

# **Reforming the System of Social Services in Ukraine**

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# The 2020 edition of the **Law of Ukraine “On Social Services”**

An important step in improving the system of social services in Ukraine.

The need for change has long been apparent.

Came into force on January 1, 2020, i.e. only a few months before the start of lockdown.

Contains many innovations, such as:

- 1) Changed the approach to the provision of social services: now social services are aimed at overcoming difficult life circumstances, minimizing their negative outcomes and preventing such situations.
- 2) Established new classification of social services (the Classifier of Social Services was approved in July 2020).
- 3) Introduced Basic Social Services, provision of which is guaranteed to every citizen at the local level.
- 4) Identified Urgent (crisis) Social Services, which are provided immediately in connection with a threat to life and health.

- 5) Developed *Social Care Ordering*.
- 6) Detailed procedure for appointment and provision of social care – «*Case Management*».
- 7) Created *Register of Recipients and Providers of Social Care* – automated information system for collection, registration, accumulation, storage, use, and depersonalization of data on providers and recipients of social services.
- 8) Distributed responsibilities between public and local authorities. Now there are three levels of responsible bodies: all-state, regional, and local.
- 9) Identified those persons to whom services are to be provided, regardless of their income level, at the expense of budgetary and other funds.

And other.

## Now there are 18 *Basic Social Services*

- 1) home care, day care;
- 2) supported accommodation;
- 3) social adaptation;
- 4) social integration and reintegration;
- 5) granting asylum;
- 6) urgent (crisis) intervention;
- 7) consulting;
- 8) social support;
- 9) representation of interests;
- 10) intercession;
- 11) social prevention;
- 12) in-kind assistance;
- 13) physical support of persons with disabilities,
- 14) sign language translation;
- 15) care and upbringing of children in conditions close to family;
- 16) support during inclusive education;
- 17) informing;
- 18) mediation.

## *Social Care Ordering –*

a means of regulating activities in the system of social services by involving social service providers on a contractual basis to meet the needs of individuals / families in social care in accordance with the results of determining the needs in social services of the administrative-territorial unit / territorial community

Provision of social services by social care ordering is carried out at the expense of budget funds.

## *Mechanism of Social Care Ordering -*

Determining the needs of the population in social care  
(collection, generalization and analysis of information)



Development of local target programs



Budgeting



Announcement and organization of the competition



Choosing the best social service provider



Provision of social care



Quality monitoring



Compensation for the cost of provided services

## Stages of *Case Management*:

- 1) analysis of the application;
- 2) assessment of the needs of the individual / family in social services;
- 3) decision-making on the provision of social care;
- 4) development of an individual plan;
- 5) signing a contract;
- 6) implementation of the contract and plan for the provision of social care;
- 7) monitoring the provision of social services and assessing their quality.

## **Risks and problems**

The System of Social Services in Ukraine has significant problems:

- The inability of the state budget to cover all social protection costs (financial assistance to people is paid in full, but the funding of the system of social services is considerably insufficient).
- Increasing bureaucracy.
- Increasing administrative costs of maintaining the social protection system.
- Social care is characterised by low payments (often at the level of a minimum wage).
- There are difficulties in recruiting and retaining the social workers (over the past five years, their number has decreased by 16%). Social care is an unattractive employment for young people.
- Deficit of resources (financial, personnel, technological) in local communities for implementation social services in full.



## **Risks and problems (continuing)**

- The inconsistency of the social service reform with the decentralization reform.
- Difficulty in assessing needs and their costs in many cases (in cases of differentiated payment of social care, home care services, for rural area where homesteads are located, etc.).
- Large burdens on social care workforce.
- The organization of the competition among social service providers is problematic in small communities, towns and rural areas where there is only one provider.
- Many documents related to the Law were adopted much later (*Classifier of social services* approved in July 2020; *Standard Contract for the Provision of Social Services* – February, 2021)

# The adaptive quarantine model in Ukraine


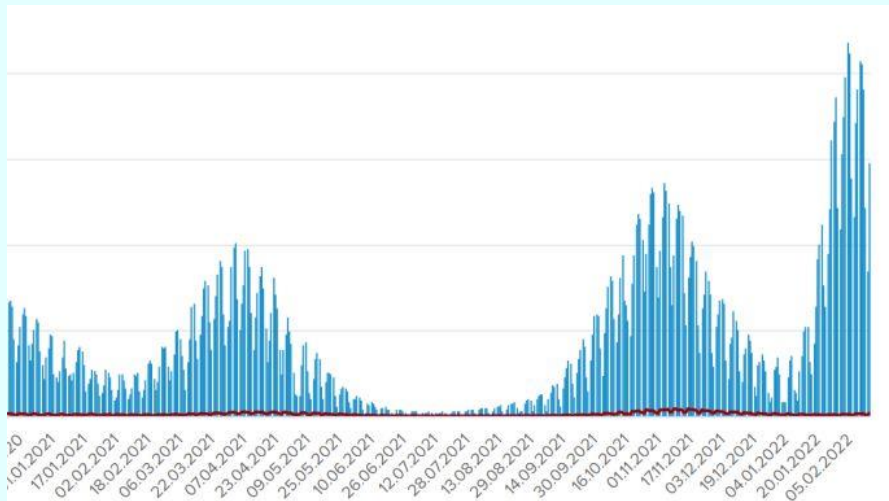
assumes the introduction of more or less strict quarantine restrictions in each region of the country, depending on the epidemic situation.

There are 4 levels of restrictions – "green", "yellow", "orange" and "red", each level sets a specific list of requirements for tourists, citizens and businesses.

**QUARANTINE RESTRICTIONS**  
AT DIFFERENT LEVELS OF EPIDEMIC DANGER

Visit UKRAINE

GREEN LEVEL	YELLOW LEVEL	ORANGE LEVEL	RED LEVEL
<p><b>FACE MASKS ARE MANDATORY IN PUBLIC PLACES AND PUBLIC TRANSPORT</b></p>	<p><b>FACE MASKS ARE MANDATORY IN PUBLIC PLACES AND PUBLIC TRANSPORT, KEEPING A DISTANCE OF 1.5 M</b></p> <p><b>RESTRICTIONS:</b></p> <ul style="list-style-type: none"> <li>mass events with the participation of no more than 1 person per 4 sq. m building area or territory</li> <li>occupancy of halls of cinemas or other cultural institutions no more than 50% of seats</li> <li>occupancy of gyms and fitness centers no more than 1 person per 10 sq. m</li> <li>no more than 4 people at a table in a catering establishment, and the distance between the tables - at least 1.5 meters</li> </ul> <p><small>Restrictions will not apply if all visitors (over 18 years of age) have confirmation of receiving at least one dose of vaccine or recovery from COVID-19, or a negative PCR test or rapid antigen test no older than 72 hours</small></p>	<p><b>FACE MASKS ARE MANDATORY IN PUBLIC PLACES AND PUBLIC TRANSPORT, KEEPING A DISTANCE OF 1.5 M</b></p> <p><b>RESTRICTIONS:</b></p> <ul style="list-style-type: none"> <li>yellow level restrictions remain</li> <li>local authorities may impose additional restrictions</li> </ul>	<p><b>FACE MASKS ARE MANDATORY IN PUBLIC PLACES AND PUBLIC TRANSPORT, KEEPING A DISTANCE OF 1.5 M</b></p> <p><b>FORBIDDEN:</b></p> <ul style="list-style-type: none"> <li>visiting catering establishments</li> <li>operation of hotels, hostels and other facilities providing accommodation services</li> <li>visits to shopping malls, cinemas, theaters and other entertainment and cultural institutions</li> <li>visits to non-food markets and shops, gyms, fitness centers and swimming pools</li> <li>holding mass events, except for official sports and matches of team playing sports without spectators</li> </ul> <p><small>Restrictions will not apply if all visitors (over 18 years of age) have confirmation of a full course of vaccination or recovery from COVID-19, or a negative PCR test or rapid antigen test no older than 72 hours</small></p>

Ukraine  
Coronavirus Cases:

4,734,333

Deaths:

104,645

Recovered:

3,952,363

*Last updated: February 21, 2022*

## *During quarantine*

- ✓ Social service providers received almost no additional support and funding.
- ✓ Very little attention has been paid to social work with families, children and young people who are in difficult life circumstances and need help.
- ✓ The number of responsibilities of social workers has increased significantly. Intensity and frequency of home care assistance have also increased. Social workers are often forced to act in urgent situations.
- ✓ Social workers providing care became the most unprotected and vulnerable group. In addition, social workers are mainly women (85%) for whom the home workload has also increased during the lockdown.

- ✓ Disagreements and contradictions of the Ministry of Social Policy with other government bodies worsened an already difficult situation.

*Vivid example:*

*During the pandemic more than 42 000 children returned to their families from the boarding schools. The situation became even more complicated because these families were already problematic, poor, in difficult life circumstances, with high risk of domestic violence and required social assistance and surveillance.*

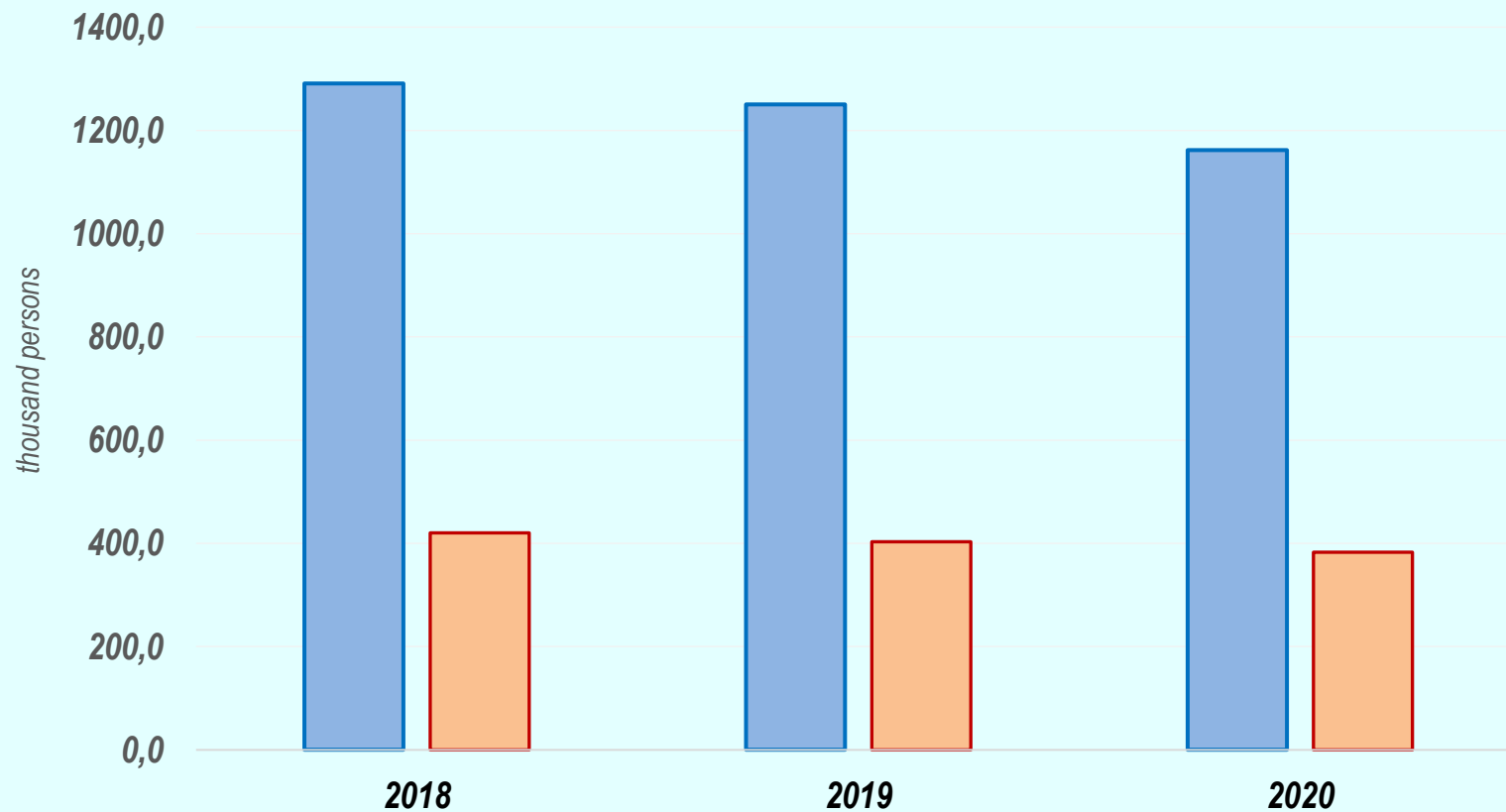
*However, the boarding schools are subordinated to the Ministry of Education and Science, not to the Ministry of Social Policy, thus coordination is complicated.*

## **Some positive observations:**

- ❖ Such human values as kindness, friendship, solidarity and mutual assistance have intensified. There are many examples of how friends and neighbours help each other during the lockdown.
- ❖ During the lockdown, additional financial targeted assistance was introduced for certain groups of the population (mostly older people and people with disabilities) but it was small in size.
- ❖ The volunteer movement received a new impetus for development.
- ❖ New, distant forms of communication between recipients and providers of social services were introduced.

## *Some statistical information*

### The number of persons in difficult life circumstances



- The number of persons who were identified and registered as people in difficult life circumstances
- of them those requiring social assistance at home

## The number of persons aged 80 years and older who were in difficult life circumstances

	2018	2019	2020
The number of persons aged 80 years and older	1732624	1830582	1899165
The number of persons aged 80 years and older who were in difficult life circumstances	313113	303876	302499
The number of persons aged 80 years and older who required social assistance at home	168746	167240	159151

Source: Social Protection of the Population of Ukraine (2021), State Statistics Service of Ukraine – [http://www.ukrstat.gov.ua/druk/publicat/kat\\_u/2021/zb/07/zb\\_szn\\_2020\\_e.pdf](http://www.ukrstat.gov.ua/druk/publicat/kat_u/2021/zb/07/zb_szn_2020_e.pdf)

*Thank you*