

# Research on Service Strategies for Social Work Intervention in the Difficulties and Needs of Families with Children in Difficulties--Based on the empirical research in District L of Jiangsu Province

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**Abstract.** In order to properly solve the global problem of children in difficulties, social work should be involved to play a role. Based on the field investigation of families with children in distress in L District of Jiangsu Province, it is found that families with children in distress generally have needs for economic help, self-realization, future placement and care services, and their social support network resources are complementary to their needs. The research suggests that social workers can rely on the media of social support network to achieve intervention from five aspects: promoting policy improvement, carrying out skills training, providing care services, promoting community participation and establishing mutual help groups.

**Key words:** social work, Families of children in distress, Social support networks, Service strategy.

## 1. Introduction

Children in distress refers to children who are in distress due to their own, family and external reasons and need to be helped or protected. The issue of children in need is a global challenge that requires all countries to work together under the guidance of the United Nations Convention on the Rights of the Child and in light of their national realities to promote the well-being and development of children around the world.

According to a report released by the United Nations Children's Fund (UNICEF), millions of children around the world are faced with poverty, hunger, disease, conflict and other difficulties. These children lack basic living security and educational resources, and are facing enormous pressure to survive.

In real life, families with children in distress are often faced with many problems, such as diversified needs, multi-level connection of distress problems, disfamily-oriented welfare care, and low resilience of family social support network. Some exogenous difficulties are difficult to be borne by families alone, making families vulnerable in exogenous difficulties and in need of assistance (Wu Ying, 2023). Therefore, taking the family as the structural unit and strengthening the function of the family by establishing a long-term, stable and effective social support network system is of great significance for the intervention and assistance of children in difficulties.

Based on the project of visiting children in distress in District L, this paper investigates 100 families of children in distress, deeply explores their plight and needs, and provides solutions for social workers' intervention through social support network. To provide ideas and inspiration for intervention strategies for children in difficulties, enrich the research on the service content of children's social work, and promote the development of social work for children in difficulties.

## 2. Literature review and theoretical basis

### 2.1. Research on the plight and needs of troubled children

In terms of problems and needs, children in distress mainly include four categories: physiological, social, economic and psychological children in distress (Yang Ping, 2018).

Children with difficulties generally have a low quality of life, poor living conditions, family economic difficulties, low level of education, and lack of basic living security (Zhang Xiaomei, 2020). There are often problems of inadequate nutrition, poor sleep quality, lack of clean water and lack of basic sanitation (Kristen A. Dunfield, Valerie A. Kuhlmeier, 2013).

Most troubled children face severe psychological problems that are easy to overlook. Due to the particularity of the living environment of children in difficulties, they are more likely to produce excessive psychological defensive reactions and behaviors in communication (Fu Mengsi, 2022). The academic community explores the psychological problems and needs of children in difficult situations from the dimensions of psychological resilience (Tong Yanting, 2020), psychological adjustment (Lu Yinhe, 2020) and social anxiety (Chen Xiaoke, 2021).

At present, there is still a lot of room for improvement in the social support network of children in difficulties (Wu Qingyun, 2015). When exploring the social needs of children in difficulty, most scholars choose to categorize the concept of children in difficulty (Wu Yanhua, 2018), and put forward targeted countermeasures and suggestions according to the social needs of a special child in difficulty. For example, children with cerebral palsy can cooperate with the government and institutions through social work intervention to solve the dilemma of insufficient social support (Wang Qingqing, 2014). Social work plays an important role in the intervention of children with autism, including providing support, guiding parents, coordinating resources, and promoting community participation (T. Letlhakwane and Elizabeth Smit, 2018).

### 2.2. Research on the intervention of social work in families of children with difficulties

There are mainly two practical modes of social work, project system and embedded system, to intervene in families with children in difficulty (Huang Jun, Peng Huamin, 2018).

The project practice model refers to the government purchasing different types of service projects from social organizations through bidding and evaluation according to the needs of vulnerable groups (He Dong, Chen Minglong, Liu Xiaofeng, 2022). However, the disadvantages of this mode are becoming more and more prominent. For example, due to the limited project cycle and content, it is difficult to solve the long-term problems of clients and to give full play to the autonomy of social workers (Liu Lijuan and Wang Enjian, 2021).

The embedded practice mode refers to directly embedding the protection of vulnerable groups into the existing administrative service system, such as child protection and service centers, and setting up specialized personnel in the streets and communities to take charge of child protection (Xu Qianqian, 2015). Embedded services open up another path of child protection to break through time and transaction costs.

Social work services for children in distress mainly include rehabilitation services, development services and rights protection services in three aspects (Lu Shizhen, Wang Yue, 2017). Rehabilitation services refer to the provision of appropriate rehabilitation training programs for children in difficulties through the professional method of social work, so as to enhance their adaptability to life. At present, the research mainly focuses on the development services for children with difficulties, including social integration (Song Wenjuan, 2019), self-efficacy (Mu Heru, 2020) and social support (Yao Tuanfei, 2020). The difficulties and needs in this aspect are addressed from the perspectives of case work (Bao Jie, 2019) and group work (Tang Jie, 2021). The rights protection service mainly refers to safeguarding the legitimate rights and interests of children in difficulties, and promoting the introduction and revision of policies and regulations for children in difficulties.

### 2.3. Research review

The above literature has conducted multi-directional research on families with children in distress, but there are also the following problems:

First, the current academic research mainly focuses on the use of professional service methods. The ability of social workers to act as resource link, advocate and other roles in the protection process of children in distress has been neglected. Second, at present, there are systematic studies on the intervention of social work in the service of children in difficulty, but there is no effective combination between the service provider and the media.

Therefore, this study adopts the theory of social support network, based on questionnaire and interview data, with social workers as the main body and social support network resources as the media, and combines with the needs of families of children in difficulties. The needs are assessed, intervention and intervention are carried out from the two levels of formal support and informal support, so as to realize the integration of service subjects, media and objects, and the combination of micro individuals and macro policies.

### 2.4. Theoretical basis

Social support network is generally defined as a system of social relations that can provide resources and assistance for individuals to solve their own difficulties (Shen Haijie, 2013). According to the source of social support, social support network is usually divided into formal support and informal support (Shan Xizheng, 2018).

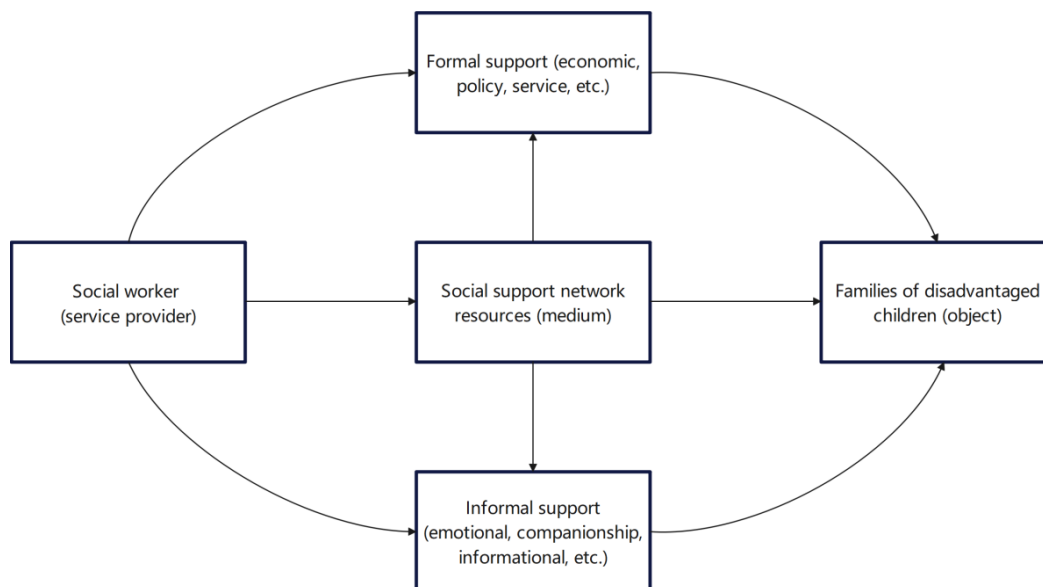
Social support network theory focuses on the interaction between individuals and various social relations, mainly emphasizing how individuals obtain support and satisfaction in social interaction, and how to use social resources to solve problems (J. S. House, D. Umberson, and K. R. Landis, 2018).

The repair and reconstruction of the social support network of families of children in difficulty is of great significance to the construction of a long-term harmonious and stable family support system for children in difficulty.

## 3. Research object and method

This study takes 100 families of poor children in District L as the research objects. District L attaches great importance to the work of child protection, including several demonstration sites of child protection practice bases. In recent years, District L has persisted in carrying out the project of visiting children in distress once a year, surveying the needs of 800 families of children in distress in the district through visits and telephone visits, assessing risk levels, and reporting them to the civil affairs system, and has achieved good project results and effects, playing a certain leading role in the industry. Therefore, it is of certain practical significance to take District L as the case study of this study.

Based on the qualitative research method and statistical methods such as descriptive statistics, correlation analysis and analysis of variance, this paper designed a questionnaire based on the SSRS scale. Based on the social support network theory, it was used as a medium for social workers to participate in the difficulties and needs of families with children in difficulty, and further consolidated the effectiveness of social work services (as shown in Figure 1). The data collected in this paper mainly include the following aspects: (1) First-hand information about the daily conditions of families of children in difficulty through the L-area Children in Difficulty visit project; (2) 25 interviews with caretakers, child directors and social workers for children in difficult situations in District L (Table 1); (3) 100 questionnaires were distributed to 100 families with children in difficulty, and the data were analyzed (Table 2, 3).



**Figure 1.** Analytical Framework of Social Worker Intervention in the Challenges and Needs of Distressed Children

**Table 1.** Basic Information of Interviewees for Caregivers of Distressed Children

ID	Relationship	Child's Gender	Child's Age	Type of Distress	Family Situation
A	Mother	female.	16	Severely ill or disabled	Single-parent family, mother is the sole breadwinner, facing economic pressure. The child exhibits evident pessimistic emotions, and the parent-child relationship is average.
B	Mother	female.	5	Severely ill or disabled	The family structure is intact, with the father working to support the household financially, while the mother provides full-time care for the child (who is seriously ill). The parental relationship, health status, and parent-child relationship are all good.
C	Mother	Male	18	Severely ill or disabled	The family structure is intact, with the father working out of town to support the household financially, while the mother provides full-time care for the child (who has intellectual disabilities) and younger brother. The parental relationship, health status, and parent-child relationship are all good.
D	Father	female.	8	Severely ill or disabled	The family structure is intact, with the father providing financial support. The child has a severe intellectual disability, requiring expensive rehabilitation costs. The mother and grandmother take turns caring for the child. Both parents demonstrate strong caregiving abilities, but experience significant parenting stress.
E	Father	Male	9	Severely ill or disabled	Five family members live together (grandmother, parents, and younger brother). The family income is sufficient to cover expenses. The child receives regular rehabilitation treatment. The parents

					demonstrate strong caregiving abilities, and the family relationships are harmonious.
F	Father	female.	6	Poverty	Low-income household, single-parent family. The father lives with the child, with low income and significant financial pressure. The mother occasionally visits the child. The parent-child relationship is good, but the father's health is poor.
G	Mother	female.	16	Poverty	Single-parent family. The mother has poor health and no income, while the father pays a small amount of living expenses monthly. The child has an average relationship with the father, with occasional interactions, and has a better relationship with the grandmother and aunt.
H	Mother	female.	12	Poverty	Intact family structure primarily reliant on the father's income and welfare benefits, which are unstable. High medical expenses are incurred, but the parental and parent-child relationships are good.
I	Mother	female.	8	Poverty	The family structure is intact, but the economic situation is poor as both parents are currently unemployed. The father's health is also poor.
J	Mother	Male	12	Poverty	The family relies on welfare benefits for financial support. Despite these challenges, the parents demonstrate strong caregiving abilities, and the parent-child relationship is good.
K	Grandmother	Male	12	Factually Unattended	The family has been restructured due to the death of the child's biological father. The family's income is derived from running a small shop, the mother's job as a sanitation worker, and welfare benefits. The relationship between the parents, their physical health, and the parent-child relationship are all good.
L	Mother	Male	18	Factually Unattended	The family has been restructured, and the child lives with grandparents, father, stepmother, and stepsister. The family faces significant economic pressure, and the father shows neglect towards the child, providing minimal companionship. Consequently, the parent-child relationship is poor, leading to noticeable psychological issues in the child.
M	Grandmother	Male	2	Factually Unattended	Single-parent household: The father passed away due to cancer, leaving the family in debt. The mother is ill and has lost basic labor capacity, yet the parent-child relationship remains harmonious.
					Intact family structure: A family of five, including grandparents and parents, live together. Both parents have intellectual disabilities, and the family's income comes from grandparents and subsidies for disadvantaged

					children. The grandmother has a higher cognitive level, strong caregiving abilities, good physical health, and the family maintains harmony.
N	Grandmother	Male	5	Factually Unattended	Single-parent family: The father is incarcerated, and the grandmother takes care of the child. The family receives monthly subsidies for disadvantaged children and irregular income from the grandmother. The parent-child relationship is average.
O	Mother	Male	15	Factually Unattended	Incomplete family structure: The parents are divorced, and the child lives with the mother. The family's income comes from the mother's irregular income and subsidies for disadvantaged children. The parent-child relationship is harmonious.

**Table 2.** Descriptive Statistics of Social Support Scores for Families of Distressed Children in Area L

	Number of Cases	100
	Mean	26.15
	Median	26
	Standard deviation	6.99
	Variance	48.92
	Minimum value	8
	Maximum value	43

Through the descriptive statistics of the social support score, we can see that the social support score of 100 households is 26.15 points, and the shape of the distribution is relatively flat, slightly skewed to the right, close to the normal distribution.

**Table 3.** Social Support Level Classification Table

Level of Social Support	Number of Cases	Percentage
Limited Social Support	18	18%
Moderate Social Support	52	52%
Satisfactory Social Support	30	30%

(Note: Divided according to the following rating criteria: total score less than 20, to receive less social support; A score of 20-30 was considered as having average social support; And 30-40 on a scale of having satisfactory social support.)

According to the table, the total proportion of families with average social support and satisfactory social support is 82%, which means that most families are above the average level of social support and can use social support networks to provide help.

## 4. The problems and needs of families with children in distress

### 4.1. The welfare needs of families are diverse, and economic assistance is the most urgent

The survey results show that the needs of children in distress mainly include financial help, case counseling, group activities, care services, school help, policy guidance, medical assistance, psychological counseling and employment help. In the question of the distribution of needs of children in distress, 76% of the subjects checked the option of "economic needs" (FIG. 4), which

accounted for a much higher proportion than any other option. Therefore, we believe that economic difficulties are still the primary factor restricting the development of families with children in difficulties.

**Table 4.** Distribution of Needs among Families of Distressed Children

		Number of Cases	Percentage
Type of Needs	Economic Assistance	76	76.0%
	Individual Counseling	22	22.0%
	Group Activities	12	12.0%
	Daycare Services	17	17.0%
	Educational Support	31	31.0%
	Policy Guidance	16	16.0%
	Medical Aid	8	8.0%
	Psychological Counseling	12	12.0%
	Employment Assistance	11	11.0%

L mother: I am in poor health (uremia), the contract will expire in August, and I will be unemployed. My family relies on government subsidies (2,300 children's subsidies per month). Because my father is ill (father died of pneumonia several years ago), my family owes more than 100,000 yuan in foreign debt and personal debt to see a doctor.

Sister Lei (Child Director) : In fact, the biggest need of most families is their economic needs, and the government is the main one that can provide economic support. So I think I should have a better understanding of the government's subsidy policies and learn more to make timely responses during future visits.

#### **4.2. The sense of self-efficacy is generally low, especially among disabled children**

All interviewees agree that children in difficulties have low expectations of self-efficacy, and they are worried about the future placement of children in difficulties. In particular, children with disabilities feel inferior and sensitive to their own defects.

Mother A (caregiver for disabled children) : She has a very bad temper and often asks us why she came to this world, thinking that this is the end of her life.

Sister Huan (Community Children Director) : In the process of visiting children in difficulties, we found that the most obvious problem is psychological. They do not have expectations for the future, they feel abandoned by the society, and they also have a rejection attitude towards the visiting staff.

#### **4.3. Their development needs are obvious, and their future placement is a hidden danger**

In the question of "What needs do you think you have at present?", in addition to the highest proportion of economic help, school help, case counseling, psychological counseling, employment help, these can be summarized as developmental needs, which is also consistent with the characteristics of children's development. Through helping and self-help, children in difficulties improve their academic performance, have a skill, and have a future job. In order to achieve the purpose of improving self-efficacy.

Mother C (carer for mentally disabled children) : His character has always been very good, and he will soon graduate from the special education school, but we are worried that he will stay at home after graduation, and it is difficult to find a suitable job. If there is a special organization to provide some technical guidance, so that he can support himself in the future, we can worry a lot less.

Sister Lei (front line social worker of uninsured Center) : In the past two years, special education schools have cooperated with vocational and technical schools, so that children who have graduated from these special education schools can enter vocational and technical schools through assessment to learn a skill. Such exploration is very necessary.

It can be seen that children in difficulties and their families have strong developmental needs. By mastering a skill and having the ability to learn, they can alleviate the worries of caregivers, which is also conducive to further improving the resilience of this group. The realization of developmental needs requires extensive support from social support.

#### 4.4. There is a high demand for respite services, and the demand for care needs to be urgently addressed

The author made a correlation analysis between the feeling of parenting pressure and the recognition degree of the importance of breathing service, and found that the feeling of parenting pressure has a significant impact on the recognition degree of the importance of breathing service.

**Table 5.** Correlation Analysis between Perceived Parental Stress and Importance of Respite Services

		Parental Stress Perception	Recognition of the importance of respite services
Parental Stress Perception	Pearson correlation coefficient	1	0.773**
	Significance (two-tailed)		000.
	Number of Cases	100	100
Recognition of the importance of respite services	Pearson correlation coefficient	0.773**	1
	Significance (two-tailed)	000.	
	Number of Cases	100	100

As shown in FIG. 5, for subjects who chose "relatively high" and "very high" in the question "How is the current parenting stress", correlation analysis was conducted on the two variables of parenting stress perception and cognition of wheezing service. It was found that the Pearson correlation between parenting stress perception and recognition of the importance of wheezing service was 0.773 (that is, correlation coefficient  $r$ ), and the significance P-value was 0. At the significance level of 0.01, it can be considered that there is a strong positive correlation between the two variables. Based on this result, we can conclude that families with difficult children with high parenting pressure need respite services more.

D Father: Since the child has this condition, her mother does not work and stays at home with her grandmother full-time to take care of the child. She must hope that someone can take care of the child for us. However, in his current situation, no one can take care of the child except ourselves, and he has no basic ability to take care of himself.

Tao Ge (social worker in L District) : Although breathing services are very important, there are advanced experiences in providing breathing services in Taishan Street, but not all parents are willing to send their children to institutional care, one is because they do not want to let others see their children's bad side, and the other is because they feel that the service staff lacks the relevant nursing knowledge and do not trust their children to the institution.

Some parenting pressure, but do not choose the breathing service of parents, the reasons can be summarized as the following: do not trust the child to be taken care of by others, the service staff is not qualified enough, the service content is limited and it is difficult to establish a long-term effective service mechanism.



## **5. Third, the analysis of social support network resources available to children in difficulties**

### **5.1. Formal social support**

#### **(1) Relevant government departments**

In the process of investigation, the author found that the welfare policies that most directly benefit children in distress are mainly reflected in the child personal security, which is mainly divided into living security, educational assistance, medical assistance and rehabilitation assistance. For children in distress, living security mainly includes children in distress subsidy and disabled person's security. District L will adjust the subsidies every year. How to let children in difficulties benefit from subsidies in a timely and comprehensive manner is the key issue that social workers need to pay attention to in their daily work.

#### **(2) Support from social workers' institutions**

Social work runs through the whole process of the protection of children in difficulties. The support resources of social work here mainly refer to the direct professional services provided by social work agencies, which is an important part of the protection of children in difficulties. At present, the services provided by social work agencies have gradually changed from the project system to the embedded system, and juvenile protection and service centers have been built at district level. The construction of uninsured stations in towns and streets will guide the work of uninsured centers and provide more long-term and effective services for children in difficulties, such as regular hosting activities and correction teams, to meet the needs of children in difficulties and their families. The services provided can be classified into professional services and organized activities, which play an important role in the protection of children in difficulties.

### **5.2. Informal social support**

#### **(1) Family and neighborhood support resources**

With the progress of urbanization and industrialization, the dependence of relatives has been reduced, and the independence of each other has been greatly enhanced, and the community model has changed from "horizontal" to today's "erected community". When it comes to the support that neighbors can give, most families say that they "do not know" and "are not familiar". With the development of modern society, the relationship between relatives is becoming more and more diluted. Even local families are difficult to establish a closer relationship with their relatives.

Thus, it can be seen that in modern society, it is difficult for traditional relatives, neighbors and other strong relationship resources to really play an effective mechanism to provide important help for children in difficulties. However, social workers can organize community activities and encourage the participation of the whole people to reduce social discrimination and prejudice against children in difficulties and realize the social integration of children in difficulties.

#### **(2) Peer group support resources**

Since most difficult children stay at home for a long time and have little interaction with the outside world other than communication with caregivers, and peer group support plays an important role in the development of children, it is necessary to encourage difficult children to interact with peer groups. On the other hand, caregivers of children in distress also need to have a source of emotional support. Respondent O said, "My girlfriends have been playing since childhood, they know the situation of my family, so every time they come, they will bring me cosmetics and supplements. They know that I am reluctant to buy these and I don't buy most of my cosmetics by myself, and they often talk to me. They always talk to me, which gives me lots of warmth."

There are many seriously ill and disabled carers who are disconnected from social relationships because they need 24-hour care. The support of friends is important in relieving stress and providing emotional value, which also reflects the importance of care services, allowing carers more time for self-fulfillment, socializing, activities, etc., rather than their lives revolve around their children.

### **(3) Weak relationship resources such as online friends**

During the visit, the author found that it is difficult for traditional strong ties such as relatives moving around and neighbors to continue to play a supporting role in the soil of the new era, while weak ties such as netizens can provide more immediate and extensive support. For children in difficulties, most of the time from the peer group around can not be recognized, will choose and similar plight of the group to have contact, through b station, little red book, Zhihu, etc., to know some netizens, in the visit process we found that some parents will deliberately add some mutual aid groups, interviewee E said: "When the child was in the brain hospital before, the doctor pulled us into the angel mutual aid group, in the group everyone will pass positive energy, chat content is also focused on donations, policy popularization and mutual encouragement, we can gain a lot through group chat." Many parents need to abandon their work to take children, and in the process can hardly see any progress and hope, they bear the pressure of parenting is unimaginable, the existence of these mutual aid groups at least let them feel that they are not alone, and even through the help of more vulnerable groups (such as donations, encouragement and support) to find their own advantages. Exchanging their own information with each other will also allow the interaction to continue, and they will receive encouragement at the same time, but also pass on this positive energy.

## **6. Fourth, social work intervention to meet the needs of children in difficulties in the path of realization**

### **6.1. Promote policy improvement and link economic resources**

As resource linkers, social workers need to play a leading role in breaking through policy implementation barriers, connecting macro resources with micro needs, and providing services for children and families in difficulties.

According to the survey, the biggest demand of families with children in distress in District L is economic demand, which mainly relies on the guarantee of the government, and it is difficult for some families with children in distress to apply for government subsidies. Social workers should timely publicize policy trends, relevant requirements and declaration procedures to children in distress and their families, and promote the implementation of policies. To improve the participation and satisfaction of vulnerable groups on the policy. In addition, in order to solve the problem of the disconnect between the top-level design and the actual situation of children in difficult situations, social workers need to timely assess the needs and risks of children in difficult situations and report them to the civil affairs system. Pay attention to the implementation of policies in real time, dynamically monitor the family situation of children in difficulties, and promote the adjustment and improvement of policies.

### **6.2. Make use of professional advantages to carry out skills training**

At present, most of the children's directors are part-time, and there are common problems such as "low frequency of visits", "weak professional knowledge" and "lack of practical skills". The public's awareness of children's directors is also relatively low.

Social workers have professional working methods and systematic theoretical support, should make good use of site resources, give full play to professional advantages, contact teachers and experts in colleges and universities, regularly hold vocational skills training for children's workers, vocational skills competitions for children's workers, etc., to improve the professional and service level of children's directors. At the same time, social workers should establish close contact with the director of children, so as to avoid repeated visits to difficult children and their families.

### **6.3. Organize respite groups and provide care**

According to the survey, the parenting stress of caregivers of difficult children is usually higher, and this is particularly obvious for caregivers of intellectual and mental disabilities. Therefore, most

parents have a high demand for breathing services. Social workers need to provide services such as trusteeship and group work for children in difficulties. In the process of trusteeship service, professionals are hired to provide them with survival skills and vocational skills training, so as to provide respite services for the caregivers' parenting pressure.

In view of the current breathing service may exist in the service personnel qualification is not enough, limited service content, difficult to establish a long-term effective mechanism and other problems, not guaranteed station should be set up in each street fixed trusteeship place, project system of trusteeship service inevitably there is a project limited and long-term demand contradiction, embedded system of trusteeship service can long-term, effective solution to the trusteeship problem. And more conducive to long-term evaluation and supervision, in order to provide higher quality custodial services.

#### **6.4. Link information resources to build weak ties groups**

Modern interpersonal relationship is based on the equal exchange between people. The existence of some mutual aid groups can make children in difficulties and caregivers feel the warmth of the society and their own value, not unilateral pity, but mutual strength. Social workers have a lot of information resources, and they can establish a relationship network between children with the same type of disabilities or their caregivers by creating group chats. Children can encourage each other through group chats, and caregivers can learn more nursing knowledge from each other, so as to realize the needs of "love and belonging".

### **7. Conclusion and discussion**

Through questionnaire survey, semi-structured interview and other research methods, the author investigated the difficulties and needs of families with children in difficulties, and analyzed the available social network resources from the two perspectives of formal support and informal support, as a breakthrough and medium for social work intervention. By linking economic resources, carrying out skills training for children directors, providing care services, organizing community activities and establishing weak relationship groups, social support is combined with needs, and the assistance of questionnaires provides data support for objectively describing the current situation of families with children in difficulties, which is more scientific.

In the process of investigation, the author found that everyone is an actor on the stage, playing their own roles, it is difficult for us to intervene and feel the same body, and can not feel the world they see through their eyes, therefore, the author's research conclusion will inevitably be affected by personal subjectivity and the management of the image of children in difficulties and other factors, there are some subjectivity and limitations in the future, The author will continue to adjust his research plan, establish a more long-term and in-depth relationship with the service objects, so as to make the research more authentic, and better help the families of children in difficulty to solve their difficulties and needs.

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