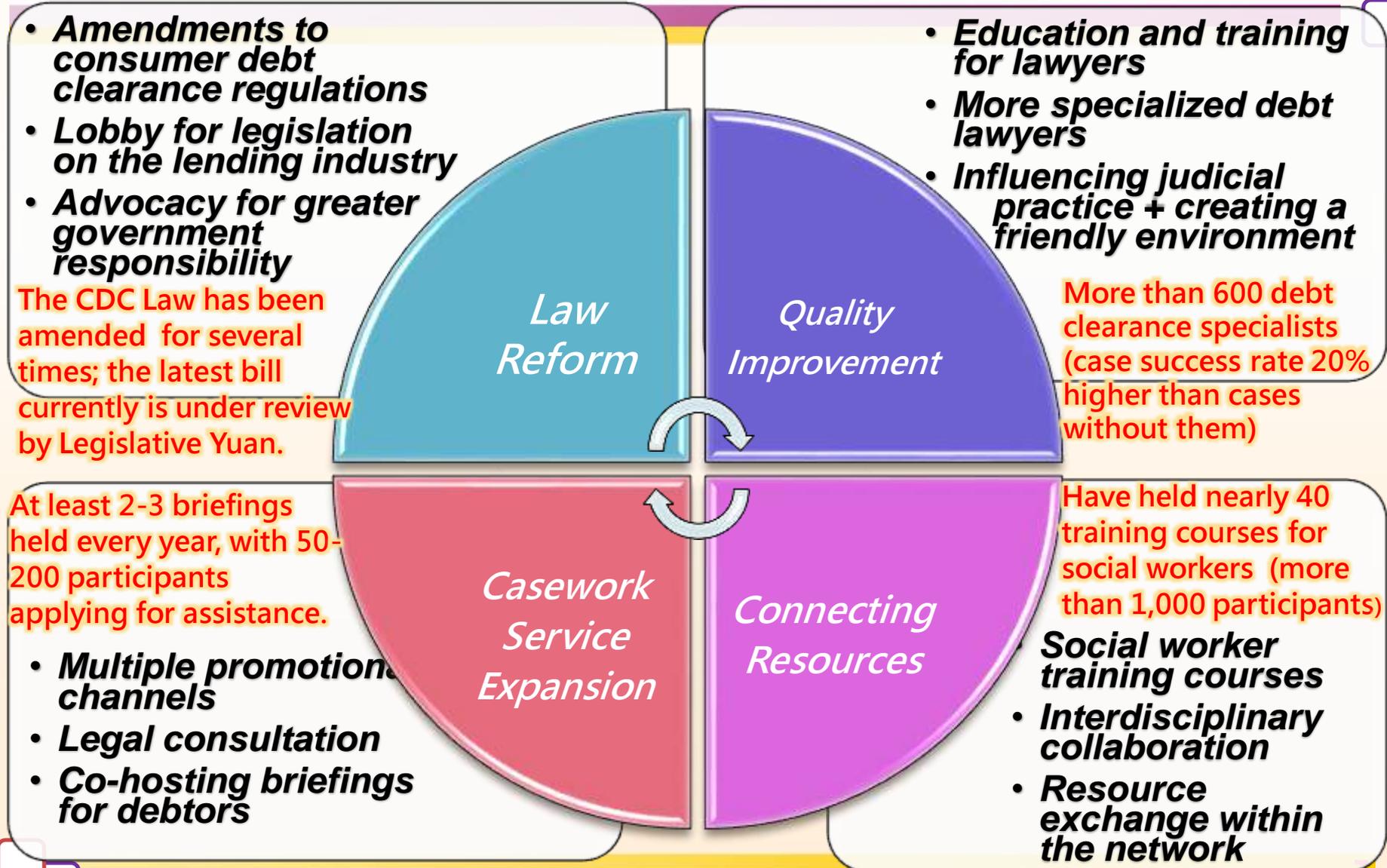


**Through working together, we can:**

- ◆ Find hidden debtors (legal aid clients)
- ◆ Help debtors stay the course and resolve their debts and other problems
- ◆ Achieve **Multiplying effectiveness** in:  
social advocacy, law reform, resources aggregation and casework



# An Ideal Model for Joined-up Services: The Example of Consumer Debt Clearance Program

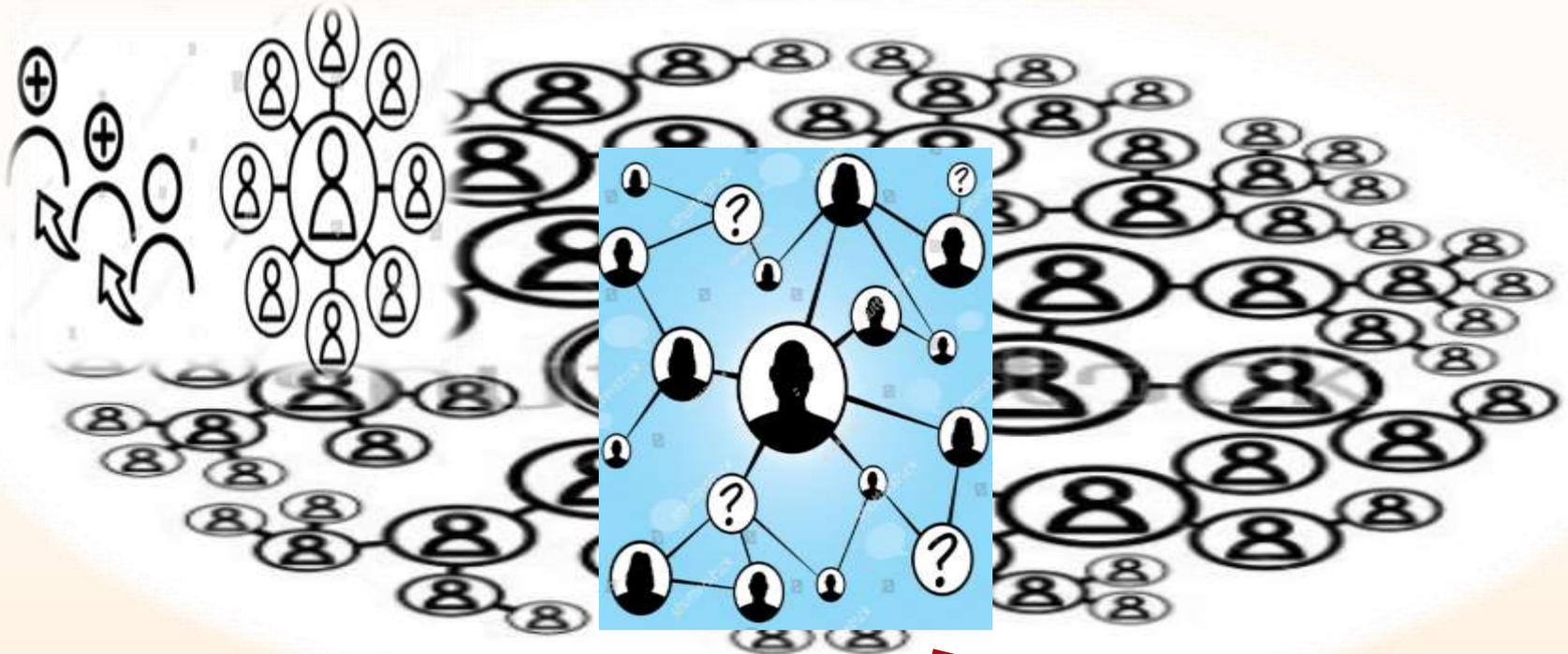




## Companionship by our partner -- the Bread of Life Church in Taipei

- ◆ Integrated and holistic service: dealing with clients' multifaceted needs
  - ✓ *A team consisting of lawyers, doctors, psychiatrists/counselors, financial counselors, pastors, and social workers, etc.*
- ◆ Service Outcome: clients having greater persistence and better compliance

# *Impact on Resource Allocation: Different Models of Joined-up Services*



***Case referrals /  
Division of labor but  
with connections***

***Division of labor?  
Work split?***

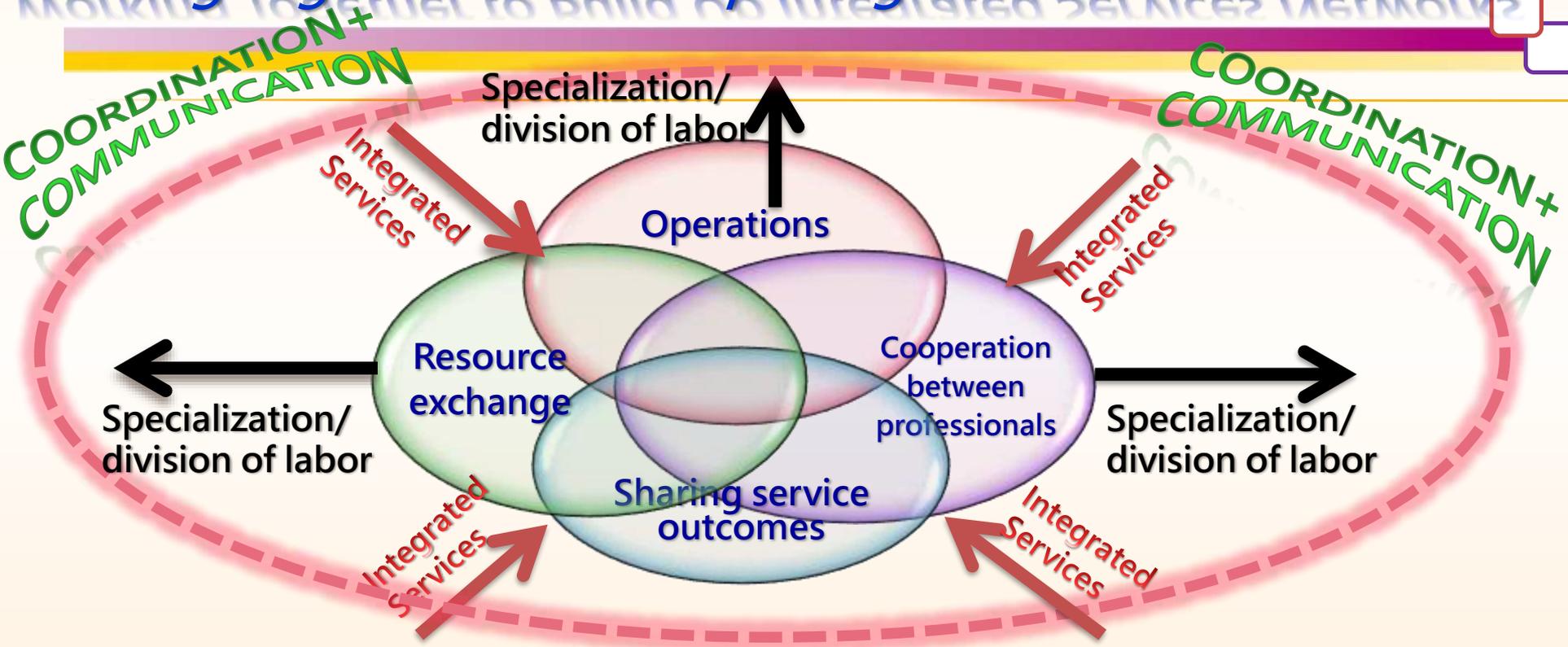
# *Considering Effectiveness and Efficiency...*

## *Integrated Services Networks*

*Future trends!*



# Working Together to Build Up Integrated Services Networks



**Tug of war between**

**"division of labor" and "integration services networks"**

- ◆ Preventing self-centered mentality
- ◆ Promoting collaboration
- ◆ Maximizing the benefits of integrated social resources



THANK YOU FOR LISTENING

