darbas nors yra remiamas, ta iau ir ribojamas, tam, kad savivaldyb s ir valstyb neatsisakyt

3. Bendruomenini paslaug pl tojimas ir pirmenyb s teikimas pagalbai namuose, o ne stacionarioms paslaugoms.

Dirbant bendruomen je svarbu nepamiršti bendruomeninio darbo principo: teikiant paslaugas bendruomen je reikia parinkti labiausiai žmon ms reikalingas paslaugas ir visada numatyti alternatyvias stacionariai globai paslaugas. Bendruomenini paslaug teikimo esm – daryti mažiausiai tai, k galima padaryti, kad žmogus gal t gyventi savarankiškai, tai „minimali socialini paslaug doz “. Paslaug planavimas, organizavimas ir teikimas bendruomen je daugiausia priklauso nuo socialini darbuotoj veiklos. Socialinis darbuotojas bendruomen je atlieka daugyb vaidmen :

- mokytojo – padeda žmon ms gyti sugeb jim spr sti savo problemas;
- pagalbininko – teikia reikiam informacij , padeda išsiaiškinti poreikius ir spr sti daugyb svarbi ir vairi problem (dažnai ne tik

socialini), šitaip padeda žmon ms susitvarkyti su iškylan iais sunkumais ir lemia

iškylan ias problemas;
- tarpininko – bendruomen s nariams suteikia informacij , tarpininkauja tarp kliento ir valstyb s institucij sprendžiant vairius klausimus.

Bendruomen s organizatoriai turi pripažinti, kad jie dirbdami mokosi iš žmoni , su kuriais dirba ir iš užduo i , kurias atlieka. Socialinis darbuotojas turi sugeb ti b ti geras organizatorius, mok ti dirbti su grupe ir paskirais žmon mis. Socialiniai darbuotojai, dirbdami su kitais profesionalais, traukia individ visuomen ir tokiu b du „gydo“ pa i visuomen , kad joje nekilt neišsprendžiam socialini problem . Ši darbuotoj veiklos rezultatai dažnai tarsi nematomi, sunkiai išmatuojami, ta iau tai labai svarbus darbas žmogui ir visai visuomenei.

Tikiu, ši konferencija pad s rasti reikiam ir tinkam socialini paslaug pl tojimo m s šalyje b d . Geriausia socialini paslaug strategija yra tokia, kuri atitolina žmoni socialin s paramos ir kartu socialini paslaug poreikius. Vadinasi, bendromis pastangomis toki strategij sukursime.

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SOCIAL SERVICES PROGRAMS TODAY AND IN THE FUTURE

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The purpose of this paper is to characterise certain aspects of social service development in our country. Besides, the paper aims at forecasting further directions in service planning and in drawing up and putting into life social service programs.

Changes taking place in society produce in their turn major changes in the system of social services.

In the course of past years the Lithuanian social service system has been developing rapidly: institutions of various type have been created at municipalities, and new-type services have been provided. The developing service system encourages new relations among separate service providers. So, such issues as service management, priority targeting, purchase and sale of services, and service payment become especially urgent.

Our country has gained the greatest experience in the area of provision of institutionalised services as this form of service has been the basic and the prevailing one for a considerable period of time. Alternative types of service, such as day care services, temporary children's care or temporary shelter facilities are relatively new both to service users, service providers and service organisers. So, in developing service system and in preparing new programs it is necessary to assess the existing situation and to look for the most suitable and effective ways of social service development.

Data on the implementation of social service programs show that municipalities differ in terms of their attention to service provision. Municipalities greatly differ also in terms of social service costs. According to the data supplied by Labour and Social Research Institute, social services accounted for almost 3 per cent of the municipal expenditure budget in 1999. Social service allocations made by the municipalities of Šiauliai Town, Taurag Region, Pakruojis Region and Jonava Region were the biggest. While the ones made by the municipalities of Alytus Town, Šal ininkai Region and Visaginas Town were the smallest.

Currently there are over 400 various social service institutions for various groups of people (institutional care, temporary shelter, day care, mixed social service, etc.) in Lithuania. More than 300 of them are institutional ones housing more than 20 000 adults and children. Thus Lithuanian the infrastructure of care institutions is still dominated by institutional care. Institutional care institutions are subordinate either to district, municipality or parish administrations. Many municipalities when planning their services allocate to institutional care more than 60 per cent of total social service funds.

It is a paradox that the greatest number of such institutions are intended for children. In Lithuania their number totals to more than 200, and they house over 15 000 children, with a little more than 6000 of them being orphans. This number includes also infants' homes (6) general education boarding schools (8), and general education special schools (47). Currently they are subordinate to district administrations, but formerly they belonged to the Ministry of Science and Education. About 7500 children live and sometimes study at the schools of the said type. 1500 of children are orphans. These figures imply that children's care organisation needs essential changes. It is necessary to cut significantly the number of children residing in care institutions by offering alternative services not only to them but also to their families. A relatively big number of institutions has been created for old people. 4250 old persons live in 93 old people's homes of various types (state-owned, municipal or parish ones).

Care institutions for old people are distributed by separate regions not evenly. As can be seen from Figure 1 (see Lithuanian version), the Utena District is distinguished for the greatest number of places at old people's homes subordinate either to municipal, NGO or district administrations.

On average, there are 12 places at care institutions per 10 000 Lithuanian residents, whereas in the Utena District the rate amounts even to 37, that is a threefold increase on the average. The smallest number of places at care institutions is found in the districts of Panev žys (6), Telšiai (8), Šiauliai and Vilnius (9).

By the subordination of institutions, almost the same number of old people reside at district and municipal care homes (about 40 per cent – 1700 persons); 13 per cent (533 persons) live at parish (NGO) care homes.

If we compare the institutional care and the home care provided to old people, we shall be

able to make the following conclusion (see Figure 3 in Lithuanian version).

The greatest number of people getting home care services is observed in Taurag District municipalities (81 person receiving care services per 10 000 residents). However this rate in Vilnius, Kaunas, Klaip da and Alytus district municipalities amounts only to 13–14 persons per 10 000 residents.

In 1999 over 7 000 Lithuanian residents got home care services.

In Lithuania, the rate of people receiving home care services is 20 per 10 000 residents (1999 data).

Home care indicators show that this sort of services must be developed and strengthened. Each municipality is to give preference to home care services as they are much cheaper and, in many cases, more suitable to people, compared to institutional ones. Municipalities of Alytus District, Plung , Kelm , Kupiškis and Kretinga must pay special attention to it as in these regions home care is rather underdeveloped.

It is necessary to stress that mean maintenance costs per one old person differ greatly at old people's homes of various type. For example, at state-owned old people's homes the costs are almost three times as big as the ones at municipal or parish homes. Often the differences in costs are not directly related with the quality of services. Thus, the reform of institutional care homes financing and the new procedures of payment for services are the issues that require original and urgent solutions.

Currently day care institutions are speedily created in Lithuania (Figure 4 in Lithuanian version).

There are around 120 municipal day care centres in Lithuania. They are intended for various social groups. Municipal activity indices show that the share of funds allocated to non-institutional social services increases annually. On average, in 1998 non-institutional services accounted for 32.5 per cent of total social service funds, while in 1999 they accounted for 40 per cent of total social service funds.

Seventeen (17) day (community) centres offer a wide range of services to community members.

(Children, elderly, and disabled people may attend them). Centres organise the provision of leisure, household, personal hygiene, training and other services.

Thirty-seven (37) day care centres provide services to disabled adults. They include day occupation centres, impaired intellect youth rehabilitation centres, work centres, education and training centres. These institutions develop physical and mental abilities of disabled people assisting in this way their integration into society.

Forty-four (44) day centres give services to children from discordant and problem families. Such centres organise their activities in a number of different ways – some work only with children, some – both with children and their families. Children usually get meals at the centres, are educated there or helped with their homework.

The range of day centres' activities is very wide. Data received on the basis of partnership agreements with municipalities show that accounts and records submitted by day centres differ very much. So, today it is difficult to compare activities made by separate centres. Consequently, it is not easy to say how many residents make use of services offered by day centres.

In short, service provision in Lithuania gradually becomes more important and influential part of social support system.

As the "economy" of services expands, such issues as effective service management, service organisation and service market become especially urgent.

Every state or local authority, being responsible for the provision of social services to people, encounters the following problems: how to improve the organisation of service provision? how to distribute responsibilities among separate sectors, service providers and service recipients? when and why it is more advantageous to the municipality to render services, inasmuch as it has professionals on its staff, rather than to allow the market provide services?

These questions are urgent not only in Lithuania but also in EU countries as well as in the states under the direct influence of EU.

Service market analysis in the said countries, on the one hand, purposes to secure social justice and equal chances. On the other hand, it is to secure the economic effectiveness of service provision. The basic goal sought by means of the development of services meeting EU standards is the reduction of social service costs which also means striking a balance between social justice and economic effect.

Service organisation implies many other urgent issues, such as the responsibility of an individual or his/her family; emergence of a service market when private persons become service providers. NGOs also stress the issue of quality services, that is the application of regular quality standards.

These issues will be our priority in the nearest period of time.

The Program of the Lithuanian Government for 2000–2004 also gives considerable attention to social service organisation and provision.

What are the basic directions in the development of social service system? First of all, we must mention:

1. The building up of service effectiveness. Many factors influence the development of service effectiveness. They include the financing of care institutions, the payment for services provided, the quality of services which mainly depends on the professional level of social workers and so on. Currently the Ministry is engaged in the preparation of new regulations of payment for a stay at old people's home. It is to provide a fixed payment for residence at the institutions of such type. Payment for institutional services will be differentiated by the type of service, that is basic or additional services. Those whose income is bigger will be able to buy additional services. Those who have no income or whose income is minimal will be guaranteed by the state the provision of minimal services only. So it is very important to determine the package of basic services and to estimate its amount by subtracting the costs of service provision and administration as well as the costs of economic and other activities of the care home. Service payment is closely connected with the reform in the financing of care institutions as such institutions are actually financed both from the funds collected from care home residents and from the municipal funds or moneys allocated for that purpose from the state budget.

2. The involvement of NGOs and private social service providers into service provision. The Law on Public Administration states that institutions, such as district administrations or municipalities administrating service provision cannot provide such services themselves. This means that such institutions must announce a bid and buy services from other organisations. The development of the third sector at municipalities is encouraged by the creation of annual programs for the support of NGOs and by the allocation of funds for that purpose. It is important to distinguish service purchase from the support given to the third sector. Otherwise funds intended for NGOs may be used not for the purchase of services but for the financing of NGO activities, that is for the maintenance of its office, attraction of new members and so on. However NGO financing guarantees are not great, so their participation in service purchase is not too vigorous. It is important to strengthen this particular activity. A number of the following advantages can be distinguished in community service provision on the basis of a contract with NGOs:

1. Municipalities get a chance to develop a mechanism for the distribution of services among existing programs without the dubbing of already provided services. So, the programs may be co-ordinated better.

2. The method of an agreement for service provision is often cheaper, as currently services are provided by already existing organisations. This is cheaper than to gather people anew and form a new service agency.

3. The signing of the contract demands that the "provider" should carry out the program fully and implement its goals. So, the provider is interested to provide high quality services at a right price. Only in such a case it is possible to expect that contracts concluded for a limited period of time will

be prolonged, or else other service providers will be sought.

4. Non-governmental organisations differ from state organisations in terms of their working methods. It is easier for them to use flexible work forms; at the same time they are able to specialise in one or other activity form more easily.

Such form of service provision ought to encourage the formation of service market.

However NGO activities have their specific characteristics that cannot be neglected:

1. Supported from municipal or state funds, NGOs become more and more dependent on state organisations and feel the influence of the latter.

2. If a number of functions is delegated, municipalities may tend to reject the responsibility for the solution of complicated social problems. However not always the delegation of complicated social problems to NGOs means that the problems will be solved adequately. As a result, the interest of service recipients may suffer.

To avoid this many countries support volunteer and NGO work. On the other hand, they also limit it. This is done to make municipalities and state responsible for the solution of important problems.

3. The development of community services and the priority for home care services not for institutional ones. When working within a community it is necessary to have in mind the community work principle: it is necessary to suit the services to the needs of their recipient, and to analyse services alternative to the institutional ones. The essence of community service provision is the "minimal dose of social services", that is the smallest amount of service that helps a person live independently.

Service planning, service organisation and provision in a community mainly depends on social workers' actions. A social worker performs a great number of roles within a community:

1. Teacher – develops people's abilities to solve problems.

2. Assistant – gives necessary information, helps to reveal needs and settle a number of various important problems (not only social ones, as it often appears). In this way social workers help people overcome their difficulties and encourage them to seek for a better and more wholesome life.

3. Catalyst – encourages people to take the solution of their problems into their own hands.

4. Mediator – informs community members, mediates between the client and state structures in the solution of various issues.

Community organisers must recognise that they both learn from the people they work with and from the tasks they carry out.

A social worker must be able to be a good organiser, to be able to work with a group and separate people. Social workers, acting jointly with other professionals, involve an individual into society, soothing down the society in this way so that it ceases to produce insoluble social problems. The results of these workers are often relatively invisible. It is difficult to measure them. However social work is very important to an individual and a society.

I believe that this conference will help us find necessary and suitable ways of social service development in our country. The best strategy of social services is the one that moves the social support needs – and, consequently, the social service needs – away from people. I believe that we shall manage to create such a strategy by our common efforts.

References (see Lithuanian version)