Bringing Welfare Closer to All Citizens

NamYangJu City
“Hope Care System”

2018. 3. 12.

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Diagnosis of Problems

Expansion of welfare

- Unemployment
- Increasing gap between rich and poor
- Breakdown of middle class
- Human rights challenges
- Bipolarization in education and health
- Work inequality
- Aging society
- Low birth rate
- "Working poor" problem
- IT-based society
The ratio of welfare spending to total government budget will become the world highest in 2040.

* Estimated amount of health, welfare, and labor budget and the total budget ratio (based on main budget of each year, Ministry of Strategy and Finance)
Korean Welfare Service System in the Past

Clients In need

Minimum cash benefit by law
- Provided by public general administration organizations
- Limited by public social welfare budget and related human resources

Other needed Services
- Offered by various private and other public organizations

People Falling through the Cracks
Due to lack of accessibility, human resource, and information

Overlapped Welfare Service Undiscovered
Division among public welfare departments hindering information sharing on welfare

Public Welfare Support Mainly in Minimum Cash
Focused only on providing minimal support, insufficient support to enable people to become independent

Limitation in Participation from Local Communities
Underutilization of financial and human resources from local communities

Lack of Coordination, Fragmented, Discontinuous services
I. Project Background

Analysis of NamYangJu city at Present

- Drastic population inflow and high demand for welfare
  - Increase of population inflow: 493,027 in 2008, 601,607 in 2013, 667,022 in 2018
  - High rate of welfare recipients: 15.2% of NamYangJu citizens

- Divided Life Zone Due to Being a Multi-core City
  - Lack of accessibility by citizens to welfare infrastructure

- Lack of Public Social Work Specialists
  - No. of residents per public social worker: 375 residents
    - No. of residents per public social work officer in the country: 246 residents (as of the end of June 2017)
  - Slow and/or no response time to residents in need under the current fragmented social welfare delivery system

Population: 667,022 persons
People subject to welfare: 100,763 persons
Welfare budget: 515.8 bil. Won (about 480 million USD)
Welfare officers: 269 persons (social work specialists: 183 persons)
Welfare facilities: Senior Welfare Service Center (3), Rehabilitation Center for the Disabled (1)
Bringing Welfare Closer to All Citizens

- Provides consumer-based one-stop service including welfare, health, employment, finance, and culture etc. in one place
- Welfare hub center that specializes in integrated case management, service coordination, and community resource management
- Public-private cooperative model

4 Offices by Districts (2007)

- North Hope Care Center
- Jogye Order of Korean Buddhism
- East Hope Care Center
- Sahmyook Welfare Foundation
- South Hope Care Center
- The Anglican Church of Korea

Expansion to 8 Offices (2017)

- Byegolne Administrative Welfare Center
- Jinjeob Onam Administrative Welfare Center
- Hwado Sudong Administrative Welfare Center
- Jingeon Toegyewon Administrative Welfare Center
- Dasan Administrative Welfare Center
- Geumgok Yangjeong Administrative Welfare Center
- Wabu Joan Administrative Welfare Center
- Hopyeong Pyeongnae Administrative Welfare Center
II. Hope Care System  Development Process

2007-2009
Strengthening Social Service Coordination Capability

Health + Welfare

2007
Hope Care Centers in 4 districts installed

2009
Integrated case management team created in the private organizations

2007-2009
Beginning Private-Public Cooperation Work

2011-2012
Created private-public welfare cooperation team / Developed IT-based private-public cooperation system

2013
Space integration of welfare & employment service
Focus on self-support projects for the poor

2012-2013
One-Stop Service, Employment & Welfare

2014-2016
Making NamYangJu-style Welfare Hub

2014-2015
Pilot project for the reorganization of delivery system Activation project for private-public cooperation

2016
Building the welfare hubs centered around the general administration and welfare centers

2017-2018
Intelligent Welfare City

Applying Advanced Technology, Grid-style Welfare Safety Net
Connected welfare network using big data and IoT
I . Hope Care System  Core Values

1. **Reduce the number of people falling through the cracks**
   Reaching out to people in need by predicting and discovering the government blind spots

2. **Prevent overlap and omission of welfare services**
   Introducing private + public cooperation and IT-based integrated case management system

3. **Evolve from one-sided survival-based welfare**
   Providing “customized self-support services” to strengthen self-support resilience

4. **Citizens helping citizens**
   Solving the regional problems with financial resources and volunteers in the community
II. Hope Care System  Major Roles

Outreach Practice
- 8 Hope Care Center offices, improve accessibility
- Diversification and professional intervention of ongoing discovery mechanism for people in need

Private-Public Cooperative Case Management
- Regular cooperative case management and strengthening follow-up mechanism
- Implementation of IT-based social welfare information management system shared by private and public organizations.

Welfare System Implementation Focused Upon Independence
- Focus on overcoming poverty
- Expanding protection to people living right above the poverty line (currently serving 80% of the target population)

Mobilizing Local Community
- Voluntary participation by citizens
- Building supportive communities at town level
"Receive all individualized social services with just one visit."

- Assistance for Self-Support
- Linkage to Employment
- Health Medical Service
- Living Support
- Caring Service
- Housing Support
- Psychological Counseling
- Financial Legal Support
- Administrative Welfare Center
- Micro-credit, Credit Recovery, Legal Consultation
- Volunteer Work Consulting Center
- Healthy Life Support Center
- Food Donation Food Market
- Hope Welfare Support Team
- Hope Care Center
“Manage all welfare services in one place.”

Public Organization (General Administrative and Welfare Center)
- Eligibility Test and Case Management (consulting, visiting service, etc.)

Private Case Management Organization (Hope Care Center)
- Case Management, Care Management, Service Linkage, Community Resource Management, etc.

Private Social Service Organizations
- Independent Operation, Service Linkage

Building an Integrated Case Management System
III. Project in Detail  Building an IT-based Integrated Welfare Management System

- Build the private-public welfare service provision DB sharing individual benefit history
- Real-time total monitoring (search by individuals and services)
- Provide social services based on the life cycle perspective
- Find people falling through the cracks (smartphone app)

Prevent overlap and omission of social services
Prevent fraud
“Overcome poverty and prevent dependency on welfare”

**Asset Creation**
Match savings services for scholarships for children and single-deposit for housing, etc.

**Employment Linkage**
Provide jobs linking to firms in the city

**Self-Support Training**
“My-work” training: provide support for hope training and certificate achievement

**Housing Welfare**
Offer single lump sum deposit and monthly rent housing support
III. Project in Detail  Building a Welfare Community in Which Citizens Help Each Other

**Expansion of Sharing Culture**
- Donation of inheritance
- “Dream Orchestra”

**Participation of Citizens**
- Hope manager (neighbor care)
- Volunteers group for Hope House (NamYangJu habitat)
- “Bokjinet” (welfare network for community social security councils at village-town-city levels)
- Cultivation of various small activity groups

**Volunteers**
- 139,000 persons (21% of the citizens)
  *National average - 17.5% in 2017*  
  (Statistics Korea (2017), Korea’s Social Research Report)

**Hope Care Campaign**
- 5,250 persons participating in 1-to-1 bank account sponsorship campaign
- “House of Donation”
- Build “Street of Sharing”
- Scholarship foundation project (airplane scholarship foundation, etc.)
- Sponsorship Agreement

Planning ➔ Designing ➔ Implementation, Citizen Participation and Feedback at All Levels
IV. Case Example: video presentation
V. Performance Outcome

1. Increase of Individualized Welfare Service

“30 Services in 8 Areas”
(Living assistance support, nursing, medical support, bath and beauty, counseling, culture service, etc.)

Number of welfare service cases which NamYangJu city offered by year

- **2007**: 13,220 cases
- **2008**: 23,400 cases
- **2009**: 42,600 cases
- **2010**: 72,800 cases
- **2011**: 120,900 cases
- **2012**: 193,500 cases
- **2013**: 246,000 cases
- **2014**: 268,000 cases
- **2015**: 293,658 cases
- **2016**: 293,658 cases
- **2017**: 293,658 cases

Increased by more than 20 times in a 10-year period

2. Budget Saving

Since implementation of IT-based integrated welfare management system

- **Number of Overlapped and Similar Cases**: 366 cases
- **Financial Savings** (based on 2014~2015 data): 254 mil. won
V. Performance Outcome

3. Building Social Safety Net

- **3rd Level**
  - Citizens ("Bokjinet")
    - Identify and help people falling through the cracks

- **2nd Level**
  - Private Organization (Hope Care Center)
    - Help people living right above the poverty line

- **1st Level**
  - General Administration and Welfare Center
    - Help welfare recipients covered by the welfare laws such as basic life security allowance, allowance for the disabled, etc.

4. Expansion of Citizen Participation

Amount of citizen donation by year

- **About 2.9 bil. won**
  - Increased by more than 7 times in a 10-year period

- **2007 to 2017**
  - Regular Donors
    - 944 stations
  - Regular Donors
    - 5,250 persons (2017)

- **2007 to 2017**
  - Regular, One-time, Total

- **2007 to 2017**
  - "House of Donation"
5. Expansion of the NamYangJu city social welfare delivery system model nationwide

- Benchmarking Organizations visiting from other regions: Total 190 organizations/1,742 persons

- Diffusing similar social welfare delivery model for case management
  - Gyeonggido “Infinite Care Center”, “Hope Welfare Support Team” in public general administration offices from the Ministry of Health and Welfare

- Strengthening welfare function of public general administration offices at village-town-city level nationwide in 2016
  - “Community Center” → “General Administration and Welfare Center”
  - Creation of social welfare outreach team in the centers.
Thank you