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ASSESSMENT OF THE NEEDS OF FAMILIES RAISING CHILDREN WITH DISABILITIES IN THE PRACTICE OF THE UKRAINIAN NON-GOVERNMENTAL ORGANIZATIONS

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ABSTRACT

Social services in Ukraine are still in the process of formation and development. It is necessary to significantly improve the quality of social services, modernize the funding mechanisms, and expand the range of possible providers of these services. Families raising children with disabilities need special services and attention not only from government agencies, but also from non-governmental organizations (NGOs), which are increasingly supporting them.

The study was conducted in Ukraine and had several objectives: 1. To find out whether NGOs work with families with children with disabilities; 2. If so, do they assess the needs of families and children with disabilities; 3. What methods are best to use when assessing needs?

Keywords: *family needs assessment; families raising children with disabilities; methods of needs assessment; non-governmental organizations (NGOs); social protection; social services.*

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INTRODUCTION

The system of providing social services in Ukraine continues to be formed and developed. The domestic sphere of social services already has many

achievements, such as the approval of standards for certain types of social services, the establishment of a network of public services and institutions that provide social services, some intensification of cooperation between the state and non-state providers. At the same time, the current state system of social services can not fully meet the needs that are increasing. To meet these needs, it is necessary to significantly improve the quality of social services, modernize the funding mechanisms, and expand the range of possible providers of these services. The field of social services requires the development of management tools, such as monitoring and evaluation of social services. Families raising children with disabilities, usually refer to the appropriate state and local organizations that support them and provide certain services.

PROBLEM STATEMENT

The study was conducted in Ukraine and had several objectives: 1. To find out whether NGOs work with families with children with disabilities; 2. If so, do they assess the needs of families and children with disabilities; 3. What methods are best to use when assessing needs?

BACKGROUND

One of the management tools is the evaluation of social services and their methods. "Evaluation is a practice at the intersection of academic science and society and has practical intention; it aims to address practical issues and requires multidisciplinary and interdisciplinary approaches. The evaluation has a normative content and character and should answer the questions: "What actions and influences in the evaluation are good and desirable? How should evaluators act?" (Abma, Visse, Hanberger, 2020).

Our main task is to determine assessment practices and methods of assessment. We seek to explore the best methods for evaluating the needs of families with children with disabilities.

Analyzing foreign experience, it can be noted that there are some studies on the problem of evaluation in social work. For example, the British scientists Cowan K., Fulop N.J., Harshfield, A (2020) addressed this topic in their work "Rapid Prioritisation of Topics for Rapid Evaluation: The Case of Innovations in Adult Social Care and Social Work". They explored and recommended the best methods in the rapid assessment of problems in the field of adult social services.

The American study "Decision-Making Practices During the Instrument Selection Process: The Choices We Make" is about the decision-making of school staff when choosing tools for assessing students with disabilities and solving problems of identification and placement of students studying with disabilities. (Rueter, McWhorter, Delello, 2019). Swedish researchers have used various telephone and online surveys to explore the ability of children with

disabilities to participate in planning, decision-making, and evaluating support for such children (Nowak, Broberg, Starke, 2020).

R.J. Waller, a well-known representative of social work in the United States, has published a manual on the evaluation of social programs and pragmatic methods for social work services and social services (Waller, 2021).

Among Ukrainian scientists and practitioners, should be mentioned Makarova O., Gonay A., Romanov R., Yars'ka-Smyrnova E., Krupa S., and Petrochko Zh.

Family is the first social space of a child, the main center of socialization. For a child with severe developmental disorders, the importance of the family increases significantly. With the birth of a child, the family experiences severe psychological stress, which leads to changes in the family structure, functioning, and relationships.

Having a baby with developmental abnormalities or with permanent disabilities is often seen as a disaster, and the result is the destruction of families and their life plans. In addition to the changes that are typical for any family at the birth of a child (family increase; redistribution of time and money to meet new needs; new responsibilities; change of functional priorities, and others), a family with a child with serious developmental disorders faces specific problems that determine its structural and functional features. The psychological problem of acceptance that a child is not one that he or she should be is usually more difficult for men. According to practitioners, three out of four fathers leave the family. Family support, the establishing normal relationships are relevant for the work of state social services and public organizations engaged in this work.

We call children with disabilities a child with special needs. According to the definition of Solovyova T. (2009), this is a child who has educational, communicative, medical, psychological, household, social needs (special equipment, devices, training programs, psychological support, and others) associated with persistent health disorders, which differ from the needs of most of his/her peers and which should be taken into account when interacting with this child and the family.

Social protection of children with disabilities is seen as a system of state-guaranteed economic, social and legal measures that provide children with disabilities with conditions to overcome and compensate for their limitations by providing the necessary assistance, social, medical, material well-being, and which create conditions for them to receive proper education, professional training, employment and leisure to create equal opportunities in public life with other citizens. Accordingly, when working with a family raising such a child, and usually have many other problems, the state should help solve all problems to ensure social protection at the appropriate level.

Lack of information is a crucial and common problem that can arise in any area of life of such a family. Parents and relatives often do not understand the specifics of a child's health disorders; they are not informed about the possibilities of correction and treatment, the peculiarities of upbringing,

the right to social assistance, benefits, relevant educational and rehabilitation institutions, the existence of the state and public organizations, and others. It is the lack or low availability of information that often makes it impossible to provide timely and appropriate assistance to children with disabilities and their families. There is also often the problem of ignorance by relatives of a child with special needs of the rights guaranteed by the legislation of Ukraine, difficulties in orientation in a variety of legal documents.

When raising a child with special needs, the family faces many problems and is not always able to solve those without support.

Researchers Mastruk N. and Luchakivska A. (2010) have highlighted the following main problems faced by families raising a disabled child:

- The appearance in the family of a child with special needs in most cases has significant consequences for the psychological health of the family and causes severe psychological trauma;
- There is often a low potential level of psychological acceptance in the family of a child with functional limitations, emotional rejection of the child, overprotection, excessive emphasis on the child's defects, and other;
- Lack of information (regarding the characteristics of the child, opportunities for correction and treatment, peculiarities of upbringing, rights to social assistance, benefits, relevant educational institutions, existing governmental and non-governmental organizations);
- Problems of the legal sphere are associated not only with shortcomings in the documents as the law enforcement at the appropriate level by all links of public administration and specialists;
- Inconvenient territorial location of special educational institutions, insufficient level of educational work in these institutions, lack of talented teachers, and others;
- If a child attends secondary school, there are difficulties in adaptation, rejection by the environment; educational institutions don't meet their needs;
- Low financial security of families raising a child with developmental disabilities, difficulties in implementing guaranteed benefits;
- Insufficient development and unavailability of technologies for early diagnosis, correction, rehabilitation, prediction of medical consequences of disability, low level of provision of free medical services and medicines, lack of qualified specialists;
- Rejection of people with special needs by full members of society, prejudice and stereotyping in the attitude of many people, as well as the transfer of stereotypes to relatives of people with disabilities;
- Lack of accessibility to certain facilities, structures, problems with transportation, and access to information.

The education of a child with a disability is also a challenge. The main problems in the field of education of children with specific disabilities,

as already mentioned, include the remote territorial location of specialized educational institutions; inconvenience and unsuitable transportation for some categories, as well as the insufficient level of special educational programs in specific institutions; a small number (or lack thereof) of extracurricular activities in general for children, and especially for children with disabilities, shortage of teachers who know how to work with such children, and others. The implementation of the method of teaching children with special needs in secondary schools in our country causes many problems, including difficulties in adapting such children to the environment of secondary school, and the unsuitability of educational institutions for their needs (lack of ramps, elevators, equipment, qualified specialists, and other), the unwillingness of teachers to work with such children and the perception of atypical children by the environment. Another important aspect is the state-guaranteed opportunity for children with disabilities with preserved intelligence to continue their education in higher and vocational education institutions and to work. These rights are also not yet properly secured.

MAIN RESULTS

In conditions of economic instability low material security of families raising children with disabilities remains a problem, as well as difficulties in implementing state-guaranteed benefits. According to researchers, the economic situation of the family, which is often difficult, is further complicated by the child's illness, which requires care (and this often makes it impossible for the mother to earn money), expensive treatment, various technical means, and other (Dikova-Favorska, 2009).

Socio-medical difficulties in our country have not been overcome. This is most expressed in the underdevelopment and unavailability of technologies for early diagnosis, correction, rehabilitation, prediction of the medical consequences of disability, a low level of provision of free medical services and medicines, lack of qualified specialists.

Unfortunately, the issues of integration of people with disabilities into society remain extremely significant for Ukraine. The phenomenon of non-acceptance of such people by full-fledged members of society is common. As L. Sayenko (2006) has noted, "The major problem that should be addressed immediately is overcoming the social isolation of people with disabilities, the limitations of their communication, the organization of their leisure, education, and the search for potential earnings".

The full social integration and self-realization of people with disabilities is hampered by prejudice and stereotyping in the attitudes of many healthy people. It is typical for Ukrainian society to transfer many negative stereotypes to the relatives of a child with a disability. There are many cases when a support circle of the family raising child with a disability is shrinking; they lose friends and relatives who were in close contact with them before. But the hardest

thing is that families, where a child with a disability is born, are falling apart; mostly the father leaves the family. “Not every man is ready to bear this burden, it is easier to go away and start a new life with healthy children”. “Morally “unstable”, “weak”, “afraid of difficulties”, “I left him myself because he called my son “it” were the answers of single mothers who raise children with disabilities (Bokova, 2021).

As we can see, the range of problems that a modern Ukrainian family raising a disabled child may face is quite numerous and diverse. Usually, the situation of the family is a complex of difficulties of different nature, closely intertwined, and often mutually conditioned. Naturally, the ability to seek comprehensive professional assistance and support, the availability and timeliness of such support are the key factors of successful functioning for a family raising child with disabilities. That is why there is a need for complex, multifaceted assistance that requires the involvement of various specialists, including social work specialists.

The main barriers to the proper functioning of families raising children with special needs and the development of the children are the lack of local or national bodies representing persons with disabilities and their problems. Often the caregivers or representatives of the families are public associations, which are formed by members of such families, because they understand the problems and decide to help not only themselves but other similar families, to provide certain social services that are not provided by the state.

Public associations (organizations) solve specific problems of society and are full-fledged subjects of both the formation and implementation of public policy. At the same time, work in a non-governmental organization (NGO) is somewhat different from work in government agencies. Attractive aspects of the NGO are associated with greater independence of management decisions, speed of response to problems, impartiality, enthusiasm, and dedication to their work, the use of more flexible forms of employment (workers can do some work at home, work at convenient hours and choose the number of working hours). NGOs are also characterized by the possibility of engaging volunteers, less bureaucracy, and more mobility. NGOs also have more opportunities to learn from foreign experience and knowledge provided by similar international organizations.

Interaction and exchange are beneficial for many stakeholders: government agencies have access to new practical knowledge and experience of NGOs, academic institutions and research groups get a better idea of what is happening, what are the problems and what changes need to be lobbied; NGO representatives better understand how governmental and intergovernmental procedures work, how they can help and how to influence them (Levchenko, Shved, 2020).

Unfortunately, the interaction is not yet complete as financial or other assistance is rarely provided by the state or local communities. The newly created territorial communities spend the finances they accumulate mainly on the construction or reconstruction of roads, repair of schools

and kindergartens, support for the families of soldiers killed by Russian mercenaries in the war in eastern Ukraine, which is also relevant and important.

The emergence of non-state providers of social services raises the issue of analyzing the capabilities of non-governmental organizations to provide such services, critically considering their role and limitations in the context of local government reform in Ukraine. The specific of each NGO depends on the purpose of its activities, the functions it performs, and the categories of target clients.

Since 1990, non-governmental organizations for the protection of the rights of children with disabilities have appeared in almost all regions of Ukraine. For example, the NGO “Ayurveda” (Kyiv Oblast) established as Bila Tserkva City Association of Children with Disabilities and Their Parents in 1995, is still a successful professional organization that shares its experience with non-governmental organizations from various regions of Ukraine.

The work of non-governmental organizations is an important part of solving the problems of people with disabilities. However, NGOs for people with disabilities cannot fully perform their work without proper support from the state, as the interaction of state executive bodies, local authorities, and public organizations of people with disabilities is a mandatory condition in the field of social protection of this category of citizens (Ipatov, 2010)

In this paper, we have attempted to evaluate the ability of NGOs to assess the needs of the families they work with, as well as methods of assessing family needs in NGO practice.

Family needs assessment is the basis for decision-making, planning work with the family and a child, and using funds (if such an option is provided) effectively. The assessment also creates conditions for improving work with the family.

The adoption of the Law of Ukraine “On Social Work with Families, Children and Youth” was a significant step towards reforming social services for children and families in difficult life circumstances. The value of the updated normative document lies not only in the consolidation of the term “needs assessment”, but also the focus is on creating a system of social work with vulnerable children and their families, based on the following principles: individual approach to each family and each family members, taking into account their needs and characteristics; the importance of restoring and developing family ties; taking into account the results of scientific research, experience and best practices of social support of families in difficult life circumstances; the principle of consistency, complexity, manufacturability, and other (Zvereva, 2010).

The above-mentioned Law of Ukraine is the main step in introducing evaluation elements. Assessment is mentioned in Article 1 of the Law, which states that indicators of quality of social services are a set of indicators are used to assess the activities of entities that provide social services, which are based on the positive effectiveness of social services to its recipients and the degree of satisfaction of their needs for these services. Also, the concept of “state standard

of social services” has been defined altogether with “norms and standards, conditions and procedure for providing social services, indicators of its quality.”

However, the provisions of the law are not enough to build an effective system for assessing the needs of families raising children with disabilities and providing these services, as there is a discrepancy between the legal system and the existing conditions for the operation of service facilities.

The content of the assessment of the needs of a family raising a child with a disability should be a detailed analysis of the individual child needs, the potential of his/her immediate environment, the ability of the community and society as a whole to change the family situation for the better.

METHODOLOGY

The main part of the empirical study was held on the basis of the public organization “Union of Parents of Children and Youth with Disabilities “Soniachnyi Promin” (“Sunbeam”). Since the chosen topic envisages a sample of specialists from different NGOs, contacts were established also with other public and charitable organizations of this direction throughout Ukraine.

Given the size and location of the territory of the NGO and inaccessibility in terms of quarantine to meet with representatives of organizations in person, we have developed a survey for professionals in the Google-Forms. The form was sent to organizations to fill under the agreement. NGOs from Kyiv, Poltava, Lviv, Chervonohrad, Brody, and Kolomyia took part in the study. Twenty-one organizations were participants in the survey.

Another form of a questionnaire (printed version) was offered to families raising children with disabilities. Questionnaires were distributed to representatives of families receiving assistance from the NGO “Union of Parents of Children and Youth with Disabilities “Soniachnyi Promin” (“Sunbeam”), located in Kostopil, Rivne region.

The survey involved 14 families who raise children with disabilities and use the services of this public organization. In total, out of 14 interviewed family representatives, the questions were answered by mother (11), father (2), and grandmother (1). According to the chairman of the NGO and parents themselves, the mother is usually engaged in dialogue with experts, other family members rarely come to the organization, only for children’s holidays or, if necessary, to pick up the child if the mother can not.

DATA COLLECTION AND ANALYSIS

Twenty-one public organizations were interviewed, the most common among the social services they provide for families raising children with disabilities are the following: daycare; informing; psychological and pedagogical counseling and social adaptation; leisure and socialization — communication, staging of theatrical performances, temporary rest for parents caring for children

with disabilities; educational services — educational programs, adaptation of children to educational activities; occupational therapy — occupational rehabilitation, the presence of a social workshop for occupational therapy, daily employment; early intervention; physical rehabilitation; disability prevention and educational work.

Some organizations have identified other services, such as cash / in-kind assistance, assistance with diagnostics and examinations.

From all the NGO respondents, only one organization reported they do not assess the needs of families raising children with disabilities before starting to work with a particular family and its case.

Regarding the methods used in the assessment, the respondents single out the questionnaire, interview, expert interview, focus groups, and observation of the following relationship (*Fig. 1.*):

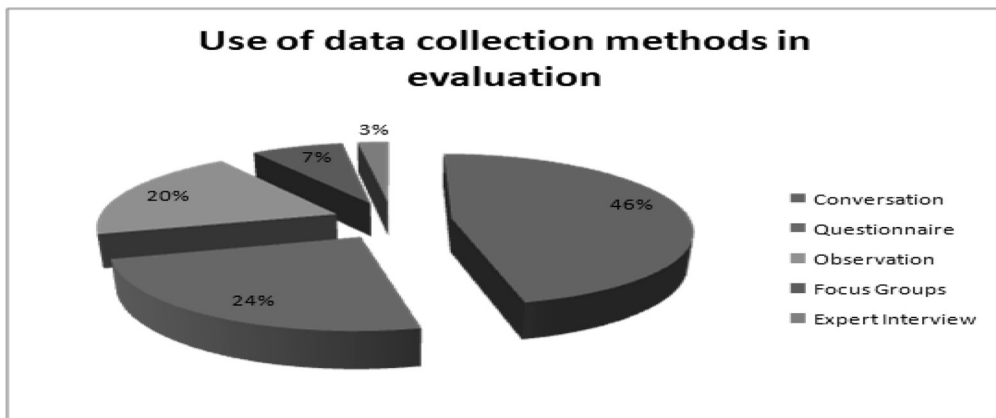


Figure. 1. Use of data collection methods in evaluation

Most respondents consider the conversation to be the most effective means of collecting primary information: “... Live communication and trust during the conversation make it possible to identify needs...”; “... In a free form of conversation there are more acute problems come to light...”; “... the conversation is the fastest because we have direct contact with the mother, who is face to face contact with a person with a disability. But the best methods are observation, questionnaires, expert interviews, interviews because you can see the full picture from different angles, and then the conclusion will be the most accurate and complete...”.

Five organizations were in favor of questionnaires and preferred to fill out the distributed questionnaires: “... I think that the questionnaire is more effective because the questions are formulated taking into account the standards of social services and therefore allow to quickly and accurately determine the needs...”. Another interesting hypothesis is the effectiveness of the method of the expert interview as a method of data collection in assessing the needs of families raising children with disabilities, expressed by one of the interviewed NGOs: “... Expert interview with social workers as usually these families have already established contact with social services. We conduct conversations in exceptional cases,

if the situation requires it, and if we need more information than social workers can give us...”. It can be considered an unusual but effective approach to solving it because the survey found that not families are not always ready to be in contact with NGOs, as they can be ashamed or do not want to talk about their problems and needs, thus it can be difficult to help such families.

The answers to the question “Are families willing to contact when interviewed?” were both positive and negative: “If the family is interested in receiving services, they respond willingly”; “... Yes, willingly. There are many needs, not enough services ...”; “They do not always come into contact, hesitate...”; “parents do not always openly answer questions at the first meeting”; “reluctantly, mothers and children with disabilities answer more often”.

Among other questions within the NGO survey was: “Do you require documentary evidence of the needs of families raising children with disabilities? (medical certificates, income level, expert confirmation of specialists)”; the majority of respondents answered “yes” (12), others (9) — “no, if necessary, or not necessary, given that all family members are known personally” (NGOs from different cities of Ukraine in size and number participated in the survey). The responses also included comments and additions on what documents are required: “Only confirmation from social workers...”; “... Medical opinion, family composition...”; “...If the family does not mind, we ask them to bring an individual rehabilitation program for a person with a disability, the conclusion of the IRC (inclusive resource center), or other documents that they deem appropriate...”; “Yes, we do. References of MSEC (Medical and Social Expert Commission and individual rehabilitation program (IRP), or other documents they deem appropriate...”. To conclude, the assistance from public organizations is not as bureaucratic as in state institutions, where a large number of documents are required, but bureaucracy is still present.

One of the questions that interested us was the purpose of assessing the needs of families raising children with disabilities in NGOs. The following results were obtained: a) To know the needs of families, to know the problems they have (9 answers): “... to study the needs of particular families, the number of those who need each of the services to guide and plan the work of NGOs in terms of providing social services”; “..In order to help the family”, “... often, it is just a “cry of the soul” and you need to listen and to forward in a positive direction their thoughts and actions...”; b) To ensure efficiency in service delivery (4 answers): “Assessment is carried out to ensure the highest efficiency of services to recipients. The data are used to develop an individual service plan and individual development program”; c) For internal monitoring of family participation in the activities of NGOs, for the development of targeted projects, programs (3 answers); d) For the reporting of NGOs (2 answers).

To find out how effective the assessment is and whether there are specialists for this purpose, we asked the question: “Who in the NGO is responsible for assessing the needs of families raising children with disabilities?” The answers showed that most NGOs (13) conduct evaluations on their own,

even without special education. The respondents noted that the person in charge may be the head of an interdisciplinary team (education — defectologist), an occupational therapist, a rehabilitation specialist, a correctional teacher, a neuropsychologist, an executive director, or a case manager, and others. Seven organizations assign evaluation tasks to an NGO specialist with appropriate education, and only one organization invites an independent evaluation expert.

The survey revealed financial difficulties for NGOs to provide social services, as the state does not fund that and it is difficult to find sponsors: “We need to finance a project for a daycare center. Desires, human resources are there, but there is no funding. Services are often provided on a volunteer basis”; “We try to meet the needs of children, but we depend on the budget of this project”; “... We often do not have the opportunity to provide services, so we redirect to other NGOs and centers, to social services.” The study found that NGOs for people with disabilities actively communicate and collaborate with other NGOs in the same field, refer families or people with disabilities to each other if necessary, or if someone does not currently have the opportunities to provide the necessary services. This is positive and mutually beneficial.

A major problem of NGOs is the lack of opportunity to be fully realized due to external circumstances, it is not only a shortage of finances but also a lack of necessary equipment and specialists. These are pressing issues, but the state or local authorities are not interested in such organizations, and it’s a common situation that the organization is managed by the parents of children with disabilities or volunteers, so there may be no qualified professionals at all.

The next stage of the study was to ask families about assessing their needs by the NGO, the availability of such assessment, and its quality. When asked whether a public organization assesses the needs of a child with a disability, when referring to the center — all 14 respondents answered “Yes”. Some noted: “... It used to be oral at the first meeting, and then a written form appeared, which must be filled in by the parents or representatives of a child...”

Parents singled out the following current needs of children with disabilities, with which they apply to NGOs (*Fig. 2.*):

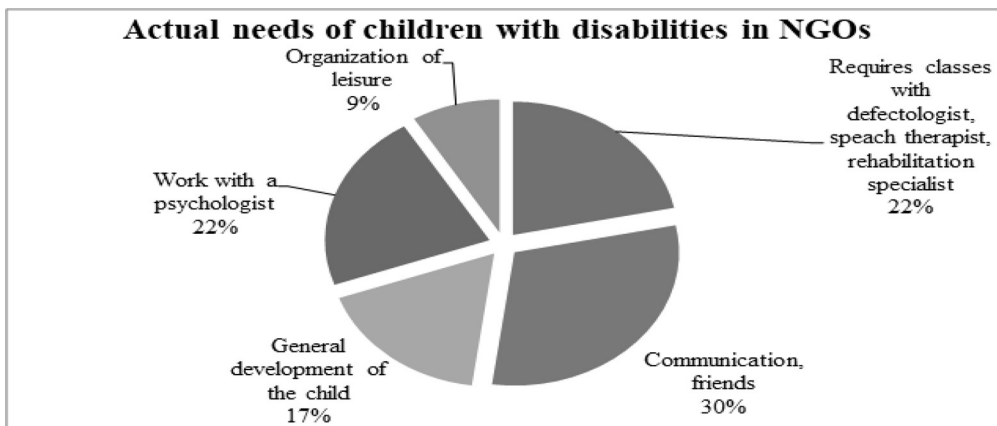


Figure 2. Actual needs of children with disabilities in NGOs

In the course of personal communication with parents, it turned out that the problems are similar, so several parents noted the need for classes with a defectologist and rehabilitation specialist: “We do not have such specialists in the city, we need to go to Rivne, but how to get there? A child is in a wheelchair, I don’t have my own car... It would be good to have such specialists in the organization; it would make life easier for many families...”

Another common problem is communication. Parents say that children go to classes in NGOs also to see friends and communicate because not everyone can communicate with peers outdoors and in the yard.

When asked about the form of the needs assessment of a child and family by specialists of the public organization, the answers differed because there are families that have been in the organization for a long time — since the creation, when no questionnaire was developed to assess the needs of families, and there are new ones that already have to fill in the form at the first reference to the NGO. Therefore, 9 respondents indicated the interview, 3 — the questionnaire, another 2 mentioned the interview and the questionnaire, explaining that “... At any time we can contact the specialists of the NGO with a problem concerning the child, and they will advise on its solution”.

The next item in the survey was the opinion of participants on the best and most effective method for assessing the needs listed in the previous question of the form. The respondents were 14 families, but some chose two answers and it turned out that 11 consider the interview to be the most effective method of assessing the needs of the family, 7 — the questionnaire, and 4 — the in-depth interview with developed questions.

Respondents were also asked to rate the level of satisfaction with the activities and services provided by the NGO on a scale from 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied. Answers were fairly positive: 3 respondents put 5 (completely satisfied), 7 respondents rated 4, and 4 respondents rated only 3.

The final question of our survey was: “What social services do you lack in the activities of a public organization?” We received the following answers: “There is a lack of correctional classes with young children, the services of a rehabilitation specialist and a speech therapist. It would also be good to have a specialist in providing administrative services, who would help with certificates because it takes a lot of time to go to different authorities ... “; there are not enough administrative services to collect the necessary certificates for state institutions ... “; “Although our NGO is designed for children and young people, due to the lack of specialists such as speech therapists and rehabilitators, young children are not brought, so of the 56 families registered in the organization, even less than half visit us due to the lack of these specialists”.

CONCLUSIONS AND PROSPECTS

Thus, based on the above answers when evaluating the work of NGOs, we can report the following problems in NGOs:

- Lack of specialists such as a rehabilitation specialist, a speech therapist, and a defectologist;
- Lack of special equipment and machinery for working with children with disabilities;
- Lack of services aimed at primary school children;
- Lack of a specialist in administrative services;
- Insufficient measures aimed at communication between children and their families;
- Financial instability, dependence on donors and projects.

Given the fact that NGOs perform the work that government agencies do not offer, and provide services needed by families raising children with disabilities, such organizations should be funded from state or city budgets, as it has done in many developed countries.

We can also state that the needs of families and the work of public organizations are evaluated. Such assessment helps to expand the range of services, identify the necessary areas of work, evaluate the quality of service provision and is the impetus for writing projects and finding donors. As it turned out, the evaluation, which should be conducted by specialists, on practice is done by anyone who works in this public organization, but not by monitoring and evaluation specialists.

Various assessment methods are used, yet the most effective were defined by respondents of the survey as following: interviews, questionnaires, and in-depth interviews. Therefore, such methods are recommended for use both by public organizations and state social services working with families who have children with disabilities.

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ОЦІНКА ПОТРЕБ СІМЕЙ, ЩО ВИХОВУЮТЬ ДІТЕЙ З ОСОБЛИВИМИ ОСВІТНИМИ ПОТРЕБАМИ В ПРАКТИЦІ УКРАЇНСЬКИХ НЕГРОМАДСЬКИХ ОРГАНІЗАЦІЙ

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Система надання соціальних послуг в Україні продовжує формуватись та розвиватись і сфера соціального обслуговування вже має низку досягнень. Але сучасний стан системи надання послуг не може повністю задовольнити потреби, які постійно зростають. Сфера соціального обслуговування потребує розробки інструментів управління, таких як моніторинг та оцінювання соціальних послуг. Сім'ї, які виховують дітей з інвалідністю, зазвичай звертаються у відповідні державні та громадські (неурядові) організації (НУО), які їх підтримують та надають певні послуги. Дослідження проводилося в Україні та мало такі цілі: 1. З'ясувати, чи працюють НУО з сім'ями з дітьми-інвалідами; 2. Як оцінюють потреби сімей та дітей -інвалідів? 3. Які методи найкраще використовувати при оцінці потреб? Емпіричне дослідження проходило на базі НУО «Соняч-

ний промінь», яке працює в Рівненській обл., та залучило ще 21 громадську та благодійну організацію такого спрямування. Зважаючи на територію розташування ГО та карантин COVIDу-19, опитування фахівців пройшло у Google-Form. Опираючись на відповіді представників ГО і сімей, які оцінювали роботу ГО та їх послуги, дослідження виявило наступні проблеми в ГО: нестачу спеціалістів: реабілітолога, логопеда, дефектолога; нестачу спеціального обладнання та техніки для роботи з дітьми-інвалідами; брак послуг, спрямованих на дітей молодшого шкільного віку; відсутність фахівця з адміністративних послуг; недостатність заходів, спрямованих на комунікацію дітей та їх сімей; фінансову нестабільність, залежність від донорів, проєктів. Зважаючи на те, що НУО виконують ту роботу, яку не виконують державні структури, необхідно такі організації фінансувати з державних або міських бюджетів, як це робиться в багатьох розвинених країнах. Оцінювання потреб сімей та роботи громадських організацій ведеться, але нажаль, фактично будь-ким, хто є в НУО, а не спеціалістами з моніторингу та оцінки. Дослідження показало, що для оцінювання використовуються різні методи, але найбільш успішними є: бесіди, анкетування та глибинні інтерв'ю. Такі методи рекомендовано використовувати як громадським організаціям, так і державним соціальним службам, які працюють з сім'ями, що мають дітей з інвалідністю.

Ключові слова: оцінка потреб сім'ї; сім'ї, які виховують дітей-інвалідів; методи оцінки потреб; неурядові організації (НУО); соціальний захист; суспільні послуги.

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