

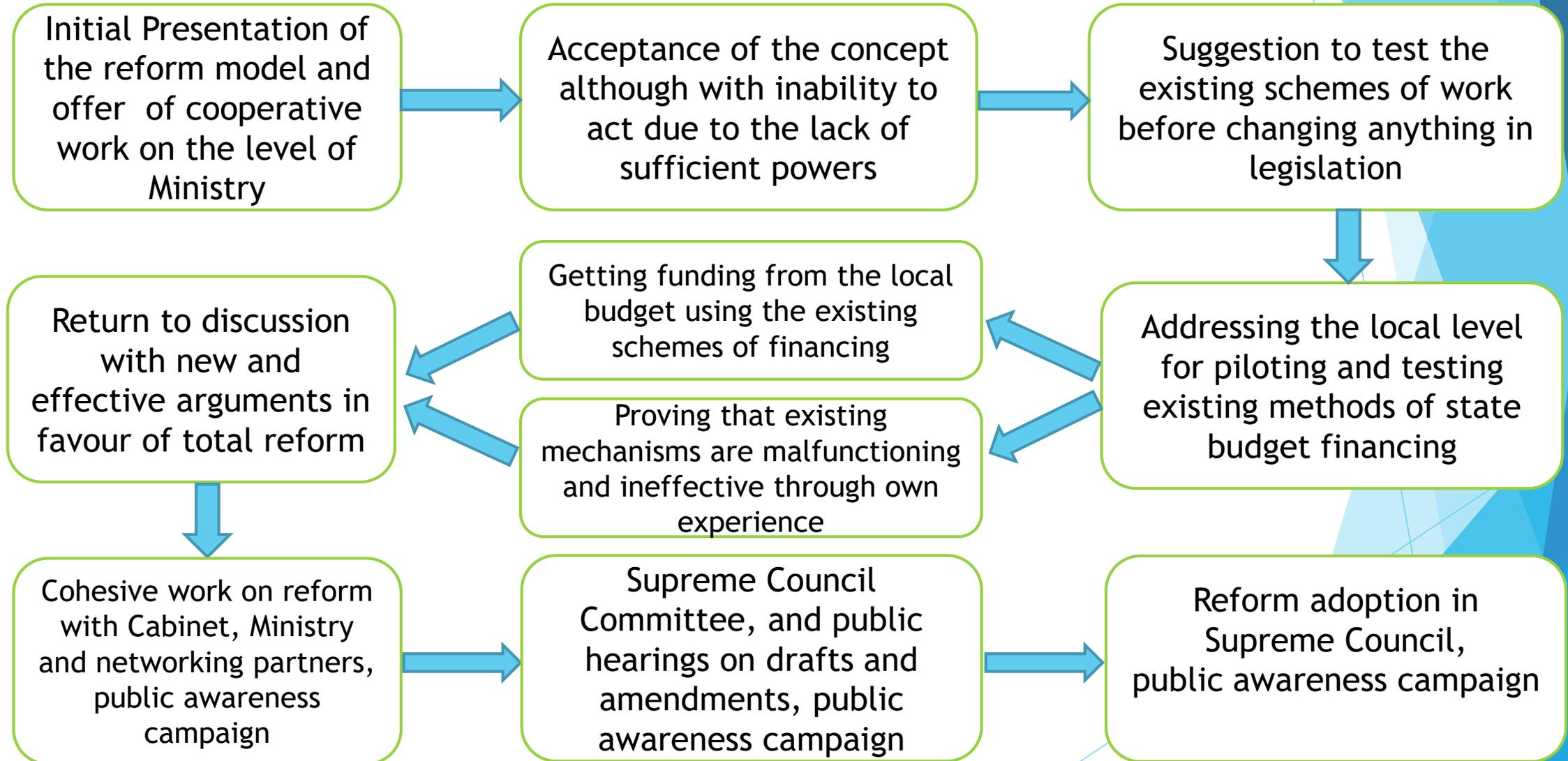


The Reform of Social Services and Main Elements of its Effective Functioning

Sit rep

- ▶ The general tendency to increase the need for social services
- ▶ Limited availability of financial resources to provide social services
- ▶ Dominant position of state providers on the market .
- ▶ Lack of a developed market of service providers
- ▶ Lack of centralized coordination of social services
- ▶ The existing mechanisms for monitoring and evaluating the quality of services are nominal and do not have significant financial/ administrative levers of influence.
- ▶ Discriminatory mechanisms for financing social services, depending on the form of ownership of the provider
- ▶ Planned approach to determining the amount of funding, lack of centralized e-service accounting, recipients and their providers

Strategy for Tackling Situation



Social Order as an option

PROs

- ▶ Access to state funding
- ▶ Open public procurement procedures are usually applied
- ▶ Only services are of big demand in local community are funded
- ▶ Offers should be provided by service provider. It helps to update own pricing, procedures and documentation

CONs

- ▶ Only local budget funds are applied
- ▶ The amount of funding is miserable
- ▶ Expenditures are covered after completion of services delivery to the client
- ▶ The choice of type of services, amount of financing is subjective and depends on will and vision of local authorities
- ▶ State providers do not participate in competition
- ▶ Pricing and portfolio of services are not similar in different regions

Acting locally

- ▶ Call for interested organisations was made
- ▶ Organisations had to decide themselves whether they need to earn through state funding, what staff do they need for it and to which extend they are ready to invest in entire process
- ▶ 10 organisations out of entire network confirmed their interest
- ▶ 5 training sessions on existing mechanisms of gaining funding from state and basic business skills were provided
- ▶ Post-training Mentorship programme was established for elaborated ideas to support the progress
- ▶ Organisations approached local authorities and managed to get funding due to reform of decentralisation
- ▶ Several regional organisations were recognised as leading partners of local authorities in providing social services

Total financial results (local budget, period 11.2017 -11.2018)

Grand total funding foreseen by local budgets in all local partner organisations*

18 388 029 UAH

Total sum of funding for which organisations applied to local community (local budget)

1 777 674 UAH

Total sum of funding earned from the local community (local budget)

1 357 979 UAH

*Only organisations which took part in training module. 4 out of 10 participants haven't shared this information with us yet.

Steps to improve the social services market and withdrawal from the post-Soviet model

- ▶ Establishing a single national operator of social services
- ▶ Automation of processes management and decision-making
- ▶ Alignment in rights, procedures and access to the market of services of providers of all forms of ownership
- ▶ Switching from "average per person" financing, "by bed" to financing a specific service for a specific recipient
- ▶ Creation of an effective body for the assessment and monitoring of the quality of social services in which there is no conflict of interest
- ▶ Complete audit of the amount of social services and expenses for them

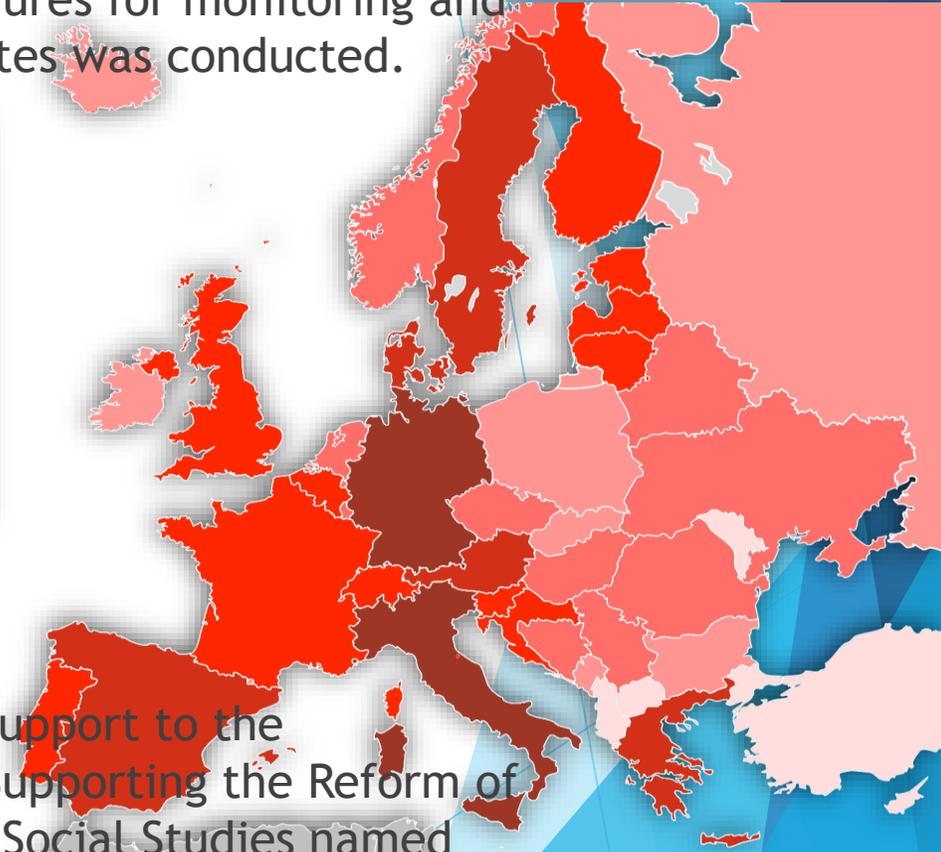
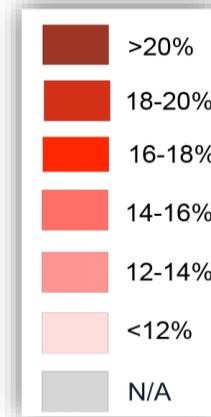
EU fundamental principles used for the Model

- ▶ The principle of legal certainty, or legal security
- ▶ The principle of legality
- ▶ The principle of subsidiarity
- ▶ The principle of solidarity
- ▶ Principle of proportionality
- ▶ Principles of freedom of movement of goods, persons, services and capital, entrepreneurship and establishment

Theoretical Background

- ▶ A comparative analysis of the practices of monitoring and assessing the quality of social services and legislation regulating the implementation of procedures for monitoring and evaluating the quality of social services of seven EU Member States was conducted.

- Germany
- Austria
- Portugal
- France
- Great Britain (England and Scotland)
- Spain
- Belgium



- ▶ The scientific and practical applications of Twinning programs (Support to the Development of the Social Services System in Ukraine), UNDP ("Supporting the Reform of the Social Sector in Ukraine"), the Institute for Demography and Social Studies named after T. M.V. Ptuha of the National Academy of Sciences of Ukraine (PhD. Economic Sciences, Y.V.GOREMIKIN)

Criteria of the success of the reform of social services

- ▶ Complete financial certainty of the volume of social services
- ▶ Complete quantitative certainty of volumes and types of social services
- ▶ Full quality certainty of services provided
- ▶ Procedural equality and independence of providers of social services of all forms of ownership

Complete financial certainty of the volume of social services

- ▶ Approval of detailed estimates of each social service.
- ▶ The cost calculation is normative and market-based
Uniform prices and procedures for all providers regardless of type of ownership
- ▶ Avoiding average values of cost per person during the reporting period in determining the size of the budget subvention for the next period
- ▶ Costs for each recipient of social services are managed on-line
- ▶ Fast operational management of funding in case of social services cancelation/
(death, elimination of causes, complications of causes)
- ▶ The estimate of community spending on social services is based on the exact number of identified recipients of the community available and services provided to them

Complete quantitative certainty of volumes and types of social services

- ▶ Information on the amount of social services is stored in the online registers of providers and recipients of social services
- ▶ Fixing the need for social services for a specific recipient is done online
- ▶ The decision on the scope of the provision of social services is made on the basis of the specific needs of the recipient of services, and is not depending on the amount of funding of the institution.
- ▶ The budget of the provider is dependent on his popularity
- ▶ In order to avoid abuse, registries are integrated with other databases (Demographic Registry, Unified State Automated Registry of Persons entitled to Social benefits, Register of Encumbrances, etc.).
- ▶ With the introduction of automated registers, a revision of dynamics (growth / decline), the coverage of the needs for social services within the community and the state as a whole will become more frequent, and therefore more precise

Procedural equality and independence of providers of social services of all forms of ownership

- ▶ Elimination of differences in the procedures for distributing budget funds guaranteed by the state for social services, depending on the form of ownership of the provider (budget subvention vs social order)
- ▶ Elimination of differences in the possibility of providing additional paid social services between providers of different forms of ownership.
- ▶ Autonomization of territorial centers and institutions (human resources policy, development, investment)
- ▶ Creating a equal rules for providers of all forms of ownership for obtaining financing (avoidance of postpay practice for services rendered in the form of compensation for costs incurred, while state and communal institutions receive funding in advance)
- ▶ Application of identical estimates for the provision of social services, regardless of the form of ownership of the provider
- ▶ Equality of providers status of all forms of ownership in the register of providers of social services

Full quality certainty of services provided

- ▶ Establishment of a monitoring and evaluation authority for social services
- ▶ Effectiveness and impact of monitoring and evaluation results on the application of financial, administrative and other measures to offenders
- ▶ The results of the monitoring and evaluation of the quality of social services are recorded in the register of service providers
- ▶ Reporting the status of the quality of providing social services to individual recipients and the community as a whole to the recipients
- ▶ Formation of competition between service providers by determining the ratio of the quality of services provided by different providers through the rating of social services
- ▶ Establishing a dialogue with the recipient regarding the quality of services and feedback on the effectiveness of social service delivery standards

The sequence of processes for providing social services within the framework of suggested model

The emergence of the need for social services → Addressing the need for help to the provider of services of any form of ownership in case of application → Registration and verification of the application of the applicant in order to confirm the circumstances requiring the provision of social services by the National Operator of Social Services → Definition of volumes and types of social services on the basis of the data received → Signing a contract for the provision of social services with a provider selected from the Unified Register of Social Services Providers according to the wishes of the recipient of social services → Signing a contract in the Unified Register of Social Services Recipients and opening the case of the recipient of the service in the Unified Register of Service Recipients → Analysis of information received from the Unified Registers by the National Operator of Social Services → Recalculation of funds for provision of social services defined in the contract in volumes according to the approved cost estimates → Provision of social services provider → Entering information on volumes, period of provision of social services to the Unified Register of recipients of services by the provider of services Monitoring and evaluation of the quality of social services provision by an independent monitoring and evaluation authority → Review of service recipient complaints (if available) → Review of service provider complaints (if available) → Submission of information on the results of complaints processing to the Unified Register of Service Providers → Correction of the rating of social service providers in the United The Register of Social Services Providers → Summarizing and analyzing the National Social Services Provider information on the number of recipients who need to provide social services by contact period to foreseen the budget financing for the next period on the community and the state level.

The sequence of business processes for registering a provider of social services of any form of ownership according to the suggested model

State registration of legal entity planning to provide social services → submission of application to the National Operator of Social Services to provide social services → verification by the National Operator of Social Services legal entity for the purpose of matching the resources available to the requirements of accreditation of social services providers → provision of the conclusion about compliance with the requirements of accreditation or the list of shortcomings that need to be eliminated to obtain accreditation → granting time to eliminate shortcomings → the decision by the National Operator of Social Services to grant accreditation and entering information into the Unified Register of Social Services Providers for the provider of social services with the awarding of a unique ID Code of the Unified Register of Social Services Providers → Placing information on the registration of a new social services provider, the area of its activities and the list of services it provides to the National Social Services Provider's Network and into the Unified Register of Social Services Providers.

Principles of effective evaluation

- ▶ Accuracy and reliability of the information used in the evaluation process
- ▶ Competency of evaluation
- ▶ Honesty and openness of the evaluation process, ensuring equal access to information
- ▶ Respect for the rights and freedoms of the individual
- ▶ Taking into account social needs and focusing on social welfare

Main functions of monitoring and evaluation authority

- ▶ Mediates complaints of recipients on the quality of services
- ▶ Mediates complaints of service providers on each other (as an arbitration body)
- ▶ Carries out checks on the quality of service providers compliance with the standards for the provision of social services
- ▶ According to the results of the monitoring and evaluation, the information is entered into the register of service providers
- ▶ Forms the annual electronic rating of social service providers and informs recipients about it
- ▶ Carries out methodical guidance and advisory assistance to the monitoring and evaluation of the quality of social services at the level of the local communities
- ▶ Provides instructions on the elimination of violations, decisions on the termination of accreditation of service providers, decisions regarding the limitation of the amount of attraction of budget funds to the financing of the provider to eliminate the shortcomings in the work

Prerequisites for adjustment of the model in the transition period

- ▶ Testing of a new monitoring system within the pilot project
- ▶ Encouraging the development of the market for services of attracting private sector social service providers through transparent access to budget financing (amendments to the Budget Code and several other acts)
- ▶ Introduction and gradual filling of electronic registries, which will help to analyze and audit the real market of social services
- ▶ Conduct broad educational and sensitisation activities among the population, local governments (OTGs), social service providers with a view to their active involvement in the filling and development of the new system.

Implications of introducing the proposed model

- ▶ Modernization of the existing social services structure and creation of a competitive market for these services through the introduction of a mechanism for stimulating entities to continuously improve the quality of such services;
- ▶ audit of social services and the establishment of registers of providers and recipients of social services;
- ▶ introduction and development of a mechanism for financing social services based on the principle of "money follows the recipient of services";
- ▶ introduction of monitoring and quality control and efficiency of services for assessing the degree of compliance of services with the needs of their recipients, their level of satisfaction, quality, timeliness and efficiency of the service provided;
- ▶ Improvement of the reporting procedure for providing social services and ensuring its transparency;
- ▶ planning and organization of provision of social services taking into account the specific needs of the administrative-territorial unit and client;
- ▶ ensuring optimization of the use of funds from the state, local budgets and other sources for the financing of social services, which will influence the effectiveness of their provision, as well as improve the methodology for calculating the value of services;

Thank you

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