

# A Probe Into the Matching Model of “Demand-Service” Based on Classified Social Security for Vulnerable Children

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**Abstract.** From the perspective of classified social security, welfare security of vulnerable children is gradually precise. It is of great significance to study how to match the needs of vulnerable children with the service content, so as to improve the efficiency and accuracy of service resource allocation. This paper selects six regions in Hubei Province to carry out multi case study, explores the "demand-service" matching mode, trying to classify the services in the form of the model, coordinates the existing service types, and organically match the needs and service contents of the vulnerable children, so as to promote the precise measures for the protection of vulnerable children.

## 1. Introduction

Children welfare system in China has changed from the disabled type to the moderate inclusive type, and the coverage of children welfare has expanded from orphans and vagrant children to the children with serious illness and disability, family poverty and lack or improper family guardianship<sup>[1]</sup>. Nowadays, the welfare resources for vulnerable children have greatly expanded, but how to allocate resources is more important than whether resources are sufficient<sup>[2]</sup>. At present, the government has defined and classified both the types of vulnerable children and the types of welfare service content. However, there is no clear policy about how to match the vulnerable children with service on the basis of their needs, thus resulting in low efficiency of service allocation and difficulties in accurate implementation of services<sup>[3]</sup>. Based on this, this paper, from the perspective of classified social security, adopts qualitative research methods, selects six representative regions in Hubei Province, and explores the achievements and difficulties of "demand-service" matching mode of vulnerable children in practice work through multi case study. Based on the research findings and literature, this paper attempts to build a specific "demand-service" matching model, so as to improve the service allocation efficiency.

## 2. Research methods

In this paper, six representative and comprehensive regions of children's protection work in predicament, such as Wuhan, Jingzhou and Enshi, were selected to carry out qualitative research. A total of 13 interviewees including government staff, social workers of social work service center and leaders of group organizations conducted semi-structured interviews. The interviews focused on the service content, service matching and suggestions for improvement of vulnerable children. Through multi case study, this paper analyzes the achievements and difficulties of the current situation of "demand-service" matching model of vulnerable children.

## 3. The design of the classification of service content for vulnerable children

Most of the existing classification of service types for vulnerable children is simple enumeration method, which divides services into basic life security, education security, medical security and out of home placement<sup>[4]</sup>. Some classify service by traits, which divides services into 3 types, such as support, protection and substitution<sup>[5]</sup>. These two ways of classification are still based on the idea of

disability-based welfare, or limited to the services for some kind of vulnerable children, so it is difficult to comprehensively inventory the existing services for vulnerable children. Therefore, this paper adopts the method of quartile matrix analysis (as shown in Figure 1) to integrate and summarize the existing services for vulnerable children. Taking the nature of services (from basic security services to developmental welfare services) as the horizontal direction and the service stage (from intervention for high-risk to prevention for low-risk) as the vertical direction, the services for vulnerable children are divided into four types: consultation, economic aid, rehabilitation and promotion.

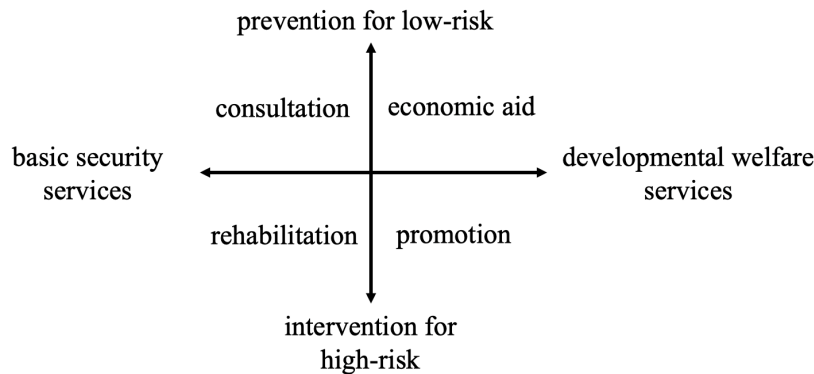


Figure 1: the main types of services for vulnerable children under the quartile matrix

Consultation refers to assisting in the application of administrative welfare, linking social resources, etc., such as the qualification of low-level insured, and household registration, helping them to obtain basic life security, avoiding being ignored by the social security system.

Economic aid refers to direct economic subsidies, such as donations from charity associations, caring enterprises or individuals. By providing direct economic assistance to help children and family through the short-term difficulties, to avoid the deterioration of the plight.

Rehabilitation mainly include psychological consultation, compulsory parental education, etc., which are applicable to children or families suffering from severe physical and mental trauma and family functional disability, help vulnerable children and their families to solve psychological trauma, parent-child relationship breakdown, family functional disability, etc.

Promotion refers to services such as assisting vulnerable children to integrate into the society and advocating for the rights and interests of them, such as employment service, inclusive parental education, community service and legal service. so as to reduce the possibility of vulnerable children falling into difficulties again.

#### 4. An Analysis of Typed Needs and “Demand-Service” of Vulnerable Children

The existing research mainly focuses on the causes of vulnerable children, ignoring the differences and systematization of security services of the three types of vulnerable children<sup>[6]</sup>. The neglect of the differences of security services reflects the lack of grasping the needs of children in various difficulties. Therefore, this paper, through empirical research, deepens the needs of vulnerable children under the policy classification.

Table 1: Type traits and needs of vulnerable children

Types of vulnerable children	Type traits	Key needs	Complementary needs
Family poverty	Lack of resources makes it difficult to guarantee children's health and education needs.	Solve economic difficulties	Mental health, social integration, etc
Self dilemma	Caused by serious illness or disability, children have difficulties in economic, the right to education and social connection.	Medical rehabilitation and solving economic difficulties	Mental health, employment, social integration, etc
Lack or improper monitoring	Children's physical and mental damage or parent-child relationship breaking due to lack of or improper guardianship	Mental health, medical assistance and family relationship reorganization	Solve economic difficulties, social integration, etc

According to the survey, at present, the services for vulnerable children are gradually diversified, and the assistance for them is mainly based on the application of welfare qualification and economic assistance. There are also rehabilitation and promotion services used in those who have serious illness or lack of monitoring.

Table 2: overall situation of "demand-service" matching of vulnerable children

Types of vulnerable children	Consultation	Economic aid	Rehabilitation	Promotion
Family poverty	√	√	-	-
Self dilemma	√	√	√	-
Lack or improper monitoring	√	-	√	√

Comparing table 1 with table 2, we find that there are two main problems in the current situation of "demand-service" matching of vulnerable children.

First, the integrity of service matching is low, and the rehabilitation and promotion services that meet the demands of children's mental health and social integration are relatively absent. If we can timely and comprehensively evaluate the demands of vulnerable children when we first receive the case, and match the rehabilitation service and promotion service, we will solve the problem earlier and avoid multiple invasion.

Second, the primary and secondary factor of service matching is lack. Because of neglecting the control of "service density", different types of services are lack of primary and secondary, which is easy to lead to the problem that "cure the symptoms, not the disease". On the premise of providing basic economic assistance, services are inclined to the demands of mental health, family relationship repair and other aspects, and more service resources are invested in rehabilitation services such as psychological consultation, compulsory parental education, etc., then a healthy growth environment can be constructed for such children in need.

## 5. Construction of "Demand-Service" Matching Model for Vulnerable Children

The "demand-service" matching needs integrity. Social service is a multi-level policy system. In order to give full play to the role of social services for the protection of vulnerable children, we need to strengthen the organic connection and docking of services with strong relevance<sup>[7]</sup>. Therefore, as shown in Figure 2, vulnerable children protection services need spectral integration of basic security services such as consultation, economic aid and developmental welfare services such as rehabilitation and promotion. We will integrate maternal and health care services, parental education into the prevention system, psychological consultation, social integration into the rehabilitation system, so as to truly achieve the prevention, intervention and rehabilitation of children in need and families in need.

The "demand-service" matching needs to focus on the primary and secondary of factors. On the basis of solving the basic problems, we need to meet differential demands of vulnerable children. Therefore, as shown in Figure 2, when providing services for vulnerable children, it is necessary to consider the priority of different service ratios. For example, the children with serious illness and

disability focus on medical rehabilitation services, the children with family poverty focus on direct economic assistance, and the children with missing or improper guardianship focus on improving family guardianship ability. On the basis of meeting key needs, continue to supplement other types of services according to the dynamic needs of vulnerable children.

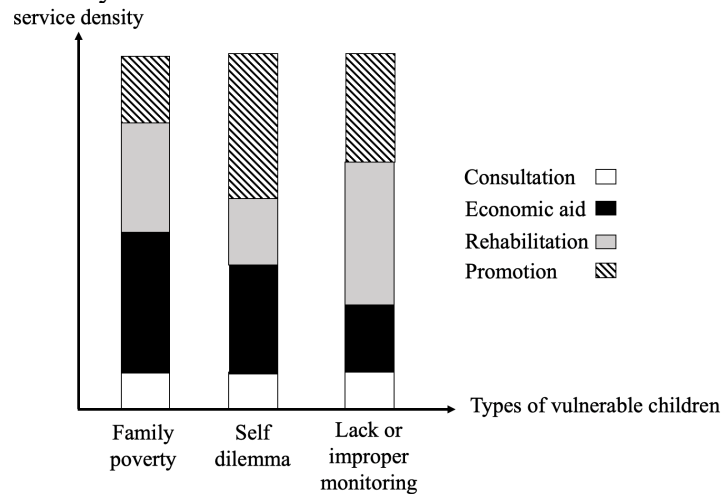


Figure 2: matching model of "demand-service" for vulnerable children

## 6. Conclusion

Under the idea of classified social security, the precise matching of "demand-service" emphasizes that the protection of vulnerable children can accurately implement policies and provide services on the basis of fully meeting the needs of them. This study adopts the method of quartile type division, coordinates the existing services for children in distress, constructs the "demand-service" matching model, improves the integrity of service matching, grasps the primary and secondary nature of service matching, so as to improve the efficiency of service resource allocation, and has strong theoretical significance.

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