

# Stakeholder conference in Újbuda (6 DECEMBER 2021)

COMPETENCE – Capacity building Of eMployees of municipalitiEs for  
beTtEr provision of publiC sErVICES – project number: 2018-1-0242

Prepared by Újbuda Újbuda Service  
Provider

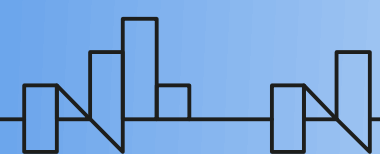
An institute of the Lead Partner

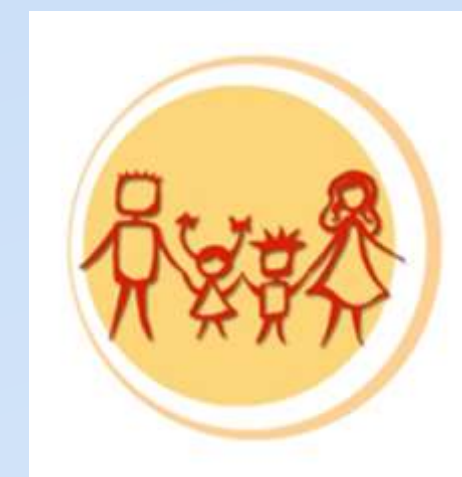
Mrs. Juhászné Csilla CSUKA, Head of  
the Institute



# ÚJBUDA

## Human Service Provider





- *Financial body:*

Budapest district XI. municipality

- *Service provided:*

Budapest district XI.

- *Address:*

1117 Budapest, Bogdánfy u. 7/D – Easily accessible by public transport, car, or on foot. The building is partially accessible for the disabled.

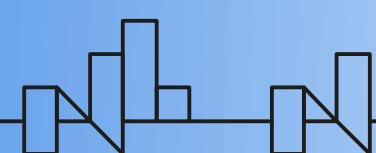
- *Client reception:*

Office hours.

In addition, there is a crisis phone line that operating on holidays, weekends, and after office hours.

- *Clients:*

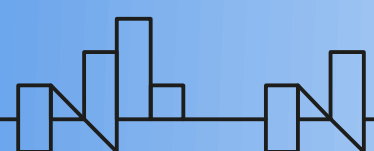
Everyone in Budapest district XI. (between age: 0-100+)





## Task of UHSZK:

- Provision of family and child welfare services, based on the methodology of classical social work, with a focus on family care.
- The operation is legalised primarily by child protection and social law, local protocols and municipal regulations.
- Provision of family and child welfare services is a mandatory task of the municipality.
- All services are free of charge.



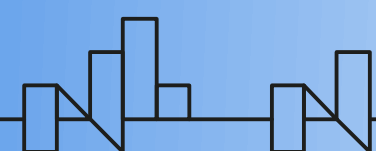
# Child welfare



- Social, life and mental health counselling
- Helping people to access various benefits (donation or service)
- Giving information for the clients
- Visiting families after an alert from the signal system
- Social work to resolve functional disorders and conflicts in the family
- Organizing preventive programmes for disadvantaged families
- Having helpful conversations with the families

We keep in contact with our clients by family visits in their own home, also we welcome them in our institution in person or reach them by phone or e-mail.

The clients come to us by an alert from the signal system or voluntarily.



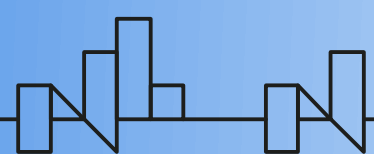


# Case management

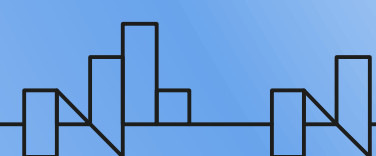


- Managing and operating the signal system, organizing the alerts
- Helping the legal actions of child protection
- Managing the legal contact ruled by a parenting agreement
- Giving information for the clients
- managing crisis telephone line after office hours
- Organizing preventive programmes for disadvantaged families

Cooperating with us is mandatory for the clients on this level.



## Who we are in contact with...





# Case management



## Counselling:

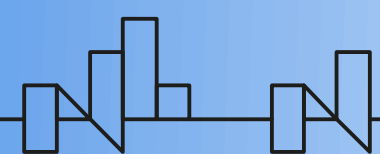
- Free legal advice (without representation)
- Psychological counselling
- Development pedagogy
- Indebtedness counselling

## Therapy:

- Family counselling
- Family therapy
- Couples therapy
- Divorce therapy
- Grief therapy

## School social work:

- Providing pre-school and school social services to children, their families and teachers in public education through individual, group and community social work.





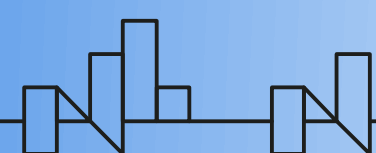
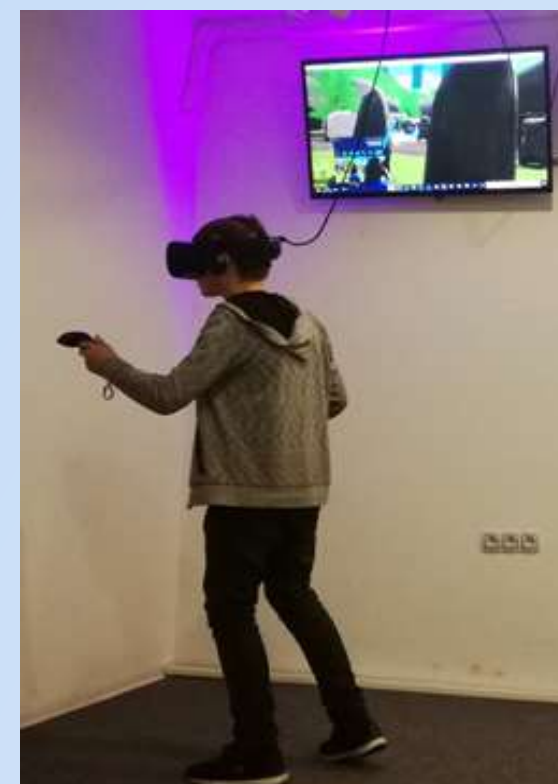
# Equal opportunities

Programmes for:

- Children
- Teens
- Families

Clubs

Camps





# Thank you for the attention!

