

Study on the Construction of Services for the Complex Needs of People with Disabilities in Taiwan: A Service Coordination Model

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Abstract

Currently, service centers for people with disabilities are facing various challenges, including cross-departmental cooperation difficulties, insufficient resources, and a lack of assistance mechanism to address the complex needs of people with disabilities (CNPD). This study aimed to (1) elucidate how to conduct cross-departmental cooperation and resource intervention; (2) identify the intervention difficulties in services that address the CNPD; (3) develop a service intervention model that fulfills such needs. This study was conducted from January 2021 to January 2022 through a pilot project and focus groups. The results elucidated the current situations of cross-departmental cooperation and resource intervention, the

difficulties in intervening in the CNPD, and the current mechanism of expert-assisted services. Various topics relevant to the fulfilling of such needs were discussed, the recommendation is for the government to build a comprehensive intervention model for the CNPD, develop expert teams, and foster an awareness of professionalism among service organizations.

Keywords: Complex Needs, Service for People with Disabilities, Cross-Departmental Cooperation, Service Coordination Model