The Law of Ukraine «On Social Services»

(No. 2671-VIII, of January 17, 2019)

Article 1. Definition of basic terms

Basic social services are social services, the provision of which to the recipients of social services is ensured by the executive bodies of village, town and city councils of amalgamated territorial communities

Complex life circumstances are circumstances that have a negative impact on life, health conditions and personal development, functioning of the family, which the person/family cannot overcome on their own
Factors that can lead to complex life circumstances:

1. Old age;
2. Partial or complete loss of motion activity, memory;
3. Incurable diseases, diseases that require long-term treatment;
4. Mental and behavioral disorders;
5. Disability;
6. Homelessness;
7. Unemployment;
8. Low income;
9. Behavioral disorders in children due to parental separation;
10. Evasion by parents, or persons who replace them, from fulfilling their responsibilities for raising children;
11. Loss of social ties;
12. Child abuse;
13. Gender-based violence;
14. Domestic violence;
15. Human trafficking;
Social services are actions aimed at preventing complex life circumstances, overcoming such circumstances or minimizing their negative consequences for individuals/families who are experiencing them.

Social procurement – a means of regulating activities in the system of providing social services by engaging social service providers on a contractual basis to meet the needs of individuals/families in social services in accordance with the results of identification of the needs of population of amalgamated territorial communities (ATC) in social services.
Identification of the needs of population of ATC in social services - collection, summarizing and analysis of information about the presence of vulnerable groups of the population, individuals/families who are in complex life circumstances and cannot overcome them on their own, about their needs in social services, based on the results of which management decisions are made regarding the organization of the provision of such services.

Vulnerable populations – individuals/families who have the highest risk of falling into complex life circumstances due to the influence of adverse external and/or internal factors
Article 2. The main goals of providing social services:

- prevention of complex life circumstances;
- overcoming complex life circumstances;
- minimization of the negative consequences of complex life circumstances

Article 3. Basic principles of providing social services:

- Observance of human (child) rights;
- Humanity;
- Ensuring equal rights and opportunities for women and men;
- Voluntariness;
- Accessibility and openness;
Individual approach;
Complexity;
Confidentiality;
Maximum efficiency and transparency of the use of budget funds by providers;
Ensuring a high level of social services quality.

Article 7. The system of providing social services:

The system of providing social services is the legal basis, principles, methods and forms of providing social services, a set of subjects interacting at all stages of organizing the provision of social services

Effect of two Laws of Ukraine
Article 8. Subjects of social services provision system:

- Authorized bodies in the field of providing social services;
- Recipients of social services;
- Providers of social services;
- Association of employees of social services provision system, providers, recipients

Subjects of social services provision system interact at all stages:

- Determining the needs of the population in social services
- Development and implementation of programs for the provision of social services
- Organization, funding for the provision of social services
- Monitoring and evaluation of the quality of social services
Article 3. Subjects of social work with families, children and youth:

- authorized bodies carrying out social work with families, children and youth;
- social work professionals;
- associations of citizens, charitable and religious organizations;
- legal entities and individuals who provide social services to families, children and youth;
- volunteers in the field of social work with families, children and youth.
Article 13. Social service providers

The providers of social services conduct their activities in accordance with the legislation on social services, on the basis of statutory and other documents, which define the list of social services and the categories of individuals to whom such services are provided.

Social service providers have the right to:

1. Request and receive from the governmental authorities and local self-government bodies the information necessary for the provision of social services;
2. Involve enterprises, institutions, and organizations in the provision of social services on a contractual basis;
3. Attract funds and other resources (human, financial, informational, etc.) necessary for the provision of social services.
Social service providers are obliged to:

1. Safeguard the best interests of recipients during the provision of social services;

2. Assess the needs of an individual/family in social services;

3. Interact with other subjects of social services provision system, as well as with bodies, institutions, establishments, individual entrepreneurs who, within the scope of competence, provide assistance to vulnerable population groups and individuals/families in complex life circumstances and/or carry out their protection;

4. Inform the population and each recipient of social services about the list of social services they provide, the content and scope of such services, the conditions and procedure for receiving them;

5. Not to disclose personal information that became known to them during the provision of social services to recipients.
Article 15. The register of social service providers and recipients

The register consists of sections on providers (legal entities and individuals) and recipients of social services.

The formation of the Register is carried out by entering relevant information by the authorized bodies of social services provision system and providers of social services.

The section on social service providers contains the following information:

Legal entities and individual entrepreneurs:
- Name (for individual entrepreneurs – name and surname);
- Identification code of a legal entity (taxpayer number);
- Legal form;
- Place of business (place of registration or actual residence);
- List of social services that the provider of social services has the right to provide, their content and scope, conditions and procedure for receiving them;
- The date and results of monitoring compliance with the requirements established by the legislation on social services.
Section 3. Classification, types of social services and the procedure for their provision

Article 16. Classification of the provision of social services

Social services are targeted at:

- Social prevention
- Social support
- Social service

Types of social services:

- Basic social services
- Complex social services (permanent and systematic assistance)
- Complex specialized social services (provided to a certain category of recipients – persons with addictions, HIV-infected persons, persons with mental disorders, etc.)
- Auxiliary social services (in-kind assistance, clothing, footwear, food products, fuel, etc.)
According to the place of provision, social services are divided into:

- **Services, provided at place of residence/domicile of the recipient of social services (at home)**
- **In the provider's premises**
- **Residential services** – 24 hour stay in inpatient institutions (accommodation) with provision of food and living conditions
- **Semi-residential services** – during a certain time with a night or day stay
- **Services, provided at the place of stay** of the recipient of social services, including on the street
Depending on the period of provision, social services are divided into services provided:

- **Urgently (crisis)** – immediately (within 24 hours) in connection with circumstances threatening the life and/or health of the recipient of social services
- **Constantly** – at least once a month for more than one year
- **Temporarily** – at least once a month for up to one year
- **Single time**
BASIC SOCIAL SERVICES
(18 basic services)

1. Home care (015.1), day care (015.3)
2. Supportive services (009)
3. Social adaptation (013)
4. Social integration and reintegration (014)
5. Provision of asylum (005)
6. Emergency (crisis) intervention (012)
7. Consulting (002)
8. Social support (010)
9. Representation of interests (004)
10. Intervention
11. Social prevention (007)
12. In-kind help (019)
13. Physical support of individuals with disabilities who have musculoskeletal disorders and move around in wheelchairs, visual impairments (021)
14. Translation in sign language (022)
15. Care and raising children in conditions close to family (008)
16. Support during inclusive education (020)
17. Provision of information (001)
18. Mediation

Social services are provided by social service providers, regardless of funding sources (governmental, public, NGO providers), in accordance with national standards of social services
Article 18. CASE MANAGEMENT

Provision of social services is carried out through case management (does not apply in case of provision of urgent (crisis) and single time social services)

Stages of case management:

1. Analysis of applications/appeals for the provision of social services, reports on individuals/families who are in complex life circumstances or situations that threaten the life or health of an individual;
2. Assessing the needs of an individual/family in social services;
3. Making a decision on the provision of social services taking into account the individual needs of the person/family;
4. Development of an individual plan for the provision of social services;
5. Conclusion of an agreement on the provision of social services;
6. Execution of the agreement and individual plan;
7. Monitoring and evaluation of the quality of social services provision
The decision on mandatory provision of social services (participating in intervention programs) is made by the authorized structural unit for social protection of the population in regard to:

- Parents who do not fulfill parental duties;
- Persons who have committed gender-based violence, domestic violence or child abuse;
- Persons to whom probation is applied in accordance with the law;
- Persons sent by the court to participate in offender intervention program.
Article 25. Identification of the needs of population of the administrative-territorial unit/territorial community in social services

Identification of the needs of population in social services is carried out every year by collecting, summarizing and analyzing information, including taking into account the gender, age, place of residence of the relevant categories of individuals/families.

Article 26. Social procurement

 Provision of social services by means of social procurement is carried out at the expense of budget funds.

The decision to hold a tender for the provision of social services shall be made no later than March 1 of the relevant budget period or no later than 30 calendar days after the amendments to the relevant budget are made.
The Law of Ukraine

“On Social Work with Families, Children and Youth”

Article 22. International cooperation in the field of social work with families, children and youth

Ukraine participates in international cooperation in the field of social work with families, children and youth at national, regional and local levels.

The central body of executive power, which ensures the formation of state policy on family and children issues, the body of executive power of the Autonomous Republic of Crimea in the field of family and children, local state administrations, village, town, city councils have the right to conclude cooperation agreements, establish direct connections with social services, scientific and educational institutions of foreign countries, international organizations, foundations, etc. in accordance with the legislation of Ukraine.
THANK YOU FOR YOUR ATTENTION!