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THE POSSIBILITIES OF SOCIAL WORK PRACTICE IN WORKING WITH ELDERLY PEOPLE: THE ANALYSIS OF THE EXPERIENCES IN SOCIAL SERVICES CENTRE

Master's thesis

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Summary

The thesis carried out *theoretical analysis* related to work with the old and the elderly individuals as well as *analysis* of practical, theoretical models, Social Service Centre structure and functions and also *analysis* of psychosocial, biological features of the elderly.

Problematic questions were raised: What is the supply demand of social services for the old and the elderly clients? What are social activity possibilities working with old and the elderly clients in Social Service Centre? How practical valorised social work model could better satisfy the needs of the old and the elderly, to broaden a possibility of their social participation, improve their life quality?

The analysis was carried out on the basis of the qualitative *interview*. Its aim is to analyse the needs of the old and the elderly and their satisfaction possibilities in Social Centre Day Care Service.

The study involved 38 participants. 9 old and the elderly individuals attending Day Care Service, 9 social workers from Lithuania, 20 social workers from Ukraine provided their answers in writing.

Empirical part analyses forms and quality of social services in Lithuania and Ukraine; the need of social services for OEP attending CSS from the perspective of the Ukrainian and Lithuanian social workers; the meaning of social services to the life quality of OEP; factors preventing from more rapid development of SPC activities; practical valorised social work model implementation analysis and evaluation and its reasoned effectiveness from the perspective of the Lithuanian and Ukrainian social workers.

The most important *conclusions* of the empirical research:

1. The old and the elderly are in demand of general services, social custody, social care, which can be provided by professional social workers and their assistants. Those attending CSS day centre claim that social services reduce their feeling of loneliness, provide with a possibility to communicate with others, enable to solve different problems with the help of a social worker.

2. Due to practical valorised model, the old and the elderly clients became more appreciated by others and started appreciating themselves more as well. A possibility provided to clients attending the centre, i.e. knitting and simultaneously to get payment for these knitted items. This proved that retired and disabled individual is valuable, capable to further develop working skills and re-create social roles.

Key words: gerontology, gerontology social care, elderly, old person, social valorisation, valorisation of the social roles, the institution of social services, social services, CSS, OEC, Lithuanian SW, Ukrainian SW.

Contents

<center>**Introduction**</center>

Social relevance

The economic and social changes of the past decade have touched all Lithuanian population. The formation of market relations, the growth of unemployment, and the decline of living standart influence human interaction and moral values. All this makes the Lithuanian society adjust to the changing living conditions and search for new solutions to the newly-arising social problems (Blinkevičiūtė, 2001, p. 6).

Expanding the network of social services in 1997 the Ministry of social security and Labour together Lithuanian with the World Bank and the Swedish International Development Agency started the implementation of Community Social Services Development pilot project. Thanks to the project in 2001 April 1day, was founded the Center of Social Services - Republic of Lithuania Siauliai Municipal budgetary institution (Zabieta, 2001, p. 95).

Population aging is one of the main problems the times, strongly influencing Lithuanian and Ukraine the economy, social policy, health care system and other areas of public life. According to the recent statistics Lithuania quarter of the population is older, and elderly people, it is influenced by the increasing life expectancy, low birth rates, migration intensified. Lithuanian's population is aging - even though the country's overall population is decreasing, the elderly (65 years and older) part of the increase. 2014. Lithuania was the beginning of 2 943,5 thousand population, of which 542.7 thous., or 18.4 per cent were 65 years and older.[1]

The increase in demand for geriatric services in Ukraine caused impetuous aging of the population, the growing proportion of elderly people living alone and morbidity of the population as well as growing problems with the inability of local budgets to meet all the needs of health care and social services, highlights the issue of reforming the system optimization and geriatric care in Ukraine in order to increase as the quality of services and cost-effectiveness of their carriers.[2]

So, more and more old and older people are turning to the Siauliai city municipality the Center of social services for various assistance from the appearance of a variety of problems arise due to old age, being alone, disability. Social workers of the challenge of providing quality services to promote users' activity and the help that they themselves can take care of themselves in the future, to create conditions to be independent, to help save and retrieve physical, mental functions, and solve social problems, but it requires a high level of professionalism of social workers the ability to apply theoretical and practical knowledge.

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[1] Statistic Lithuania. (2014). Elderly People in Lithuania.
[2] Бачинская, М. (2013). Институт региональных исследований Национальной Академии Наук Украины. Демоскоп. № 541 – 542, 4 - 17 февраля 2013.

Therefore, it is important to have enough knowledge about a variety of social work models and theories. Socialinių paslaugų Centruose pagyvenusiems ir seniems žmonėms poreikio tyrimo aktualumą apsprendžia tai, kad šios paslaugos yra neatsiejama socialinių paslaugų infrastruktūros dalis senstančioje visuomenėje (Naujanienė, 2008). In the Centers of the Social services for the old and elderly need to study the relevance is determined by the fact that these services are an integral part of the infrastructure of social services in an aging society (Naujanienė, 2008).

The scientific relevance

According to the Naujanienė (2008), based on Nathanson, Tirrito, gerontological social work social work is a special area where the aging, old age and circumstances related to the general theory of social work model.

Thus, science is not yet known what is the best social work models to be applied when working with old and elderly. Of social work models applied more broadly, wrote Ruškus, Mažeikis (2007), Johnson (2001), Vitkauskaitė (2001).

The gerontology-related social work development is becoming more exploration. However, quantitative studies in the field of gerontology, but not exposed to the general social work and notices not only Lithuanian experts in the field, but also in other countries with an older version of experience in the field of gerontology researchers. Old people's problems, compared to the attention of children and families, the problems and needs are much lower. However, as Naujanienė (2008), it is nevertheless important for social work gerontology research is becoming more common among the general social work research, recognized the contribution of research in this area of knowledge, techniques, and giving meaning to social work practice.

Unfortunately, the Lithuanian language translations and original books, that in whole or in sections match the theme of Gerontology is limited. And if we talk about social work in the field of gerontology, this information will find even less. Often are given knowledge about the biological processes of aging, aging demographics, the old human psychology, the social aspects of aging (Lesauskaitė, Macijauskienė, 2004; Ekert, 2004; 2011; Lesauskaitė, 2008; Bagdonas and others., 2009). Already available on the material and on the death of the dying process (Liobikienė, 2004; Smaidžiūnienė, 2008; Metz, 2010; Bausewein, 2010; Širinskienė, Narbekovas, 2010; Mikulionenė, 2011) However, the information and knowledge about social work in the field of gerontology, and the writing on this subject a little, between such Danusevičienė, Povilaikaitė (2004), Koskinen (2004), Brijūnaitė and others. (2010), Petrauskienė   (2010),   Kondrašovienė,   Zabulytė-Kupriūnienė   (2010).

The periodical academic journal publications in gerontology topic can be found in

the periodical journal Gerontology theme of publications can be found in the journals of Gerontology; Philosophy. Sociology (MA); "Sociology. Thought and Action (QA); "STEPP Social Work Department, School, Policy and Practice" (VU); Social Work (MRU); Social Work. Experience and Methods "(VDU). However, the subject of gerontology there is not a lot. Magazine Gerontology "for gerontology and geriatric issues to discuss, but the latter dominates. This suggests that there is little space in the academic knowledge and research in gerontological social work topic.

Many problematic questions are analysed in gerontological social work researches. It is the wellbeing of the old people, their politics, socio-cultural factors, services, businesslike work, social work and custody in the family (Koskinen, 2002). *Lithuania is lacking of researches that would deal with gerontological social work interventions. There is also the lack of works analysing client's influence to the social work. Also, there is an absence of a new social work models creation, which would better satisfy the old and the elderly needs and broaden their social participation possibilities.*

The problem of the research is specified by the *problematic questions:*

- What is the need of supply of social services in CSS for the old and the elderly clients?
- What are the social work activity possibilities in work with the old and the elderly clients in Social Service Centre?
- How the practical valorisation social work model could better satisfy the needs of the old and the elderly, to broaden their social participation possibilities and improve their life quality.

Object of the research - social work activity opportunities working with elderly people of the centre of social services.

Aim of the research: to analyse the old and the elderly people needs and their satisfaction possibilities in Social Service Centre Day Care Service.

Objectives of the study:

1. Analysis of the scientific literature provides the background and allows to reveal social work's with the old and the elderly people practical, theoretical models, structure and functions of CSS as well as psychosocial and biological features of the old and the elderly.
2. On the basis of semi-structured, structured interview methods, to analyse social service forms supplied by CSS Day Care centre to OEP, the needs and quality from the Lithuanian and the Ukrainian social workers' point of view.
3. To reveal the importance of social services to CSS life quality.
4. To analyse factors which prevent from more rapid CSS development.

5. To evaluate and ground the efficiency of practical valorised social work, from OEP, Lithuanian and Ukrainian point of view.

Research participants. The study involved 38 participants. 9 old and the elderly people attending Day Care Service, 9 Lithuanian social workers, 20 social workers from Ukraine provided their answers in writing.

Research methods. Analysis of the scientific literature. Qualitative research method was applied in the collection of empirical analysis, i.e. semi-structured interview. Social workers, the old and the elderly were provided with five open-ended questions. Answers were recorded and transcribed. Additional questions were provided during the investigation. Structural interview method was applied to the Ukrainian social workers. Questions were answered in writing, strictly following the structure of provided questions.

The scope of the research: objective sample. 9 social workers from Siauliai municipality's Social Service Centre. 20 Ukrainian social workers. 9 old and the elderly people attending Siauliai Social Centre Day Care Service. 5 single women were chosen as informants, whose health condition was becoming worse, they had psychological problems related to social isolation, and who expressed willingness to be preoccupied with a particular activity in order to avoid loneliness, outcast and who could be useful to the surrounding. One of the informants lives with a spouse. In order for informants to provide an objective opinion about valorised social work activity model, five out of nine clients, attending knitting courses and able to earn money by applying practical valorised social work model, were selected; as well as four clients not attending knitting courses. All the informants have physical disability (after injury, heart stroke, infarct, spine disease, joint diseases, diabetes). Two male informants, one of them is moving with the help of the wheelchair.

Research type: analysis method of the qualitative interview, content analysis.

Glossary of terms:

Gerontology - a science which investigates the individual and population aging (the causes, course and consequences of intervention options) and the related elderly biophysical functioning of the health, social, psychological and spiritual problems (Mikulionienė, 2011).

Gerontological social care - this area of social work, which is the subject of elderly people biopsychosocial condition, care planning, implementation and evaluation of its effectiveness (Lesauskaitė, 2008).

An elderly person - this is a person whose age is between 60-74 years old (Lemme, 2003).

Old person - this is a person whose age is between 75-90 years old (Lemme, 2003).

Social valorisation-of the effort to overcome consciously or unconsciously, society and culture exist in some underestimation of the social roles of those individuals who are at risk of depreciation of respect, and using the tools that are culturally valued (Flynn, 1994).

Social roles valorisation - persons with disabilities (or other socially devalued individuals) social visual improvement (in a positive direction) in society and level rise of competence (Ruškus, 2002).

Institution of social services - social services undertaking (public limited company, private limited companies, sole proprietorships, small community), the institution (a public institution, budget office), organization (association, charity and support foundation, religious community or association (center), family[3].

Social services - are services that aid granted by a person (family), because of age, disability, social problems, in part or in full does not have, has lost the capacity or the means of self-care for the person (family) life and participation in society (Ministry of Social Services Act, 2006 . January 19. No. X-49th Vilnius).

CSS – the centre of social services.

OEP – the old and elderly persons.

Lithuanian SW – Lithuanian social workers.

Ukrainian SW – Ukrainian social workers.

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[3] Lietuvos Respublikos socialinių paslaugų įstatymas (2006 m. sausio 19 d. Nr. X-493. Vilnius).

The structure of master thesis. The thesis is comprised of the following parts: summary in English, introduction, two chapters, conclusion, recommendations, list of reference (72 sources), summary in Lithuanian, appendices. For the illustration, 25 tables, 19 illustrations and 5 pictures are provided. The questionnaire for the old and the elderly, attending CSS Day Care Service as well as for the Ukrainian and Lithuanian social workers is provided in appendix part. Demographic data OEP, Lithuanian SW, Ukrainian SW. The scope of the thesis is 73 pages.

1. SOCIAL WORK WITH OLD AND ELDERLY PERSONS

1.1. Social Work Practical And Theoretical Models

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Working with old and elderly clients, social worker require special knowledge in order to understand their needs and help solve problems. Naujanienė (2008) states that the individual in old age and the resulting changes in the manifestation and gained experience of elderly affect problems that are confronted by gerontology social worker, characteristics and requires practice in the area of professionalism and practice of the theoretical models and methods of diversity. Only by understanding and using the theories of social work, social workers can provide quality and effective provision of social services.

According to Johnson (2001), each theory is based on various assumptions, can be used under certain conditions. Explains problems causes and consequences. To provide insight into the customer (s) the problem (s) from different points of view. Provides suitable methods and techniques allows the selection of appropriate problem solving strategies, provides principles for effective delivery of services to enable the social worker justify operations allows to predict the future. A social worker have knowledge of the various theoretical models that could be applied: a mix of empirical research, as well as solving customer / s problems and adequate customer due diligence selecting a theoretical model.

Johnson (2001) argues that social work focus of attention to knowledge that is scientifically based, rather than based on unapproved beliefs and ideas. It was started to think about such a knowledge base that would lead to social work to become a true science. However, the essence of the social sciences in relation to the complexity of the phenomenon - the human existence in the social environment, making it difficult for all the knowledge and gives some volatility požymiųnt customer / s problems and adequate customer due diligence selecting a theoretical model.

Social work knowledge, especially in common, most borrowed from the social sciences, especially psychology and sociology, and anthropology, political science, economics and history, natural sciences - biology, physiology. This theoretical basis is complicated, it requires a broad and in-depth knowledge of different disciplines is not enough understanding of surface. Social work knowledge is that which known about the people and their social systems. They correspond to the situation, which has been developed that describe the people and explain situations of individuals and their social systems function used to be able to understand people in certain situations and increased social systems and pay social actions of employees so that they enrich social functioning of individuals. This knowledge about human development, human

differences and social systems theory; the formation of its response to the need to include the assessment of relations between the process and the social work intervention (Johnson, 2001, p.18). Bagdonas (2007) said that social work theories center - the individual and the social group study, as well as adaptation, social rehabilitation and human social functioning mechanisms.

Social work theory laws and categories can be: general, acting on its activity; specific expressing social activities designed to protect the people of market relations and the formation of a national social crisis, the nature and diversity.

Theory of social work principles of application: each model has its own theoretical approach to the client, problem and solution to the problem; social worker can connect even contradictory theories to the synthetic solution model; way out of the chaos theory - the social worker's ability to set specific objectives and rely on the actual situation and social work theory in the field of erudition and mastery.

According to Johnson (2001) theory of social work practice provides a variety of approaches abundance. Different models or theories of practice have evolved differently in diverse situations, and they are based on various assumptions can be used under certain conditions. In order to use the model to work with each client, it is necessary to study in detail the model.

One of the patterns of trend is that most models are now designed for use with individuals, groups and families.

Practical Models Of Social Work. Johnson (2001), analyzed in detail the *social work practice models include*: *behavioral therapy, ecological (living model), underlining the strength to approach social planning, mediation, problem solving models,* giving them resources, basic, practical theories and their practical use.

Behavioral therapy (Thomas, 1970) - assessment of the behavior in more detail; highlights the main behavior; establishes incentives and consequences. Problem behavior frequency, extent and direction can be controlled and monitored during the intervention. Goals specifically sisiję with behavior change. *Practical use:* The situation with the aim - to change behavior.

Ecological (Housing model) (Germain, 1970) - evaluation is carried out to the employee and the customer to work together and to understand the meaning; focus on the person and the problem, in order to select the most appropriate action. Connected client and the positive environmental forces used the following principles: inclusion, analysis, exploration, construction, continuation, outcome. Actions are chosen to educate the following skills: self-esteem, problem-solving, the ability to cope with problems and life situations. *Practical use*: Solving social problems in the functioning.

Mediation (Schwartz, 1962) - Evaluation of the system and carried out to identify the needs of interference. It highlights the interaction of individual, group process environment. An employee is an agent and the principal to help the client achieve what he needs, mobilize human resources, to consolidate mutual assistance. Explains the communication and use problem-solving process. *Practical use:* helping people cope with the unfavorable environment.

Problem solving (Perlman, 1957) - Assessment identifies and explains the nature of the problem, focuses on personality, in the problematic situation in various aspects. Regular customer motivation, opportunity and capacity promotion. The goal - to help the client to better cope with the proper performance of the social challenges and build relationships with other individuals. First of all, cared for contact with customers. The concept - a person who has the problem of coming to a place where his or her social assistance in the process. *Practical use:* When working with individuals, motivated to use the help of cognitive and interaction process.

Strengths mainstream approach (Sleeby, Weick, Rapp, Sullivan, Kisthardt, Cowger, Rappaport, 1992) - focuses on the recovery of human internal power detection. Evaluate human desire to overcome the disaster, the customer's knowledge about his situation and his pursuit of change. Social worker's role is understood as a coworker. Recognize dialogue membership and the importance of community relations, which lies in creative and empowering resources. *Practical use:* Applicable to all customer systems. It has been analyzed only part of Johnson (2001) described social work practice models. It is mostly used in social work practice models gerontologiniame social work, helping clients solve problems.

Social Planning - Assessment identifies social problem, its cause and its possible solution. The process involves a problematic situation assessment and analysis; the problem of the determinants of identification; alternative objectives, strategies and their effects analysis, strategies and programs for selection; support the desired change in the acquisition of feedback system design and implementation. The employee is evidence gatherer and analizuotojas, program creator, implementer and facilitator. *Practical use:* Where desired rational planning social problem.

Theoretical Models Of Social Work. Vitkauskaitė (2001) argued that multidisciplinary working theory is applied in nature, its development and achievements have had an impact on allied sciences (sociology, pedagogy, psychology, etc..), Which is based on knowledge synthesis. Thus, solving various social problems may become slightly different approach to the same thing, which is usually determined by the various theoretical currents of positive priorities.

Vitkauskaitė (2001) presents some of the most of the social problems of models, which are based on different methodologies, it is humanistic - existential social work model of

systemic social work model, the behavioral model of social work and crisis intervention model. They are social workers-market with taking into account the human cause of the problem, the nature of their attitudes and skills.

Humanistic - existential Social Work Methodology. Humanism historically changing attitudes system, recognizing that human dignity, the rights to liberty, equality, and the inherent properties of gebėsimų development, personal disclosure, favorable conditions for the conclusion of public life. Human rights, humanists recognized as inalienable, is social origin, historically changing depending on public economic išsivystimo, istorinės- ethical consciousness formation. These rights are recorded in UN documents (The Universal Declaration of Human Rights, etc.). Unfortunately, it should be recognized in some countries, the inability to guarantee a number of declarative requirements with regard to human rights and freedoms (Vitkaiskaitė, 2001, p. 5). A social worker for the purpose and content of the activity - to help individuals, groups, communities to achieve their rights and freedoms, the power of personality unfoldment and government structures desire to minimize human social margins.

Humanistic worldview professional social worker should comply with certain provisions include: social object is personality - a unique solid sistama that suvikiama not as a pre-formed given phenomenon, but as a constantly evolving open system; each person is unique, so individual case studies as important as statistical summaries; one which society and the societies in which it, ie it is also the object and subject, and limited availability, accepting the social norms of society and the individual is actively developing; everyone has the inherent potential opportunities for development, self-realization in the future, which is little dependent on the personality of the past; man is unconditionally valuable, so honored and regarded as it is; every person has the right to choose their own values, goals, self-addressed and be responsible for the decisions.

A social worker in practice, in assessing the client's problem, should take into account the personality, relationship problems and situations, customer specificity and uniqueness as his chosen lifestyle manifestation, because the man himself is responsible for his life and the flow of the procedure, and life without problems and difficulties exist. Problematic situations often arise due to personal responsibility for our being denial. Social problem solving is the key to success and a social worker personality characteristics (compassionate, intuitive, communicative, etc.) stimulating productive dialogue that enables the user strange motives direction, develops his ability to think reflectively. It is important that future everyday life client learn to create and maintain similar productive relationship between himself and his close environment (Vitkauskaitė, 2001, p. 8).

Systematic Social Work Model. Vitkauskaitė opinion (2001) that, in terms of professional social assistance process should be to explore the most general, versatile, but also eclectic systematic model, which consists of several interrelated stages, stages that represent a shared problem solving consistency and structure.

Theoretical and methodological basis of this model - the first half of this century formed in Systems Theory (Bertalanffy, 1972; Goldstein, 1982 et al.), Which claims about systematic - structured knowledge of reality and recognizing,, chaotic "systems, dynamic stability not only analytical but also logical (thinking, foresight, intuition) methods, including the individual's own regulation. The ability to adapt to external and internal (system and environment) connection. Vaicekauskienė (2009) argues that social work systems theory and systemic approach in principle formed the basis of the social system theory and one of the most important social problem-solving model - systemic social work model.

Systems theory and systemic analysis method provides a new vision of the world, a new natural philosophy, whose main theme - the principles applicable to all systems, laws, patterns that are common to all disciplines and passed from one to another, as a whole. Systems theory structures the complex idea, which is based on - the whole is greater than the sum of its parts. This means that a series of new quality organization formed with feedback in the total parts. Therefore a systematic analysis of complex thought and expanding the traditional principles of logic and integrating more and more meaningful. This model provides a number of different stages of consistent implementation should change, facilitate human social situation. Although some authors (Duolas, 1995, 1997; Maršas 1997; Šadlou, 1995) Identification of these phases are different, they can be generalized as the following (see figure 1):
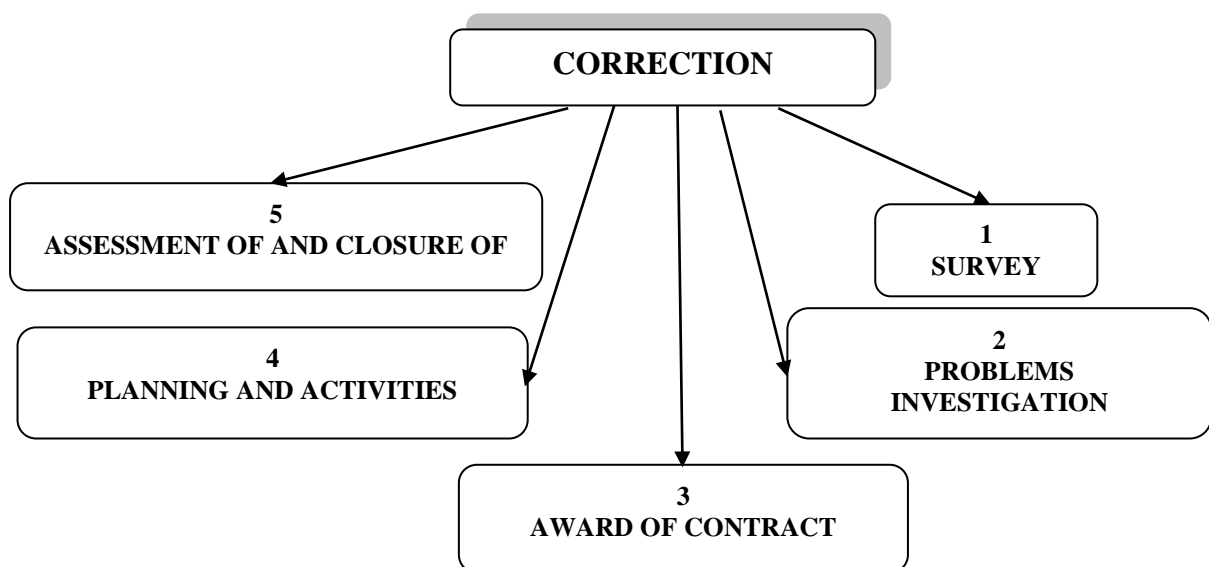

Figure 1. Stages of consistent implementation should change, facilitate human social situation (prepared in accordance with Vitkauskaitė, 2001, p. 11).

According to the disciplinary systems theory versatility and complexity of creating social systems theory and formulated its basic characteristics. Social systems theorists each social work system distinguishes three aspects - structural, function and evolution of understanding to help develop scientific and social issues and social work practice forms.

Social work theory, analyzing the social situation, the person complies the provisions of holism, whose essence - every man, considered as a whole, which combines sociability and biologiškumas, human experience and science, emotion and thinking. Analysis of the whole social situations, social work as a human subject and the subject's perception, interpretation and summary of the different theoretical models of social work, including the most fundamental, most common and most universal and therefore most common in social work is a systematic social work model that is based on systems theory, which claims about systematic –structural knowledge of reality and recognizing,, chaotic "systems for dynamic stability and regulation of the analytical and logical (thinking, foresight, intuition) techniques, pulling and individual self-regulation, the opportunity to adapt to external and internal (system and environment) connection.

Based on the theory of social systems, analysis and basic social work activities - intervention, which is a professional social work objectives and measures related to the change in the pursuit of a systematic approach. According to the social systems theory and practice, it was concluded that there is no change in the system change goal. The most important social work intervention for the purpose - customer relationship systems change, and which leads to the improvement

Behaviorist Model Of Social Work. Behavioral theory seeks to explain human behavior by analyzing the antecedents and consequences present in the individual's environment and the learned associations he or she has acquired through previous experience. This entry describes the various traditions within the behavioral perspective (classical conditioning, operant conditioning, cognitively mediated behavioral theory, and functional contextualism) and the clinical applications that are derived from them. Common criticisms are discussed in light of the ongoing evolution of behavioral theory and the fit of its tenets with the field of social work[4].

Vitkauskaitė opinion (2001), social work, this model introduced in 1850-60 - the year. The model underlying hypothesis to be considered a provision that human behavior is affected by events taking place in its environment. Cognitive effects and object behavior, which can Predetermined appropriate system of incentives, rather than the previous events in human

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[4]Encyclopedia of social work.
http://socialwork.oxfordre.com/view/10.1093/acrefore/9780199975839.001.0001/acrefore-9780199975839-e-30#acrefore-9780199975839-div1-0315 (žiūrėta 2014-12-12).

development, conflict, emotional experience. The most important thing is the present events that influence behavior, as well as precise routes of exposure. A social worker who takes the logic of this model, concerned about how, when and what to do, but absolutely do not care to answer ,, why so happening (or happened), in other words, not a professional interest in customer behavior causes, but consequences. When working according to this model, the social worker needs to know a few important things. First you need to perform a diagnostic analysis of the current behavior using various sources of information: monitoring client (or others in analogous situations), the lens capturing one or other behavioral frequency of its consequences.

The practical realization of the objectives by working in this model, is strictly reglamentujamas accurately predicted no-effect treatments. Behavior modification and system technology provides clear requirements for what and how it should be done, for what and how will be promoted and what will be the punishment.

To the customer's self-control, social worker would be useful: to help the client to evaluate their behavior; compared those estimates with a professional or bystanders assessments; help to set the desired behavior of a person; default external determinants influencing change, and transfer their control paęžčiam client; train yourself to praise and encourage the positive changes.

Therefore this model, raising the accuracy, objective analysis and evaluation, and projected changes in accounting options had certainly great importance of social work theory and practice. However, it must be held that the refusal to understand the client as a,, live "equal partner with its own system of values that can consciously control the behavior of the answer for the consequences, certainly not the model (Vitkauskaitė, 2001, p. 27).

The Crisis Intervention Model. Crisis Intervention is emergency psychological care aimed at assisting individuals in a crisis situation to restore equilibrium to their biopsychosocial functioning and to minimize the potential for psychological trauma. Jackson-Cherry, Erford, (2010) argued, that crisis can be defined as one's perception or experiencing of an event situation as an intolerable difficulty that exceeds the person's current resources and coping mechanisms.

The priority of crisis intervention and counseling is to increase stabilization. Crisis interventions occur at the spur of the moment and in a variety of settings, as trauma can arise instantaneously. Crises are temporary, usually with short span, no longer than a month, although the effects may become long-lasting (Forde, Devaney, 2006, p. 53-61).

Greenstone, Leviton, Sharon. (1993, 2002,2011) argued, that Crisis Intervention is the emergency and temporary care given an individual who, because of unusual stress in his or her life that renders them unable to function as they normally would, in order to interrupt the

downward spiral of maladaptive behavior and return the individual to their usual level of pre-crisis functioning.

Types Of Crisis - Crises can occur on a personal or societal level. Personal Trauma is defined as an individual's experience of a situation or event in which he/she perceives to have exhausted his/her coping skill, self-esteem, social support, and power. These can be situations where a person is making suicidal threats, experiencing threat, witnessing homicide or suicide, or experiencing personal loss. While a person is experiencing a crisis on the individual level it is important for counselors to primarily assess safety. Counselors are encouraged to ask questions pertaining to social supports and networks, as well as give referrals for long term care.

According to Landau, Mittal, Wieling (2008), societal or mass trauma can occur in a number of settings and typically affect a large group or society. These are instances such as school shootings, terrorist attacks, and natural disaster. A counselor's primary concern when call to these types of crises is to assess people's awareness of resources. Individuals experiencing trauma in large scales need to be aware of shelters that offer food and water; places that met their basic necessities for survival.

Universal Principles Of Crisis Intervention - While dealing with crisis, both personal and societal, there are five basic principles outlined for intervention. Victims are initially at high risk for maladaptive coping or immobilization. Intervening as quickly as possible is imperative. Resource mobilization should be immediately enacted in order to provide victims with the tools they need to return to some sort of order and normalcy, in addition to enable eventual independent functioning. The next step is to facilitate understanding of the event by processing the situation or trauma. This is done in order to help the victim gain a better understanding of what has occurred and allowing him or her to express feeling about the experience. Additionally, the counselor should assist the victim(s) in problem solving within the context of their situation and feelings. This is necessary for developing self-efficacy and self-reliance. Helping the victim get back to being able to function independently by actively facilitating problem solving, assisting in developing appropriate strategies for addressing those concerns, and in helping putting those strategies into action. This is done in hopes of assisting the victim to become self-reliant (Flannery, Everly, 2000, p. 119-125).

General Approach - According Roberts (2006), the ACT model of crisis intervention developed by Roberts as a response to the September 11, 2001 tragedy outlines a three-stage framework: Assessment Crisis Intervention Trauma Treatment (ACT). This theory of crisis intervention integrates numerous assessment tools and triage procedures; Roberts' seven stage crisis intervention model and the ten-step acute traumatic stress management protocol creates one comprehensive model for responding to crisis that can be utilized in most all crisis

situations. It is important to note that this should be followed as a guide not to be followed rigidly (Roberts, A. (2006) .Crisis Intervention Handbook, p. 157).

The first step is the assessment stage; this is done by determining the needs of victims, other involved persons, survivors, their families, and grieving family members of possible victim(s) and making appropriate referrals when needed. Three types of assessments need to be conducted. The first is triage assessment, which is an immediate assessment to determine lethality and determine appropriate referral to one of the following: emergency inpatient hospitalization, outpatient treatment facility or private therapist, or if no referral is needed. A crisis assessment also needs to be completed which consists of gathering information regarding the individual's crisis state, environment, and interpersonal relationships in order to work towards resolving the current crisis. This step helps facilitate development of an effective and appropriate treatment plan. The last area of assessment includes a biosocial and cultural assessment. This would be completed by using systematic assessment tools to ascertain the client's current level of stress, situation, present problem, and severe crisis episode (Waters, 2002, 55-74).

The goal of the crisis intervention stage of Robert's (2006) ACT model is to resolve the client's presenting problems, stress, psychological trauma, and emotional conflicts. This is to be done with a minimum number of contacts, as crisis intervention is intended to be time limited and goal directed. Stage one of the seven step approach focuses on assessing lethality. The clinician is to plan and conduct a thorough biopsychosocial and lethality/imminent danger assessment; this should be done promptly at the time of arrival. Once lethality is determined one should establish rapport with the victim(s) whom the clinician will be working with. The next phase is to identify major problem(s), including what in their life has led to the crisis at hand. During this stage it is important that the client is given the control and power to discuss their story in his or her own words. While he or she is describing the situation, the intervention specialist should develop a conceptualization of the client's "modal coping style", which will most likely need adjusting as more information unfolds. This is referred to as stage three. As a transition is made to stage four, feelings will become prevalent at this time, so dealing with those feelings will be an important aspect of the intervention. While managing the feelings, the counselor must allow the client(s) to express his or her story, and explore feelings and emotions through active listening and validation. Eventually, the counselor will have to work carefully to respond to the client using challenging responses in order to help him or her work past maladaptive beliefs and thoughts, and to think about other options. At step five, the victim and counselor should begin to collaboratively generate and explore alternatives for coping. Although this situation will be unlike any other experience before, the counselor should assist the

individual in looking at what has worked in the past for other situations; this is typically the most difficult to achieve in crisis counseling. Once a list has been generated, a shift can be made to step six: development of a treatment plan that serves to empower the client. The goal at this stage it to make the treatment plan as concrete as possible as an attempt to make meaning out of the crisis event. Having meaning in the situation is an important part of this stage because it allows for gaining mastery. Step seven is for the intervention specialist to arrange for follow-up contact with the client to evaluate his or her post crisis condition in order to make certain resolution towards progressing. The follow-up plan may include "booster" sessions to explore treatment gains and potential problems.

After the situation has been assessed and crisis interventions have been applied, the aim is at eliminating PTSD symptoms, thus treating the traumatic experience. A comprehensive view of how to treat the trauma consists of ten stages outlined by Lerner and Shelton (2001). These steps relate similarly to the crisis intervention steps. The first step is to assess for danger/safety for self and others, this means for the victim, counselor, and others who may have been affected by the trauma. Then the counselor should consider the physical and perceptual mechanisms of injury. Once injury is assessed the victim's level of responsiveness should be evaluated and any medical needs should be addressed. Each individual who witnessed or is experiencing a crisis should be observed to identify his or her signs of traumatic stress. After the assessment of the situation is completed the interventionist should introduce his or her self, state their title and role, and begin building rapport. Building this relationship allows for a more fluid approach to grounding the individual, this can be done by allowing him or her to tell his or her story. Again, the counselor is encouraged to provide support through active and empathetic listening, normalize, validate, and educate. Finally, the intervention specialist is to bring the person to the present, describe future events, and provide referrals as needed.

Can be said that this model is used for a variety of clients and for various situations solve as the initial stage, when significantly breach of personal functionality. Later, social assistance process should be continued with other strategies and techniques - individual counseling, group work, psichoterapją and others. Properly using this model, one can go back to the previous or even higher The functionality level (optimistic scenario) or to achieve optimum functionality.

1.2. The Centre Of Social Services Structure And Functions

Expanding the network of social services in 1997 the Ministry of social security and Labour together Lithuanian with the World Bank and the Swedish International Development Agency started the implementation of Community Social Services Development pilot project. The most important event witnessing the project's international recognition was the award won at the Hanover World EXPO 2000 World Projects Competition. The project was put on the list of the best European urban social policy innovation projects made by the European Council Social Assistance Commitee. Executorsof the project are invited to international conferences for the presentation of the project to international audience (Stockholm in 1999; Capetown, Oslo, Riga in 2000), (Zabieta, 2001, p. 95).

The project covers the municipalities of the towns of Vilnius and Šiauliai as well as the municipalities of the regions of Utena, Molėtai, Anykščiai, and Švenčionys. Thanks to the project in 2001 April 1day, was founded the *Center of Social Services* - Republic of Lithuania Siauliai Municipal budgetary institution.

The institution is guided by the Constitution of the Republic of Lithuania. The law of budgetary institutions, the Government of relevant ministries approved legislation governing the operations of the institution, the Labor Code and other applicable legislation, regulations of the institution, Šiauliai Municipality Council, the Mayor of ordinances, by the Orders, procedures, regulations, other documents, as well as the generally accepted norms of behavior and customs.[5]

Centre's tasks are to provide quality services to promote users' activity, help that they themselves could take care of themselves in the future, to create conditions to be independent, to help maintain and regain physical, mental functions, and solve social problems.

Objectives are the integration of people with disabilities into society, social and psychological assistance, creating trust between clients and staff creation, conditions that enable clients to feel fully fledged and independent, conclusion, standing staff improvement.

Clients are with physical disabilities (after trauma, stroke, heart attack, limb amputations, spinal disorders, diseases of the joints). This includes those moving compensatory technique. Old and elderly single persons whose health has deteriorated to the psychological problems associated with social isolation, and willing to engage in any activity that would not feel lonely, rejected, and, possibly, could be useful to others. Risk groups: unemployed, large families, persons released from prison, socially unsecured, asocial people and so on.

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[5]Šiaulių miesto savivaldybės Socialinių paslaugų centras. http://www.siauliai.lt/spc/show/category/5 (žiūrėta 2015 - 03-15)

Acceptance and of the Day Employment Office is information and advice about community services, to analyse and recommend the necessary assistance to clients. Clients consist of employment programs, social skills, organize for clients support and rehabilitation, physical and psychological rehabilitation and sociocultural activities organized by the housing and environment of people with disabilities guaranty Adaptation Schemes the disabled provision of technical aids and provide other general social services.

The Aid in the House Office is organize and provide social care and social care services to a person (family) home, help a person to cope at home, in order for people to avoid institutional care for them or delayed.

Support Office is organized socially disadvantaged individuals and groups at risk-free, power supply, provides poor necessities (clothes, shoes, etc.), provides personal care and other social services in general.
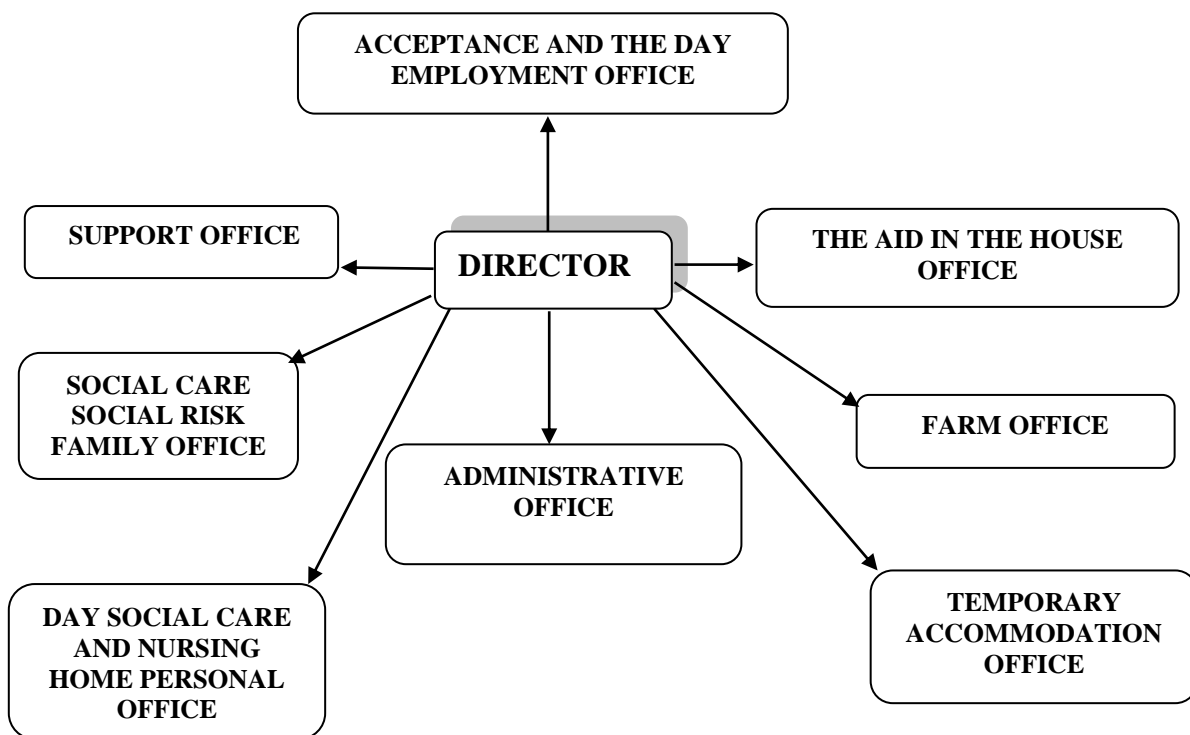

Figure 2. The Centre of the Social Services Structure

Temporary Accommodation Office is provides short-term social care services in residence or do not use it temporarily unable to individuals to help them solve the problems for which they have become clients of Centers, promote their participation, autonomy and so on.

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Day Social Care and Nursing Home Personal Office is a set of services that a person who has severe disabilities in the form of regular maintenance and care requiring assistance during the day in order to create favorable conditions to live independently in their own homes and family members - to save work and facilitate patient care.

Whereas in master's thesis „Social Work Activity Opportunities Working with Elderly People: Analysis of the Experience of the Centre of Social Services", will continue to be is analysed in the services provided for old and elderly clients in the Centre of social services of the day of employment office.

The Day Employment Office Provides General Social Services

The general social services granted of the basis of the Republic Lithuania of social services catalogue. Catalogue of Social Services defines social services, their contents using separate kinds of social services and social services institutions types. The general social services are separate, without constant care specialist services. The general purpose of social services - to develop or compensate a person (family) the capacity to self-dependent personal (family) life and in society. The general social services through social service agencies and individual homes. Service time / frequency depends on the person (family) need for social services (Catalogue of Social Services, 2006)[6].

The General Social Services:

Information - the necessary information on social assistance grant.

Counselling - the social worker's service, which together with the person analysing a person (family) problem situation and seek solutions that work.

Hygiene and Personal Care Organization **-** assistance to persons (families) who, because of a lack of income or poverty can`t (not able) to take care of their hygiene. This assistance includes the bath (shower) the issuance of vouchers, laundry service organization.

Laundry and shower facilities (Tilžės g. 63b) to obtain the client submits an identity document, a pensioner or disabled person certificate fills the application request form (SP-8 and SP-1 form). Washing plays a social worker assistant or another designated employee to perform this service. Clothing, bedding and so on washed, dried, but not valid. Washable jackets, coats, thick blankets and so on. Shower services are used by itself or the recipient him (if required) assisted by an accompanying person. The provision of services recorded is in the

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[6] (Catalogue of Social Services, 2006) . Socialinių paslaugų katalogas, patvirtintas 2006 m. balandžio 5 d. Socialinės apsaugos ir darbo ministro įsakymu Nr. A1-93

journal, which refers to a person's name. For laundry and shower services person pays the Šiauliai City Council approved tariff.

The Disabled and People of Retirement Age Providing Technical Support By Means - of people with disabilities in order to ensure equal rights and opportunities in society and create preconditions and conditions for social integration, the disabled and persons of retiring age provided with technical assistance measures. They designed to help prevent, compensate, reduce or eliminate impaired function influence health status, personal autonomy, work activities.

Technical support measures - the operated of one-hand walking measures; the operated with both hands walking measures; toilet chair; adjustable beds, the mattresses of avoid bed-sores.

On the technical measures, could apply - persons aged 18 years. , who set on disability unemployment rate; persons of retirement age.

Organization of Transport - the service is provid in accordance with the needs of those who, because of disability, illness or old age have mobility problems and for this reason or for lack of income cannot use public or private transport.

The person or persons wishing to use of transport service within the city limits, have it one day before. The person or persons wishing to use of transport service to other areas (suburbs) have it five days ago. Filled in application - the application (SP-8 and SP-1 form). The employee is responsible for taking orders, and keep a record of them in the journal orders to filled with the appropriate forms, which indicate the route, for the speedometer testimony and so on. Vehicle drivers passed the order form. Customer Services reported upon in Siauliai City Council approved tariff.

Sociocultural Services - for in order to avoid social problems (preventively), nourishing and social exclusion by providing individuals can communicate, participate in social group work sessions to practice their favorite activities and so on.

The place of supply (Tilžės g. 63b). Duration of the provision - according to need. When services provided by clients groups, the cluster size can be from 5 to 12 people, differentiating groups according to the degree of disability, skills of size and etc …

The person who wishes to obtain sociocultural day care services shall submit an identity document, a pensioner or disabled person certificate fills the request to get -Application social services (SP-8 form). It also provides data on the family (SP-1 form), data about the activity and the social situation (SP-2 form completed by the employee) and fills a declaration. The application the service recorded is in the journal.

For persons wishing to participate in social work group activities, complete the personal (family) social service evaluation form "Personal (family) identifying the need for social services and appointment of the annex". The decision on the provision of services adopt Siauliai Municipality of assistance commission (SP-9 form). The material basis for discussion of the work plan with the client, referred to as the problem, objectives and methods of operation.

Daytime employment groups social workers to be filled in daily activities with client`s log. After the the tasks plan, the results are discussed. Evaluation shall performed once every six months. Expected further communication modes. Information about the client, covering the entire period of the client visit to the Centre, a protected client's personal file. A person who comes to the Centre, a year after the last visit, logged in again.

For each person to be filled "user card", as well as communication with clients family members working card.

Persons the Centre and participate in online activities by social workers in established timetables.

Sociocultural Services clients - the elderly and old clients willing to engage in favorite type activities to be useful the surrounding; adults with physical disabilities; people with mental disabilities.

The Daily activities the employment groups - the pursuing of the wickerwork; the pursuing of the embroidery; the pursuing of the knitting; the pursuing of the paper cuttings; the pursuing of the handiwork; the pursuing of the art therapy; the pursuing of the singing; the pursuing of the sports classes; the pursuing of the sewing.

For clients organize sightseeing tours, fairs, with the potential to sell their piece of work made, organize the event, which clients have the opportunity to appear. During the training, of music old and elderly clients sing your favorite songs, one client plays the guitar. It turns out the program is ready not only the Centre of Social Services at the time, but also going to give a concert at the Centre of social partners. Concerts together, maintaining clients and social workers. With the growing number of services, and expanding cooperation network.
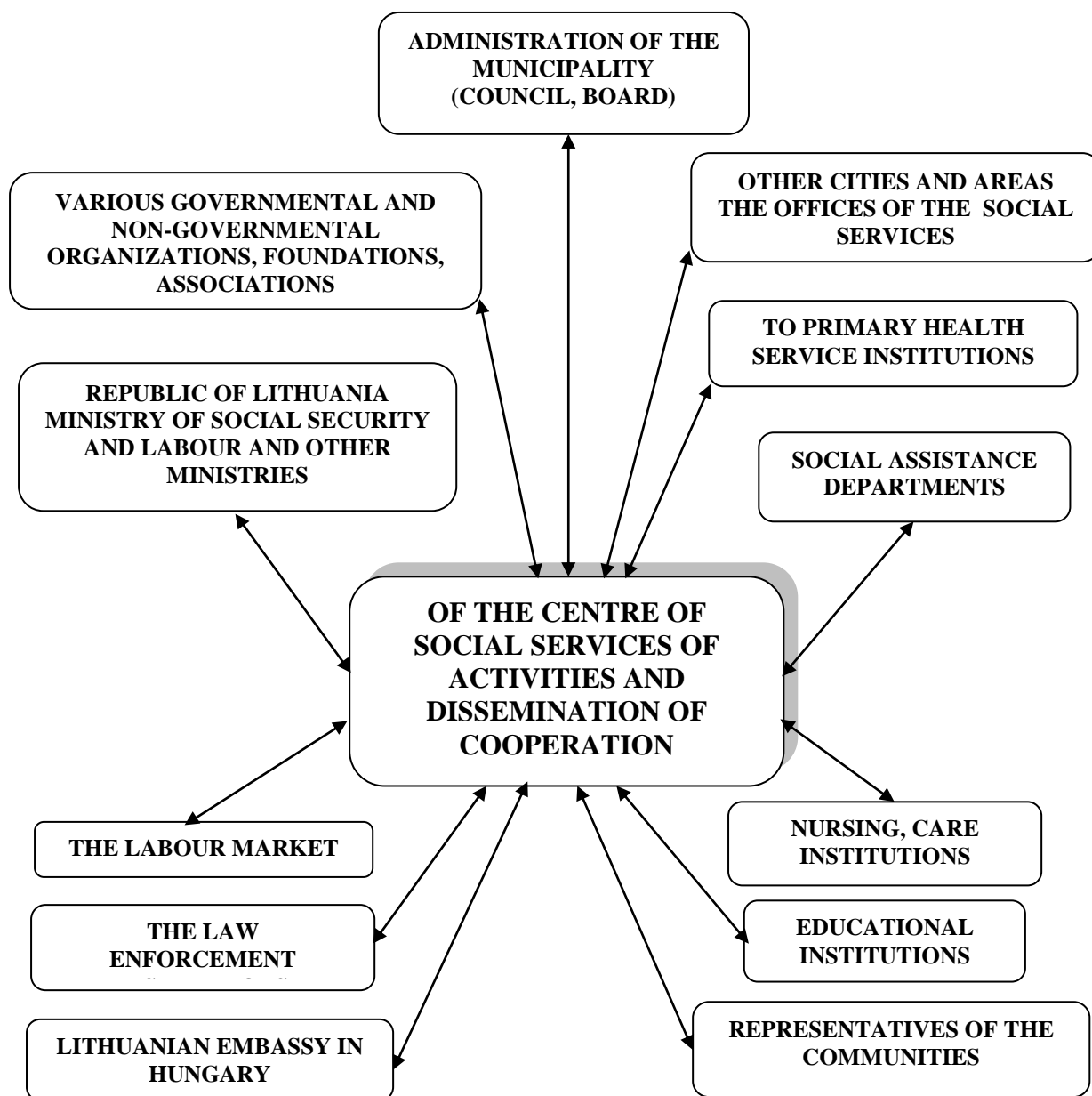
Figure 3. Of The Centre of Social Services of Activities and Dissemination of Cooperation.

1.3. Old an elderly psychosocial, biological peculiarities

Of the Centre Social Services Day Care Office attend the old and the elderly, it is a single person whose health deteriorated psychological problems associated with social isolation, and willing to engage in any activity that would not feel lonely, rejected, and possibly be useful to others as well old and older with a physical disability (after injuries, strokes, heart attacks, limb amputations, spinal disorders, diseases of the joints). The group includes persons moving compensatory technique. Working with old and elderly clients requires a lot of gerontological knowledge, experience and so on.

Naujanienė (2008) suggests, the process of aging and old age is a unique life phase. Human aging is going interacting biological, psychological and social aging process. These processes are all human life, and thus human life is divided into childhood, adult and old age stages. Aging is a multifaceted process, and the old-age phase people experiencing complex - both positive and negative effects of their inner and outer life changes. This has implications for the general social work, aging policy and social services for older people in receipt of - social work institutions clients. It is understood that „social work with 80-year old was different from the work of 25,, (Koskinen, 2002, p. 264).

Biological, psychological and social aging process is very individual and leading to some changes. Old age specificity that these processes occur in old age as a highly complicated. "Most elderly people experience multiple losses, spouse, friends or peers death, body tone and the weakening of social status, prestige or income decrease (Naujanienė, 2002, p. 121). Changes in the daily life of excellence associated with weakness and different illnesses. Alzhaimeris and other senile dementia, mental health problems, disabilities, sensory disorders and other problems in old age usually occur at the same time or already in a very short time.

Lemme (2003) suggests, that older people are twice as likely than other diseases suffer from musculoskeletal disorders (particularly for arthritis): 90 percent. cases, they cause pain and stiffness. Significantly reduced acute ailments. Composed primarily of four chronic disorders: arthritis, high blood pressure, heart disease and hearing disorders .. they are significantly stronger than the average age has hindered both work and rest. For life-threatening diseases in this age people often visits with doctors and undergoing treatment in hospitals. The main causes of death - heart problems, cancer, stroke. Due to the health status of the elderly is becoming more difficult to carry out daily chores. Overcoming these complex changes in old age becomes a difficult task and often older people, it is forcing to seek help of social workers.

Gerontology social workers face difficult for older people in real life situations, which are partly human consequences of gained life experience. Retirement losses occurring component of all life experiences affect the course of the older man, who became a social worker client problems and specificities determined by a special gerontological social work character. Solving different and sensitive problems of older workers need to understand the various methods of social work. In various cases, apply teamwork methods. In practice, apply psychodynamic and behavioral theory, feminist, radical and social construction perspective, crisis intervention, cognitive, memories narrative therapy and others. (Nathanson, Tirrito, 1998, Koskinen, 2002, Naujanienė, 2007).

Greene (2000) introduces a system of aid for the elderly services, starting from the least restrictive for personal autonomy and ending services much restriction on these people's

independence. At least restricting personal autonomy is evaluation services, primary health care, home help, day care centers and ambulatory rehabilitation services. Most institutional care is limiting the services that can be organized as a senior human settlements, group homes, nursing homes and hospitals. Taking the place of supply of these services can be divided into services at home, in the community and institutions. According to the Greene and Sullivan (2004), the service efficiency of the system ensures the availability of be serviced for older people.

Old and elderly clients of Social Services Day Care service center to remain active both physically and socially engaged in a favorite activity. Due to the fact that retirement free time increases leisure time is an important aspect of subjective well-being. The action may be development, experience peace, joy, presence among the people, or even financial source. Katz (2005) suggest that the elderly activity helps fight disease, sadness, loneliness, disability and possession of injuries. Siauliai old and the elderly have the opportunity to study at the University of the Third Age, visit the Day Care Center of NGO organizations, volunteer. While the increased amount of free time to raise satisfaction, but this is not always the case. Adapting to the increased free time, can also bring problems, unpleasant feelings. This may lead to the elderly boredom, meaninglessness and lack of anything to do feelings. The researchers offer several theoretical schemes explaining how to adapt in retirement. Atchley (1976), Lemme (2003) discusses two of them - the crisis and continuity theories.

Crisis theory. Traditionally, it states that retirement adversely affect people, poses a threat to their physical and mental health. This theory is based on the assumption that the loss of what job, decline in self-esteem and reputation, a tendency to foreclosure and isolation, deteriorating health, fading joy of life.

Continuity theory. Continuity theory states that only a small proportion of individuals based on the professional identity that remains enough opportunities live fully and retain consciousness that the individual retirement of its provisions and operational changes are minimal. So, retirement, understood not as a crisis but as a long-term implications of resulting event.

It may be that this theory is too superficial, it does not cover all the possible reactions and not take into account the fact that some people adapt better, others more difficult. However, none of the theory does not recognize that retirement may also have positive aspects, such as reduced stress, you can engage in pleasant activities, to communicate more with their spouses, etc.

The analysis of foreign scientific literature, noted that their work the authors analyze a wide range of gerontological social work. Janlöv, Halberg, Petersson (2005) conducted a study revealing the elderly and old people experience during the period when they approached

the home help services to provide services. Nikander (2003) explored the practice of their meetings, take minutes, description and make a decision when assessing the customer's need for hospital care. Linzer (2004) presents a study that revealed a social worker dilemmas arising when an elderly person experiencing domestic violence, he refuses to offer social services for help. Bassuk, Lessem (2001) presents a study dealing with older people and reveals the diversity of situations in gerontological social work practice complexity.

Blonsky and others. (2003) discusses the old people's fears. They are faced with and SPC old and older customers. Older people's life for a variety of reasons, is often difficult, they have problems with a whole - favorable soil and fears arise stay. Social psychology superstition, distressing shame restrictions inflexible habits, seizing one of the role and status of the subject's loss of self-expression. And even if the spouse dies, there is no close friends become less frequent meetings with relatives, friends, neighbors, the old man feel isolated and lonely. Eventually, it was thought that older people most disturbing death baimė.Tačiau fear of death empirical research overwhelmingly shows that not all old people are afraid of death, afraid of other people to be ostracized because of old age or illness, as well as to be isolated and lonely loss of loved ones. Moreover, there are fears the risk of serious chronic disease, mental susidrumstimo and long-suffering before death.

In summary, it can be said that loneliness, fear and a lot of other psychosocial problems SPC old and older clients decide with the help of social workers. Warner (2003) said that some people in a given situation is the one next to the other, the mere bodily existence of a continuous exchange of information, even when no one says nothing, body posture, sharing a room, even appearance and clothing is communication. The informants noted that the participation of people with disabilities in employment educated creativity old and older, they are evolving - some quickly, others slowly, but they are discovering that it can do something beautiful. Working in the employment studios with disabilities face a lot of positive emotions, they are happy, when committed deed for the praise them when buying the piece of work, some of them can bestow. Working client improves mood.

1.4.   Normative acts governing the old and the elderly persons social protection of Lithuania and Ukraine

Lithuania's membership in the EU will definitely have an impact on the social services system standards, trends and patterns. EU Treaty, directives, regulations highlights the need to respect certain principles in shaping social security guarantee system and its implementation.

Lithuania social services for elderly and elderly is regulated by the basic act - Social Services Act (Žin., 2006, Nr. 17-589). Purpose of the Law: This law defines the concept of social services, objectives and types of social services is regulated by the management, allocation and provision of social care facilities, licensing, financing, payment for social services and disputes relating to social services, examination[7].

Main Definitions related to SIPA social protection:

- A person with serious disability: an old-age pension upon reaching the age of a person with serious disability - he has reached retirement age person who under this law established the full level of dependence is.

- Elderly person - reached the retirement age a person who, because of age, partially or completely deprived of capacity to self-dependent personal (family) life and participation in society.

This law specified types of social services, in the conditions of service providers and recipients relations and financing.

The exchange of the country's economic conditions and rapidly rising demand for social services, the emergence of greater their diversity, growing ranks of potential recipients of services, in 2000, was prepared by the Social Services catalog [8] (In 2006, the newly approved), in which social services are structured, the general and special social services classification, new general types of services, social services institutions and types of mixed distinguished services institutions that provide social services for elderly and the elderly. Social services catalog shall not only users, but professionals providing services, identifies their competence. At each service is specified in its composition, place and duration.

Social Protection in Lithuania applies to all residents, regardless of their age or gender. Basic social rights guaranteed by the Constitution of the Republic of Lithuania [9] Article 52. It guarantees the right of citizens to receive old age and disability pensions, social assistance in the event of unemployment, sickness, widowhood, loss of breadwinner, nursing and other cases provided by law. Article 53 states that the state takes care of people's health and shall guarantee medical aid and services for the human health risks. The Law provides citizens free medical care in state medical facilities to be made. The Constitution included only general provisions on social security, which are specified in cash social assistance deprived residents Law on Income

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[7] Lietuvos respublikos socialinių paslaugų įstatymas (2006 m. sausio 19 d. Nr. X-49. Vilnius).
[8] Socialinių paslaugų katalogas (*Valstybės žinios*, 2006. Nr. A1- 93).
[9] Lietuvos Respublikos Konstitucija (*Valstybės žinios*. 1992, Nr. 33-1014)

Security Act [10], On Income Security Law on [11], State Social Security Pensions Act [12], The State Social Insurance Law on [13], of the Concept of Social Support [14].

The Law of Ukraine "On social services" for the elderly. Ukraine and Lithuania as the provision of social services for elderly and elderly persons governed Law of Ukraine on social services (Bulletin of the Verkhovna Rada (VVR), 2003, N 45, st.358)

The elderly in Ukraine, the state guarantees the right to social uslug. The law of Ukraine "On Social Services"[15] it defines the basic organizational and legal framework of social services to persons who are in difficult circumstances, particularly in connection with old age.

According to the Law of social services are provided through the provision of social services at the place of residence of the person (at home) in the territorial centers of social services, residential care and so on.

Also, social services for senior citizens, people with disabilities, children with disabilities, patients who are not able to look after themselves and need constant assistance (except for those who are served by social services) can provide individuals who according to the order of appointment and payment of compensation to individuals that provide social services, approved by the Cabinet of Ministers of Ukraine of 29.04.2004 № 558, is assigned to the monthly compensation payments.

Network inpatient facilities that provide long-term care, as at 01.01.2013, there were 324 boarding houses, including 74 home for the elderly and disabled, 38 boarding houses for war and labor veterans, 152 neuropsychiatric boarding 5 special boarding.

In hospitals is home to nearly 55 thousand. People, of which about 25,000 elderly and disabled people.

Nursing homes inhabited by the elderly, have medical offices, medical offices equipped with reception, manipulation, physiotherapy, dental office, insulators, priyomno - quarantine offices. Branches are equipped with the necessary diagnostic and medical equipment, supplies, medical facilities, medical transportation. Wards have the opportunity around the clock to receive qualified medical care.

Senior citizens and people with disabilities who reside in institutions of social services, establish additional guarantees of social support. In hospitals they provided living

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[10] LR Piniginės socialinės paramos nepasiturintiems gyventojams įstatymas (2011 m. gruodžio 1 d. Nr. XI-1772). [interaktyvus]. [žiūrėta 2015- 04-19). Prieiga per internetą: www.lrs.lt
[11] Pajamų garantijų įstatymas (1991 m. Nr. I-618). [žiūrėta 2015-04-19). prieiga per internetą: www.lrs.lt
[12] Valstybinio socialinio draudimo pensijų įstatymas (2005 m. gegužės 19 d. Nr. X-209). Žin. 2005 Nr. 71-2555.
[13] Valstybinio socialinio draudimo įstatymas (2003 m. lapkričio 18 d. Nr. I-1336). [žiūrėta 2015 balandžio 19 d.]. prieiga per internetą: www.socmin.lt
[14] Socialinės paramos koncepcija (1994 m. gegužės 13 d.). *Valstybės žinios*, 1994, Nr. 36-653.
[15] Закон Украины о социальных услугах (Ведомости Верховной Рады Украины (ВВР), 2003, N 45, ст.358) Подробнее: http://kodeksy.com.ua/ka/o_socialnyh_uslugah.htm (žiūrėta 2015-03-13)

conditions that meet sanitary requirements, care, medical care, free prosthetic and orthopedic care, socio-medical, rehabilitation and social adaptation, medical and social examination, which is carried out for establishing or changing the disability group, to provide social - psihologicheskie, legal and consulting services. Much attention was paid in hospitals, recreation and cultural services for the elderly and disabled.

Senior citizens and people with disabilities who live in institutions, if desired can be employed for work that is available to them for reasons of health, under the terms of the employment contract.

Activities of stationary institutions where elderly people live, is constantly being improved, introducing modern technologies of social services and methods of social work, launched an individual evaluation of the need for assistance and social services.

The livelihood of social services elderly actively participate charities, community organizations, religious associations.

An alternative form of stationary social services have to provide social services for the elderly, the disabled, the sick in the community - the territorial centers of social services (social services) (hereinafter - territorial centers).

In Ukraine, the territorial centers operate in each district, city, town. By the end of 2012 their number totaled 732 offices, which for years provided social services to over 1.5 million. Citizens who are in difficult circumstances. Territorial centers by the more than 40 thousand. Social workers and social workers provided through its structural units of about 50 types of social services.

As part of the territorial centers are separating: social assistance at home, social adaptation and social and medical services, the organization of targeted cash and in-kind assistance, inpatient units for permanent or temporary residence.

For citizens who for health reasons can no longer live at home, local communities create small offices, the procedure of which is similar to the homes, but they are home to a much smaller number of people (from 10 to 40-50 persons) - the so-called inpatient units for permanent or temporary residence. This form of stationary social services is a widespread demand among the population, because it allows the infirm elderly persons and people with disabilities remain live within the village where they were born, lived and worked, ie not to break social relationships with friends, relatives, friends. This approach to the organization of social services in the community such as a stationary positive effect on well-being and mental health of those who need care services.

Currently, work is organized in Ukraine 349 inpatient unitsinhabited by and receive the necessary social services to more than 11 thousand. Single disabled citizens.

In order to provide social support to the elderly, people with disabilities as part of the territorial centers are functioning branch of the organization of targeted kind and cash assistance. Social assistance in these offices is available to low-income citizens in the form of hot meals, providing food, clothing, footwear, bedding, appliances and other things.

Activities territorial centers is constantly being improved.

In particular, in 2012 the Ministry of Social Policy of Ukraine, which provides coordination of the activities of labor and social protection of the population on social services and social services, changes in the Cabinet of Ministers of Ukraine of 29.12.2009 № 1417 "Some issues of territorial social service centers (provision of social services), "which are primarily simplified conditions for the adoption of elderly people to social services (social services). Territorial centers introduce new types of social services for the elderly, taking into account the demand for such services residents of the community:

- attraction to learning in different areas by providing social and educational services "Universities of the Third Age" is almost 17.5 thousand. People in 24 regions;

- provision of palliative care - the provision of social services in the community (home) about 200 terminally ill lonely disabled citizens;

- the introduction of physical culture and sports rehabilitation wards and children in boarding institutions of the system of labor and social protection of the population in all regions of Ukraine;

- the introduction of new approaches to the organization of social services through the formation of multidisciplinary teams;

- provision for the elderly and disabled transportation services specially created transport services;

- provision for pensioners and the disabled information services, the implementation of social support, the provision of "emergency social assistance", legal advice and other structural units of the new "social office."

Pursuant to the Law of Ukraine "On psychiatric care" for the purpose of social protection of persons with mental illness and providing them with independent living conditions in Kiev and some other cities have set up special department of social help at home disabled with mental illness. The Department is working closely with health agencies.

Comparing Lithuania and Ukraine for elderly and social services for the elderly for social services legislation, it can be said that they are similar. Both Lithuanian and Ukrainian social services law, guaranteed quality, rapid, essential services abundance of old and the elderly. Ukraine is not only of the center of social service, where the old and elderly customers to engage in favorite activities, to communicate.

In summary, gerontological social work studies are analyzed a number of issues. Koskinen (2002) argues that this is an old people's well-being, their politics, social and cultural factors, services, do business, social work and care of the family. Lithuania lacks studies concerning gerontological social work interventions and lack of work, dealing with customer influence social work. It also lacks new social work models that better meet the old and elderly people's needs, expand their social participation.

2. SOCIAL WORK WITH OLD AND ELDERLY POSSIBILITIES: SURVEY RESULTS

2.1. Theoretical study provisions

Functionalist paradigm activity theory. Functionalism (called the structural functionalism) is one of the most powerful sociological paradigms both durability and wide. Most social gerontology theories belong to this particular theoretical paradigm, whose main provisions read as follows: 1) society is the social system whose elements are interconnected and function together as a whole for the benefit; 2) the public will always seek equilibrium state, which is characteristic of a healthy (normal) state of the body; 3) In the event of failure, disorders (diseases), all parts of the social system focus and seeks to restore equilibrium state. So functionalists main interest is to explain how the system of social supports and restores the balance, they pay attention to what people are united - the shared values and the functional dependence of each other. This paradigm of separation concept is this: agreement function, whole solidarity (Mikulionienė, 2011, p. 74)

Mikulionienė (2011) consistently analyzed socialogines gerontology theories. Their knowledge is very important for social workers working with the old and the elderly. First, it reviewed three early theories of the authors raised one question: "What do you mean successfully grow old?", But offered different answers.

Activity theory. Among all the sociological theories of human aging, this, perhaps, is the mainstream. It is widely recognized social work practitioners. Its author - Robert Havikurstas (Havighurst, 1963, 1968). R. Havikursto theoretical generalizations based on the city of Kansas study empirical data (over six years was repeatedly interviewed 300 white, middle-class, healthy, 40-85 year-olds).

Activity theory is based on the assumption that a person's satisfaction with life in old age is associated with the ability to maintain social roles, crowned maturity, or lost them replaced. This means that, contrary to the theory of retreat, old age is allocated to a particular age period, older people have the same psycho - social needs, as people age and maturity. Older people who are still on their own initiative aims to move away from the public, maladaptive behavior, they are unlikely to be satisfied with their age. Mikulionienė (2011) said that successful aging formula - every effort as long as possible to maintain a lifestyle that characterizes the age of maturity: being active, busy and youthful, vol. y. deny old age, as a special age groups.

Activity theory is consistent with a number of social value system, which emphasizes the social values as youthfulness, work and productivity. According to this theory of aging shaped social policy in order to develop social policies to help older person to maintain appropriate levels of social integration. Older people should be encouraged to stay longer in the labor market, development of older people volunteering, organizing recreational events, travel, creative studios, amateur seniors' centers, they targeted a particular branch of the entertainment business and so on. Many older people themselves believe that it is the activity-provision-key, how to feel the fullness of age.

Social role valorisation theory. Since social services center and old customers are elderly people with disabilities has been selected social role valorisation theory. Social role valorisation theory pioneer W.Wolfensberger 1983. (Cit. By Ruškus J., 2002. p. 119-120) social role valorisation defined as follows: "This is socially devalued or already on the brink of social devaluation of a person's social role development by giving them value for their promotion and protection, using as much as possible culturally valuable and socially acceptable measures. In theory this definition shows that the author highlights in particular the problems of stigmatization. Social devaluation or devaluation occurs when individuals with exceptional features, in this case, people with disabilities are perceived as deviations from the norm, not only for themselves but for their families socially separated society and the community, housed in segregated institutions.

W. Wolfensberger appointed a number of criteria, which form the social role valorisation theory base:

• unconsciously others devaluation dynamics of perception - in order to

you can control and manage;

• The relevant cultural environment in a disabled person's social

Identification of the role;

• Institutions mechanism in social development process;

• Social participation in the promotion.

Was believed that valuable social roles increases a person's value and lack of important social roles degrades human value. To cite one example - a person with a physical disability feel undervalued if it will work or unemployed negative social image of having a job, but it will have much more comprehensive in terms of social life, if an entrepreneur.

This theory was criticized on the ground that the social role and value of the human individual not be equated, in addition to personal evaluation still do not generate valuable social roles. Therefore Elks M.A. (cit. By Ruškus J., 2002, p.122) social valorisation defined as "socially valuable use of measures to ensure that people live socially valuable life."

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According Ruškus, Mažeikis (2007), Wofensbergeris social role valorisation grounded the theory, kontrargumentuoja quite popular empowerment theory raises the question of what power or valuation is important. Wolfensberger criticism is directed at the fact that, according to him, the empowerment theory has become almost a religion, because not operate empirics, only opportunities. He rhetorically asks what the man better: or perform other favorably valued roles, or still developing their powers of other people? Wolfensberger (2002) is concerned that the powers of ideology can turn into Nietzsche developed the idea of stronger, with more power, and authority before with fewer powers. He believes that the important is to be a recognized member of the community, although less independent than to be more independent, but not evaluated other.

2.2.   Research methods

In order to reveal the old and the elderly needs and opportunities of Social Services Day Centre Employment Service, was conducted qualitative research. Interview questions formulated semi-structured. Kaffemanienės (2006) According to interviews in data collection, the study takes longer than the questionnaire method, however, provides an opportunity to get to know apklausiamąjį, to clarify the answers and so on. Social workers and the elderly, and the elderly were made open-ended questions .. The answers were recorded and transcribed. The study course was asked additional questions. Structured interview method applied to Ukrainian social workers. Questions answered written questions submitted in strict accordance with the structure.

A structured interview. Kudinovienė J. (2008) argues that the structured interview is based on a clear sequence of questions, some answers are provided and coded in advance. The analyst will anticipate interview questions / answers and their order, and use the same words during the interview asking the same questions. These interviews applied in cases where the aim is to get the same type of information from each respondent. Examination of the information needed to compare answers and to classify them strictly. Structured interview method applied to the Ukrainian SS.

Semi-structured interviews. According Rupšienė, L. (2007) semi-structured interview is defined as the interview according to pre-prepared questions. However, the investigator must always be ready to expand the narrative threads. The main semi-structured interviews in qualitative research feature is that the investigator before the interview has a very clear list of questions, but always ready to improvise. Compared with other methods of interviews, semi-structured interviews: 1) more preparation before the interview; 2) more

concentration and creativity by taking interviews; 3) The more time for analysis and interpretation after the interview. Properly conducted semi-structured interviews provide a huge amount of data. Semi-structured interview applied method to OEP and Lithuanian SW.

Content analysis. According to Kaffemaniene (2006), Content analysis applied texts, drawings, photos, document content survey. The content can be analysed on two levels. The basic level of analysis is a descriptive account of the data: this is what was actually said with nothing read into it and nothing assumed about it. Some texts refer to this as the manifest level or type of analysis. The higher level of analysis is interpretative: it is concerned with what was meant by the response, what was inferred or implied. It is sometimes called the latent level of analysis.

Content analysis involves coding and classifying data. Some authors refer to this as categorising or indexing. The basic idea is to identify from the transcripts the extracts of data that are informative in some way and to sort out the important messages hidden in the mass of each interview.

The study used the *target selection.* According to the Bitinas B. et al. (2008, p. 97),, qualitative research usually applied to the target (purposive) sample units of selection. Was selected three groups of subjects: social services center nine 60-83 year. old and older customers, nine social workers working in the SPC and twenty social workers from Ukraine.

All three groups have a different understanding and life experiences, their own notion Centre and different the old and the elderly needs and opportunities.

Research ethics principles. Social work thing is understood as an integral part of social work research, study and practice of unity (Trevillion, 2000). This thing in the process-oriented research, revealing the complexity of social work practice. Gibbs (2001) argues that research requirement: to respond to the changing context of social work practice to ensure the survey participants, especially the recipients of services, *respect and dignity*. Qualitative research methodology makes it happen. In addition, social work investigator understanding that they can not remain objective and that their attitudes and values must also be recognized research process, due to the increasing popularity of qualitative research in the field of social work.

Beauchamp, Cbildress (1989) notes that researchers carrying out qualitative research is proposed to follow the fundamental principles of ethical .: *(a) respect for the individual, independence, (b) goodwill, (c) equity*. The examination of human aging and old age is not enough to comply with the above-mentioned fundamental principles of research ethics. The research institutions, particularly topical *issue of privacy and confidentiality.* The question is how ethically carry out an investigation and not to undermine the authority of older client, a

social worker, administrators and others who are involved in the analysis (Kayser-Jones, Koenig, 1994).

2.3. Investigation progress and sample characterization

The study took place in 2015 and in March and April. OEP and Lithuanian social workers were interviewed Centre premises. Ukrainian SW employees responded to the questions in writing in Ukraine. Replies were received by e-mail.

The study participants. The study involved 38 subjects. 9 Lithuanian social workers, women, age - from 20 to 60 years of age and over, having from 5 to 21 years and more social work experience. We have 20 Ukrainian social workers, ages 41 to 60 years, women with 5 to 21 years of social work experience. 9 (60-85 m.) Old and elderly people attending Day Care Service.

The old and the elderly, visiting Siauliai Municipality CSS Day Care Service. Five single informant, whose health has been impaired, had psychological problems associated with social isolation, and willing to engage in any activity that would not feel lonely, marginalized, and possibly be useful to others. One of the informants' lives with husband. That informants opinion about the new social work model is an objective was selected five clients attending classes in knitting, which had the opportunity to make money through a new model of social work, four clients who do not attend the knitting classes. All informants selected with physical disabilities (after trauma, stroke, heart attack, spinal diseases, joint diseases, with diabetes). Two informants men, one of them moves wheelchair help.

For iterviu in advance consulted with each individual informants, delivered, and explain the purpose of the meeting ensures confidentiality. That all personal data, noting the report of the study will change the code (K1, K2, etc.).

During the first interview questions was to obtain general information about their gender, age, education, living alone, with wife / husband, children, if you have children and how many, or are married, divorced, unmarried .

For iterviu prior consulted with each individual informants, delivered, and explain the purpose of the meeting is ensured konfidensialumas. That all personal data, noting the report of the study will change the code (K1, K2, etc.).

During the first interview questions was to obtain general information about their gender, age, education, living alone, with wife / husband, children, if you have children and how many, or are married, divorced, unmarried.

Lithuanian social workers working in Siauliai Municipality CSS. The study included 9 social workers working in Siauliai Municipal Social Services Center. During the first interview questions was to obtain general information about the informant, their gender, age, education, length of time working in social work. All social work experts working in social services center. Social work experience from 5 to 21 and over, respondents aged 20 to 60 and more, all women. All personal data, noting the report of the study was to change the codes (L1, L2, etc.)

Ukrainian social workers. The study in writing attended 20 social workers from Ukraine. During the first interview questions was to obtain general information about the informant, their gender, age, education, length of time working in social work. . Social work experience from 5 to 21 and over, respondents aged 41 to 60 and more, all women. All personal data, noting the report of the study was to change the codes (U1, U2, etc.).

2.4.   Forms and quality of Social services in Lithuania and Ukraine

In order to find out what kind social services are Lithuania and Ukraine were interviewed Lithuania and Ukraine, SD. Based on the results of the study it has been cut down several forms of social services, the SD Lithuania mentioned general social services: information, counseling, sociocultural, mediation, transport services, which are provided by Spa SPC Day Care Service. It is isolated, without constant professional care services. General Social services - or develop personal skills to compensate for self-dependent personal life and in society. Service time / frequency depends on the person's need for social services.[16]

Subcategory **Information** is needed about the social assistance grant (6 Lithuanian SW statements).

Subcategory **Consulting** is a social worker service, which together with the person analyzed Spa problematic situation and seek effective solutions to the problem. (Lithuanian SW 7 statements).

Subcategory **Sociocultural** services provided to prevent social problems (preventively), reducing social exclusion and by providing individuals can communicate, participate in group classes in social work, to engage in a favorite activity, and so on. (Lithuanian SW 8 statements).

Subcategory **Mediation** is a help to a person (family) Granting of solving various personal (family) problems (legal, medical, economic, domestic, handling documents, paying fees, recording specialists, organization of farm work, etc.), To mediate between the person

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[16] Socialinių paslaugų katalogas (*Valstybės žinios*, 2006. Nr. A1- 93).

(family) and the environment (in other institutions, professionals, individuals) (1 Lithuanian SW statements).

Subcategory **Transport organization** service is a service according to the needs of persons who, because of disability, illness or old age have mobility problems and because of this or because of lack of income can not use public or private transport (2 Lithuanian SW statements).

Subcategory **Provision of technical assistance measures**. In order to ensure that people with disabilities enjoy equal rights and opportunities in society and create preconditions and conditions of social inclusion, disabled Spa provided with technical assistance measures. They are designed to help prevent, compensate, reduce or eliminate a malfunction impact on health status, personal autonomy, working life. (2 Lithuanian SW statements).

SD Lithuanian mentioned social care services, nursing and care homes. Social care services are a series of services, which the person (family) is available in the complex, requiring constant maintenance support. **Nursing and care at home** - a series of services that a person who has a severe disability, provided constant care and nursing requiring assistance during the day. (Lithuanian SW 8 statements).

Lithuania mentioned it Ukrainian SD and SPC for social care services, that is. y. help at home service. Social supervised by a series of services, which the person (family) is available in the complex, but not requiring constant specialist care assistance. Social care is provided through the social service agencies or individual homes. The frequency of service depends on the service and the individual person (family) the demand for services. **Assistance in home service** - personal home services, assisted by another person (family) manage at home and participate in public life (7 Lithuanian SW statements); (20 Ukrainian SW statements).

Lithuanian SW enumerated all the services CSS old and elderly clients, of the centre of social services in Ukraine are provided only to home services for the elderly, it is all of 20 Ukrainian SW, ordered household services, help at home service.

In order to ascertain whether the quality of social services provided in Lithuania and Ukrainije were interviewed spa, Lithuania and Ukraine, SD.

Subcategory **good quality of social services** (9 OEP statements, for example*, Good quality of service*); (9 Lithuanian SW statement, for example, *Is particularly good, social workers always polite, quick sureguoja to the client's situation, problem, very good quality according to the client's needs offering employment activities; OK. A variety of scg. Services, works good professional staff; Good quality . For nothing is missing*). (12 Ukrainian SW statements, such as., *OK*).

Lithuania SD for more detail spa answered about quality of service. He explained why appreciated.

Subcategory **Satisfactory quality of service** (8 Ukrainian SW statements, eg., Satisfactory).

Lithuania SW, social services for elderly and the elderly, the quality of the good. They argue that the CSS meet the minimum needs of the clients, working good, professional, fast reguojantiems and social workers.

Subcategory **Social Services need** (OEP 9 statements, eg., *It is needed for relaxation, of course. But what to do lonely people, where you come out? I felt a man; of course needed. In the absence of such a center, it should not or crutches or even the opportunity to chat, others Two respondents based services the importance of and the need for center to meet communication needs - are needed. sit alone, out of mind to get out. You can talk; required. People lack of communication as the lone remaining (absent children, grandchildren) It is necessary and transport service and classes, and organized trips and events. Required for relaxation*). (9 Lithuanian SW statements, such as., *Needed because they can spend their free time, indispensable for the activities for communication, very necessary. In order not to feel lonely, find a favorite occupation; lack of services necessary for the activities, employment, communication. This is what gives them and day care service; very necessary. The old and elderly people are in need of social services center services because of their growing number, are required to lonely, disabled people can come to socialize, engage in favorite activities; lonely man and thus reduced social circle. You get a lot information, communication, very necessary. Customers Centre does not feel lonely, find a like-minded, engaged in a favorite activity, spotuoja going on trips. Do not feel isolated*). (Ukrainian SW 20 claims, for example., Required).

OEP services needed based communication, informative receipt, occupation favorite activities tecninės aid satisfaction.

Lithuanian SW explained in detail why the provision of social services for elderly and the elderly. According to the informants social services social services centers for elderly and older people need to feel lonely, to socialize, engage in favorite activities. Siauliai Municipal Social Services Center enables users to feel safe, to satisfy their cultural, social, information needs and increase capacity by means of a private spa experience, Creativity, development and acquired new knowledge and skills to engage in social participation process. Ukrainian SW briefly replied that the services are necessary.

The detailed results reflect the Figure 4.
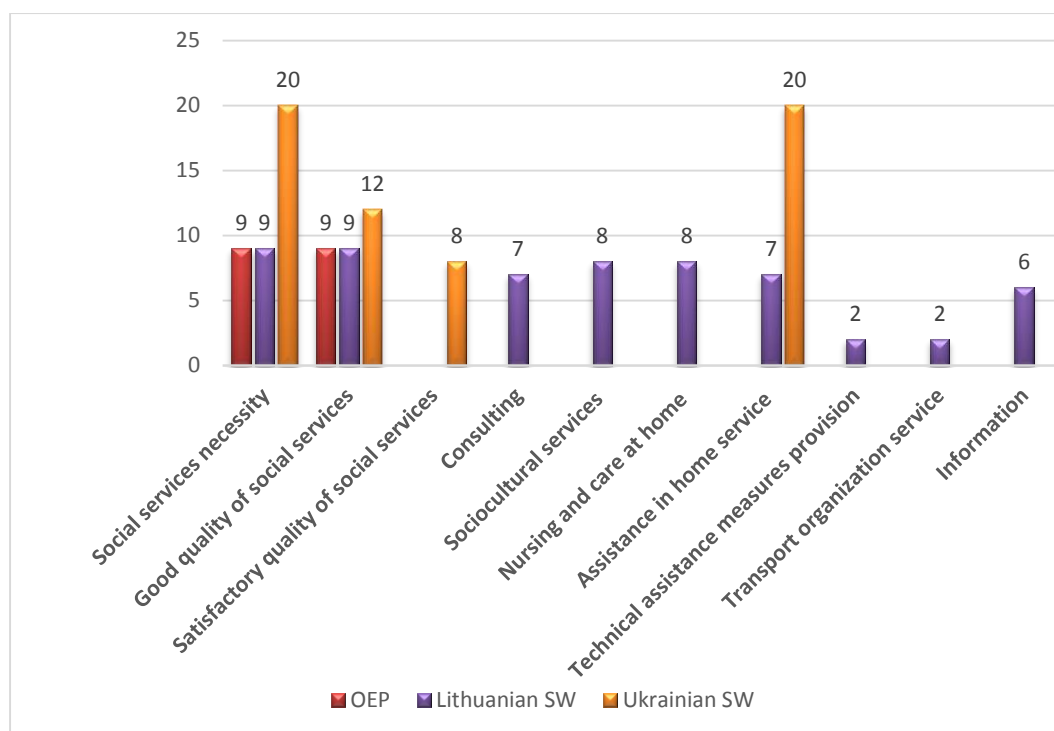
Figure 4. Forms and quality of Social services in Lithuania and Ukraine.

2.5. Social services need OEP attending of the CSS of Day employment office, Lithuania and Ukraine SW in terms of

Information about the services offered by the service providers and their access to services, a spa with social services need to be available. About CSS social services have access not only from leaflets, web page, but also to come to the office, where you will be given all the necessary information. However, the results of the research can be said about the spa services offered by the CSS learned a whole other sources of information. It shows several isolated sub-categories.

Subcategory weak **Social worker informed of the SPC provided soc. services** (OEP statements1, for example., *came into the house and called a social worker*).

Subcategory **Neighbors informed of the SPC provided soc. services** (OEP 2 statements, for example*, a visiting day care center neighbor said, from a neighbor, which is found here).*

Subcategory **Doctor informed of the SPC provided soc. services** (OEP 1 statement, for example, *the family doctor found out).*

Subcategory **Hospital lying next to people briefed on the SPC provided soc. services** (OEP 2 statements, for example, *Dad lay in hospital accommodation and lying beside the man, visited and told about the SPC, the hospital ward when I was told a neighbor).*

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Subcategory **Sound familiar informed of the SPC provided soc. services** (OEP statements 1, for example., *Acquaintances said)* . Subkategorija **Girlfriend informed of the CSS provided soc. services** (OEP statement 1., *Friends said*).

Subcategory **Adequate information on social services** (OEP 4 statements, eg., *There is no shortage, is enough*). (4 Lithuanian SW statements, such as., *We're, is enough*). (Ukrainian SW 18 statements, for example., *Is enough).*

Subcategory **Lack of information about social services** (OEP 5 statements, eg., *Lack of information, lack of visual; small*). (SD 5 Lithuanian SW statements, such as., Is *missing. Treatment establishments frequented by the elderly and old people, information could give doctors, nurses, lack of information in public spaces, is not enough. It should publish more on the radio, television, newspapers, Not sufficient for lack of information in general*). (Ukraine SW 2 statements, for example., *Is not enough, not enough, they could be more in the mass media*).

The detailed results reflect the Figure 5.

In summary it can be said that information on social services old and elderly SPC is not enough, although the SPC makes leaflets, SPC founded websites, which provided detailed information about the Centre's services. Leaflets deliverable after various medical institutions. The requested medical staff to tell their clients about the Centre's activities, but not always transmitted information. Lithuania and the land of U SD recommended information on social services provided to publish on the radio, television, newspapers.
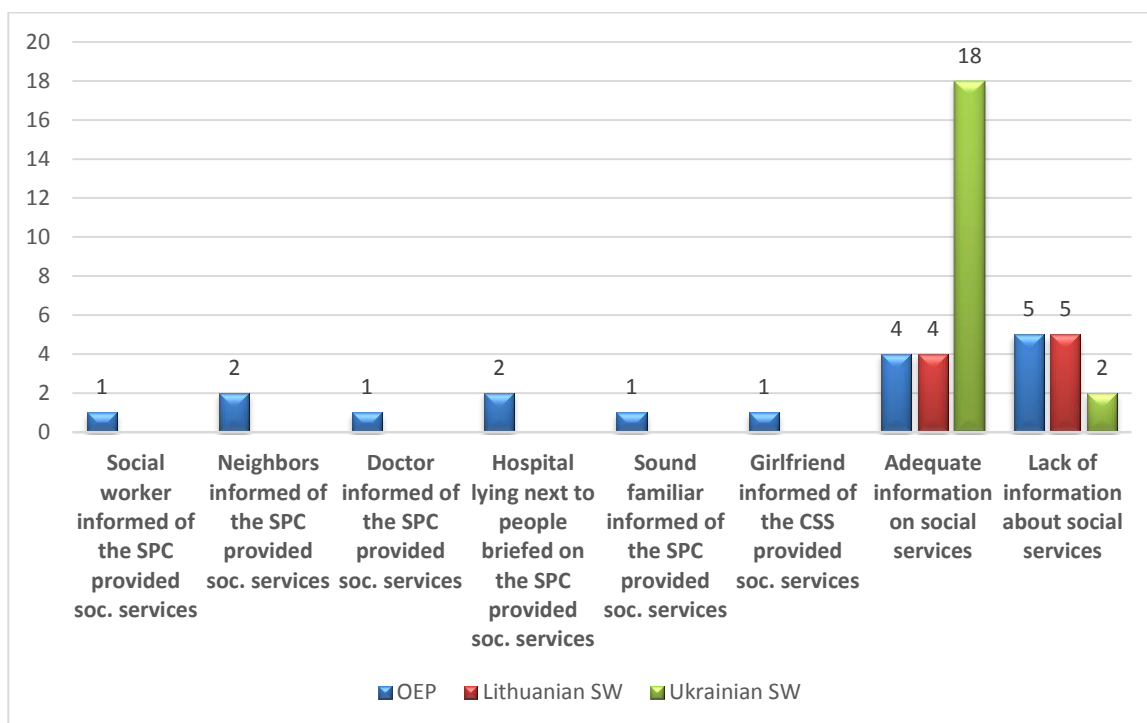
Figure 5. Social services scatter.

2.5.1. The reasons which led OEP the visit the Day employment office

Based on the survey results, the majority of surveyed spa alone, whose health deteriorated psychological problems associated with social isolation, began to visit the SPC, because he wanted to meet the communication needs and wanted to attend a knitting classes that do not feel lonely, rejected. So it was identified two sub-categories.

Subcategory **Communication needs** (5 OEP statements, eg., I wanted to talk, I can talk here, I have come to talk).

In summary, the OEP quite important communication needs. Talk - This is two or more people interaction, transmitted and met people's needs (Baršauskienė V., Ivaškevičienė B., 2005, p. 1). According to Lemme (2003), the desire to build relationships with other people comes from the need to maintain personal relationships, communicate. Different people have a need to strength varies. Communication development and personal self-concept is confirmed, moreover, leading later to friendly relations with other people, which later can be trusted.

Subcategory **An intention to attend classes in knitting** (3 OEP statements, eg., I wanted to attend classes in knitting, I wanted to take part in knitting classes).

Butler (1985) said that aging is to be successful, you need personal activity (cit. From Fisher, Day, Collier, 1998). Active engagement is associated with life satisfaction. Occupation physically active activities have an impact on physical health. In addition, the activities have a positive impact on the mental health of the person, as in most cases of certain activities carried out to the social dimension of the activities are not isolated from the others (Kelly, 1996).

The detailed results reflect the Figure 6.
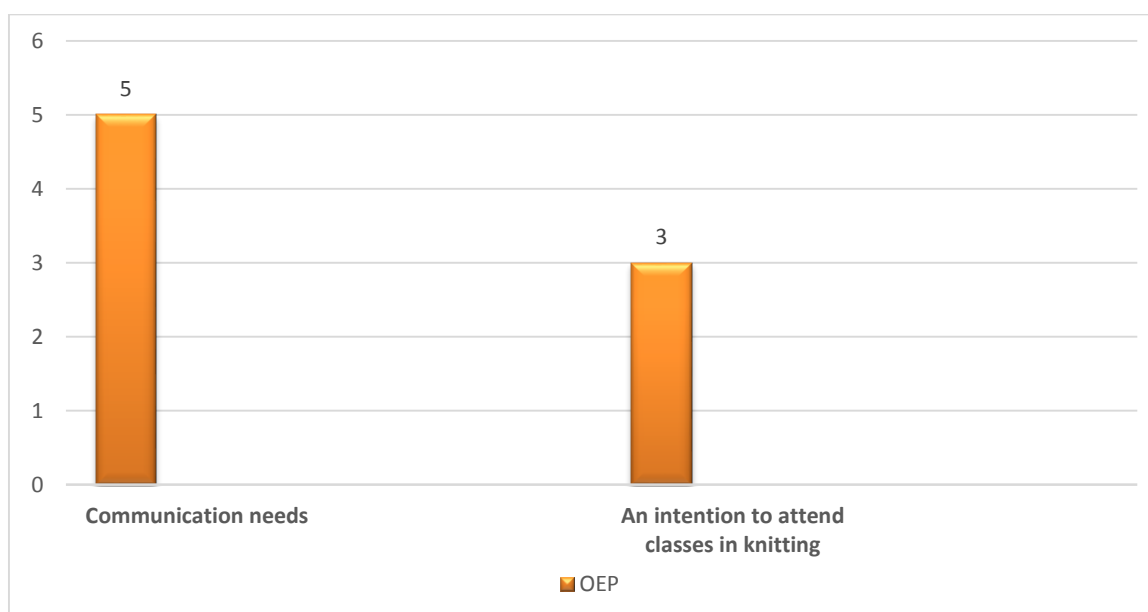
Figure 6. The reasons which led OEP the visit the Day employment office.

2.5.2. Features of which should be characterized social workers who work with the elderly and old clients

As old and elderly clients are mainly single people whose health has deteriorated, have psychological problems related to social exclusion, as well as having a physical disability (after injuries, strokes, heart attacks, limb amputations, spinal disorders, diseases of the joints), so the social worker has be patient, considerate, polite, empathetic, and so on. t. OEP, Lithuanian and Ukrainian SW distinguished characteristics that must have social workers who work with OEP. Subcategory **Patience** (OEP 4 statements, eg., *Patience, lots of patience endlessly*). (Lithuanian SW 7 statements). (Ukrainian SW 7 statements), which identified and OEP and Lithuanian and Ukrainian SW. Other relatively strong subkategory **Empathy** (Lithuanian SW 6 statements). Empathic social worker is able to sympathize, to understand each other. Empathy is successful communication with OEP basis.

Subcategory **Friendliness** (OEP 3 statements such as., *A social worker must have a friendship*). Friendly social worker, in advance minded people to look at the shortcomings and good features, able to see the positive qualities of each, even an imperfect man. Other mild but important subcategories **Mindfulness** (OEP 2 statements, eg., *Social workers need to be very careful*), **Responsibility** (Lithuanian SW 2 statements).

Subcategory **Kindness** (Lithuanian SW 2 claims); (Ukrainian SW 12 statements) are the most stressed Ukrainian SW. This feature gets deep conscience, a sense of duty and responsibility, kindness and sensitivity to another person, his readiness to help.

Subcategory **Creativity** (Lithuanian SW 2 statements). Social worker to be creative agent, OEP would unfold, he must be personality, able to extract their talents.

Subcategory **Communicative** (Lithuanian statements SW 3) and (Ukrainian SW statements 1) means the social worker's ability to communicate.

Subcategory **Honesty** (Lithuanian statements SW 2) and (6 SW Ukrainian claims) reflects the moral principle that one of the fundamental provisions of virtuous behavior. It includes social worker conscience and listening elgimąsi by its "commandments", telling the truth, honorable behavior to customers and others.

Based on the results of the study were identified strong, but also an important subcategory of **Tolerance** (Lithuanian statements SW 2), **Responsiveness** (Ukrainian SW 4 statements), **The mutual understanding** (Ukrainian SW 2 statements).

OEP would like to see them with the necessary social services to meet the need for attentive, friendly and patient social workers.

Lithuanian SW distinguished features which characterize social workers who work with the elderly and old customers are: empathy, the strongest subcategory - patience, responsibility, kindness, sociability, tolerance, honesty.

Ukrainian SW distinguished features which characterize social workers who work with the elderly and old customers is: the strongest subcategory - goodness, weaker patience, honesty, attention, humanity, mutual understanding. The analysis of informants' answers to the question, it can be said that Ukrainian and Lithuanian informants named, the same qualities that should characterize social workers who work with the elderly and old customers are: integrity, communication skills, kindness, patience.

The detailed results reflect the Figure 7.

Johnson (2001) describes as a social worker: Have a positive attitude towards other people and their behavior; Selflessly for others and their well-being; There is an open, warm, confident, friendly and honest; It does not work for people who need help, but with them; It responds to a human being, rather than relying on any method of use; There are mature pays to make decisions, helping others willing to take risks; Human life situations of the reality, take into account the changes and the time needed to bring about change.
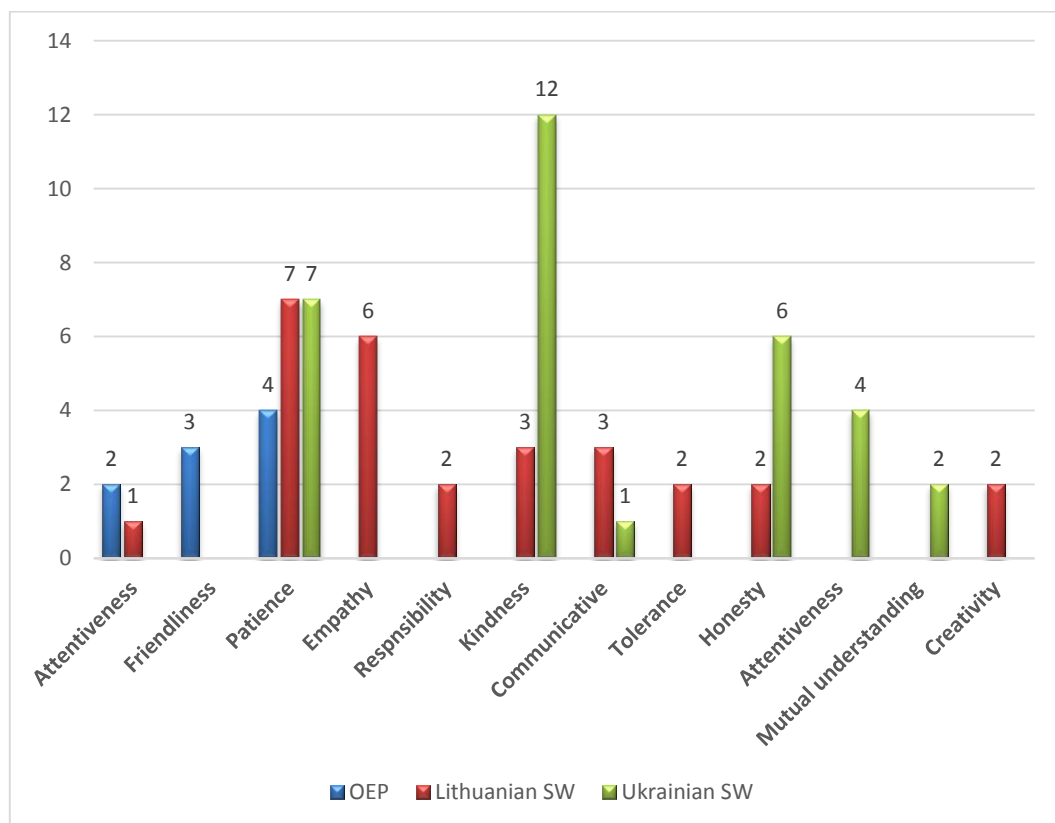
Figure 6. Features of which should be characterized social workers who work with the elderly and old clients.

2.5.3. Of the location CSS clients occupation a favorite activity

The analysis of the statements, where the CSS clients engaged in a favorite activity. Subcategory **Occupation favorite activities at home** (OEP 6 statements, for example, Is *engaged in a favorite activity at home*).

Subcategory **Occupation favorite activity CSS** (OEP 5 statements, eg., *Is engaged in favorite activities CSS, CSS only*). It can be argued that the informants engaged in a favorite activity at home and SPC.

The detailed results reflect the Figure 8.
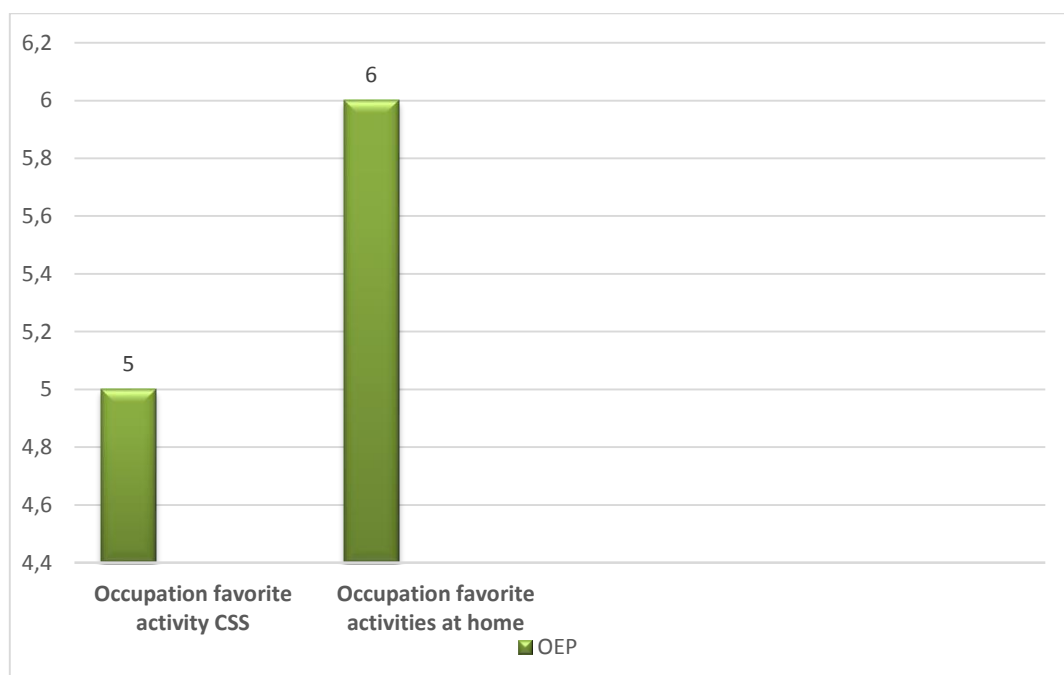
Figure 6. Of the location CSS clients occupation a favorite activity.

2.5.4. The new demand for services

OEP provides a wide range of social services, but new demand for services grows. The results observed to OEP, Lithuanian and Ukrainian SW identify new services, isolated strongest subcategory **Massage demand** (6 OEP statements); (2 Lithuanian SW statements, such as., *Even a lack of massages*).

Subcategory the **Ceramics classes demand** (2 Lithuanian SW statements, such as., *Should be able pottery classes*). CSS is equipped with ceramic occupations premises, with all the means, but not the employment of professional specialist who could conduct classes and ceramic classes satisfied clients demand.

Subcategory **Beauty of demand** (3 Lithuanian SW statements, such as., *Beauty services - hairdressing, namely social services center*). Sometimes social workers agree that the OEP arrive learning hairdressers, manicure making profession students and embellished its clients, but the client would like this service more often.

Subcategory **Dating service demand** (2 OEP statements). Dating services need arose to find OEP life friends.

Ukrainian SW pointed out the need for other services: **The need for artistic expression activities** (3 Ukrainian SW statements, such as., Artistic expression classes); **Concert Theatre, attendance demand** (4 SW Ukrainian statements, such as., Theaters, concert attendance); **Computer literacy classes demand** (5 Ukrainian teiginiaipvz SW., Computer literacy classes).

Two OEP says that,, What can here would like more. Everything is. Want megzk wants to use fabric, want to drink tea. "CSS Day Care service old and elderly clients receive a variety of services in the event of needs, the establishment of new services. At the time of writing a master's thesis, customers were given and massage service, Siauliai State College students volunteer through. Ukrainian and Lithuanian informants pointed out the different new services, which are still better meet the old and elderly customers' needs. Ukrainian informants stated: Artistic expression activities; Theaters, concert attendance; Computer literacy classes. Lithuanian informants: Catering services; the Ceramics classes; Šilkografikos activities; Massage services; Beauty services; Dance classes.

The detailed results reflect the Figure 9.
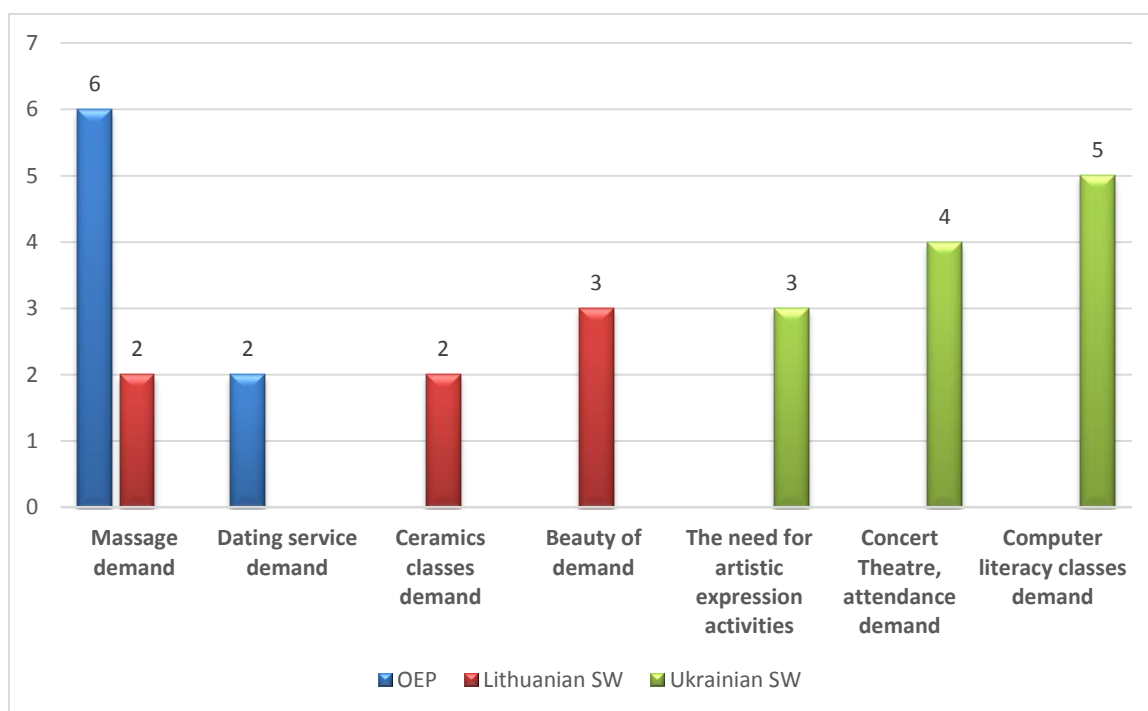
Figure 9. The new demand for services.

2.5.5. OEP, Lithuanian and Ukrainian SW opinion of paid services and their cost

The analysis of informants' views on paid services were identified two subcategories. Subcategory **Positive opinion of paid services** (8 OEP statements, for example, *Taxation small, affordable prices. OK, I think the price is normal, inexpensive here. OK, Everywhere everything is paid here inexpensive, good, normal, super good, inexpensive service; As as well. For such a low price of the service provided, there is nothing to complain about). (9 Lithuanian SW statements, such as., Must be paid for. Not to be everything is free, everything must not be free, some services can be paid, but the minimum price is symbolic can pay so much for free, well, that is paid. Sudrausminanti means the price is low, customers would think can really repay; I think I need, because if we are all free, then people begin to underestimate it; Prices for services is not high, it is clear customers want to ensure that they are free, price is not high, to pay, services must be paid. If the service is free - you do not meet their quality). (3 Ukrainian SW statements, such as., Should be only affordable, positively, it can be served and those who have children, but they live in another city, abroad, to pay a small price).* Subcategory **Negative opinion of paid services** (17 Ukrainian claims SW) - negative. The services must be provided free of charge.

Prices for small services, available to all clients Socio-cultural, information, consulting services free of charge. Paid only additional services: transport, a shower, a client clothes and linen laundry, exercise gym, copying. Prices approved Siauliai
City Municipality Council.

The detailed results reflect the Figure 10.
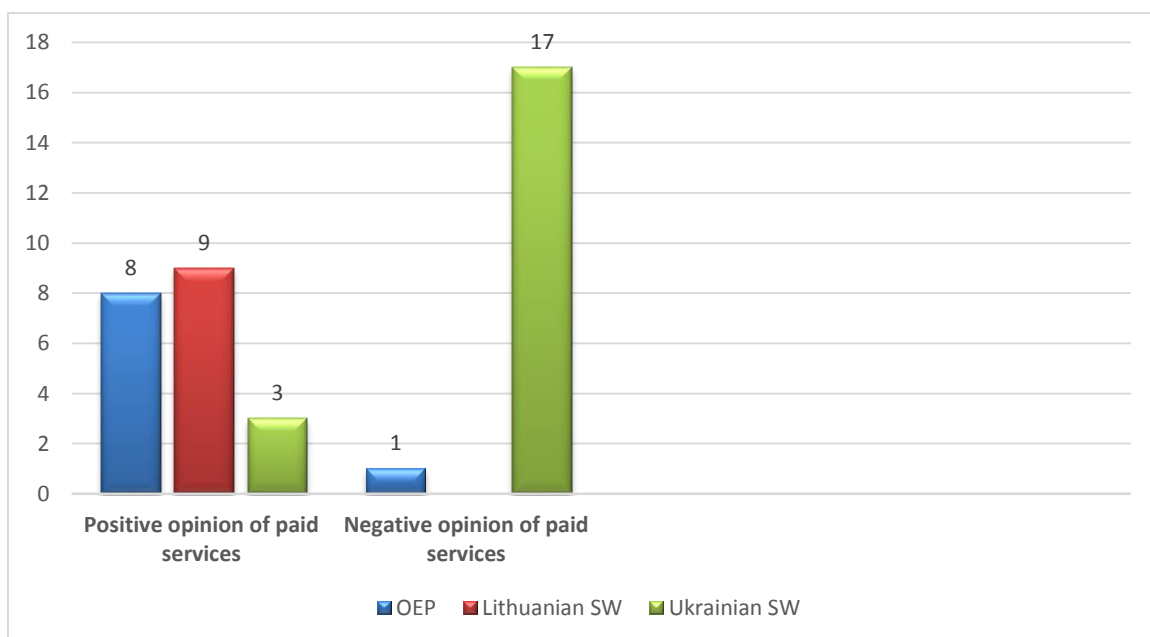
Figure 10. OEP, Lithuanian and Ukrainian SW opinion of paid services and their cost.

The analysis of informants' answers to the questions, it can be said, in Lithuanian informants, three Ukrainian informants approach to paid services is positive, because they are small, it is like sudrausminanti tool. Most Ukrainian informants wrote that the service should be free, it did not explain why.

2.5.6. Social services provided financing needs

The results lead to the conclusion that the provision of social services financing needs of municipalities, the state, the spa relatives of the donors.

Subcategory **Need of support from the municipality** (4 OEP statements, for example., *The Municipality somewhat likely to support*); (7 Lithuania SW statements, such as., *Social Services funding must be from the local government*).

Subcategory **Need support from the state** (3 OEP statements, such as*., The State would somewhat support)*; (18 Ukrainian SW statements such., *State).*

The Center of Social - the Republic of Lithuania Siauliai Municipal budgetary institution. Budget office - a limited liability public legal entity implementing the state or municipal functions and is maintained by the state or municipal budget appropriations as well as from the Social Insurance Fund, Compulsory Health Insurance Fund budget and other state monetary funds. Most of the services provided by the SPC free or very low, as is borne by the state, municipal funds. However, in order to provide new services to be added to take the necessary specialists, but on a low budget, it can not be done.

Subcategory **Need of support from relatives OEP** (2 Ukrainian SW statements, such as., Children, grandchildren and so on. Family). Ukrainian SW believes that the services provided to low-income Spa, to pay children, grandchildren or other relatives.

Subcategory **Need support from sponsors** (2 Lithuania SW statements, such as., Find sponsors, to cooperate with foreign donors, to attract them). The most common sponsors need arises, OEP organizing events or sightseeing trips.

To sum up, the need for support appears to provide social services to the new spa, giving existing ones, organizing events and outings.

The detailed results reflect the Figure 11.
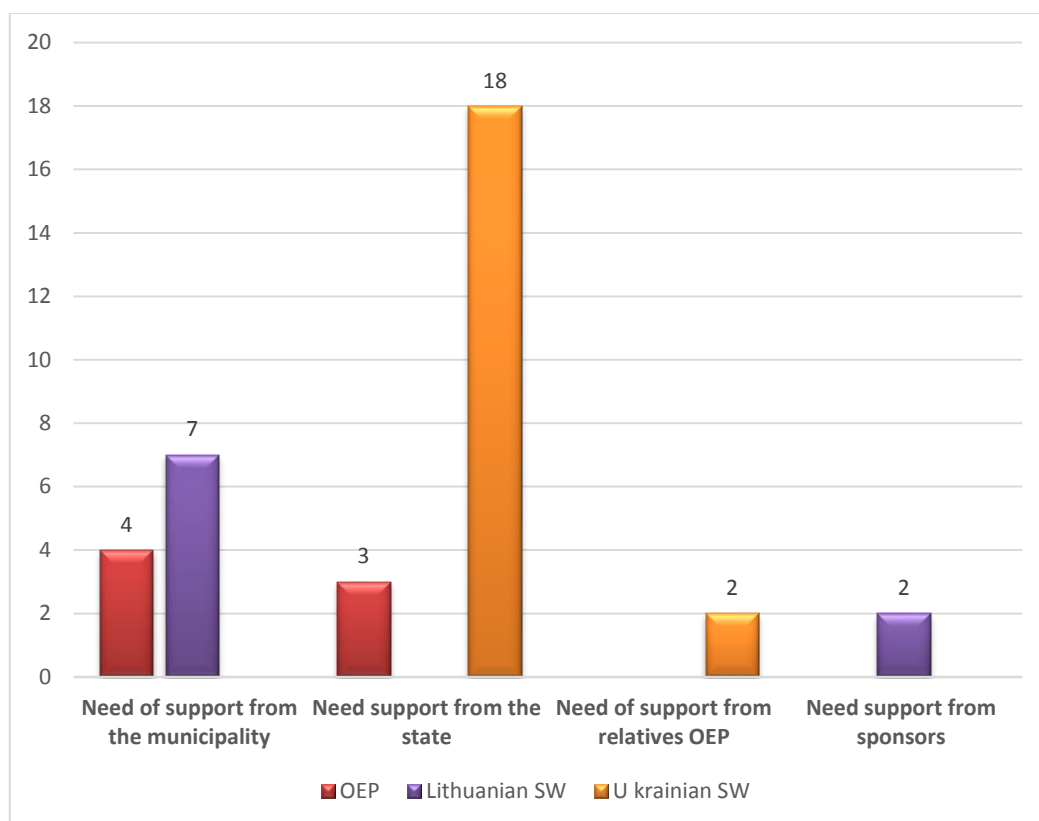
Figure 11. Social services provided financing needs.

2.5.7. Project in need of the Center of Social services

The EU encourages social innovation as a growing interest in the concept and development of new and creative social and societal challenges source solutions. This includes new ways for older people to be active. Support is provided for pre-financing of new initiatives, successful small-scale projects to support raising and sharing of good practice beinovatoriškų ideas at regional and national level initiatives form. Lithuania healthy and active aging as well as the social inclusion strategy. In an aging society is becoming more and more relevant not only to the social protection of the elderly, but also their education and consulting.

The results revealed CSS projects in need. Emphasis significant subcategory **Required CSS project activities** (9 spa statements, eg., It is clear that in this matter is very necessary); (9 Lithuanian SW statements, such as., without a doubt needed because medical treatment, urgent old and older customers, as required, for the benefit of the participants involved in the project); (17 Ukrainian SW statements).

Not Subcategory CSS project activities (3 Ukrainian SW statements).

The detailed results reflect the Figure 12.
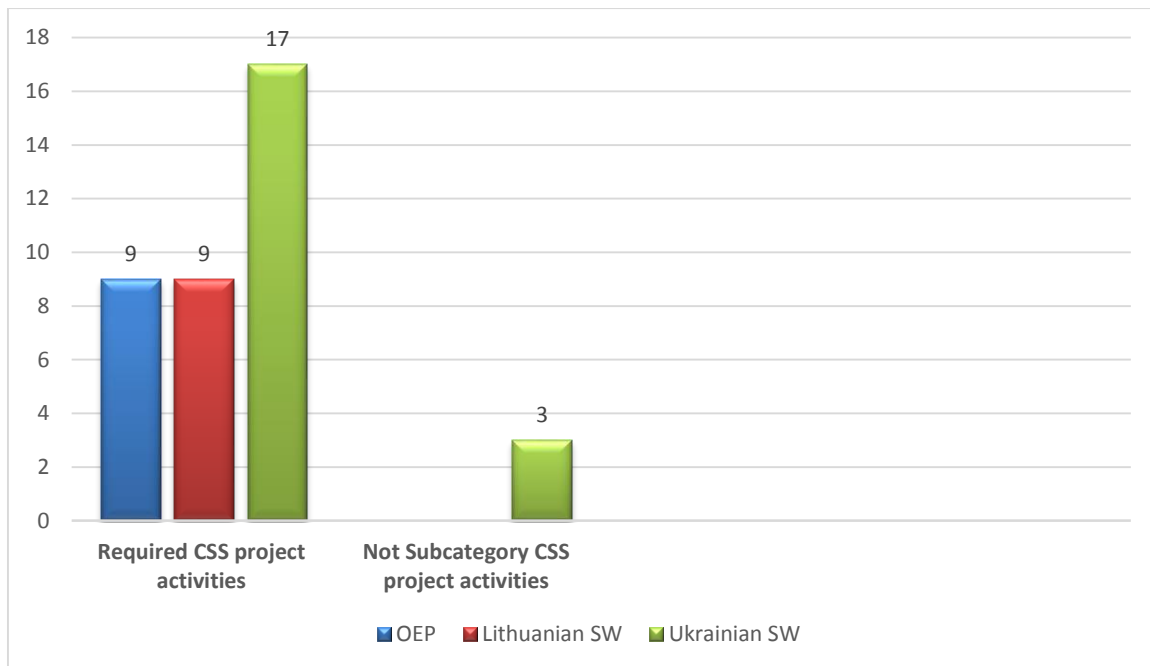
Figure 12. Project in need of the Center of Social services.

All Lithuanian informants said that the social services center projects are needed that aim - to help of the Center of Social Services Day Care clients groups to prevent the spread of chronic non-infectious diseases, giving them additional services that will improve their health and the development of new healthy life skills. Thanks to the designer, clients can have free access to swimming school,, Dolphin, clients taught you to cook healthy food. In this project are sponsors of the event - like a charity fund and,, Freedom Gate.

2.6. Social services meaning OEP quality of life

Červokienė (2013) argues that Lithuania seniors today the main thing - to live in dignity. In its dealings with many people who study with durable - seniors material situation is getting worse every year, purchasing power decreases. People in trouble: pay for utility bills, buy drugs (which in the past five years grew several times, offset only in part), food is already in short supply. In other EU countries, drugs are cheaper, but the recipes are not of Health, Ministry of failing to ensure that they are effective in all EU countries.

The results revealed that part of the spa to meet the quality of life of other unhappy most of their financial situation affect the way of spending leisure time.

Subcategory **Satisfaction with quality of life** (5 OEP statements, for example, *Satisfied. If we are not satisfied to leave the cemetery, appeased, but still would like to work, contented, as is the case. I am a disabled wheelchair help both of you, sometimes I want*

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something to do, I can not. Then I sit and knit; I have to be pateninta. Along with Danutė live in. It is the quest talk, talk some more prayers, good, nothing is missing, and I am quietly alone).

Subcategory **Dissatisfaction with the quality of life** (4 OEP statements, eg., *Unhappy, I wish that the pension would be higher, unhappy, because a small pension, I can not buy good food, have diabetes than in Tetris, where more than to leave; No. pension is small, Health evil is not satisfied. There is a lack of health, money*). Dissatisfaction with the quality of life informants feel as a small pension and bad health. Other informants satisfied with the quality of life, and even less that can communicate, together with Potter talk, knit.

The detailed results reflect the Figure 13.
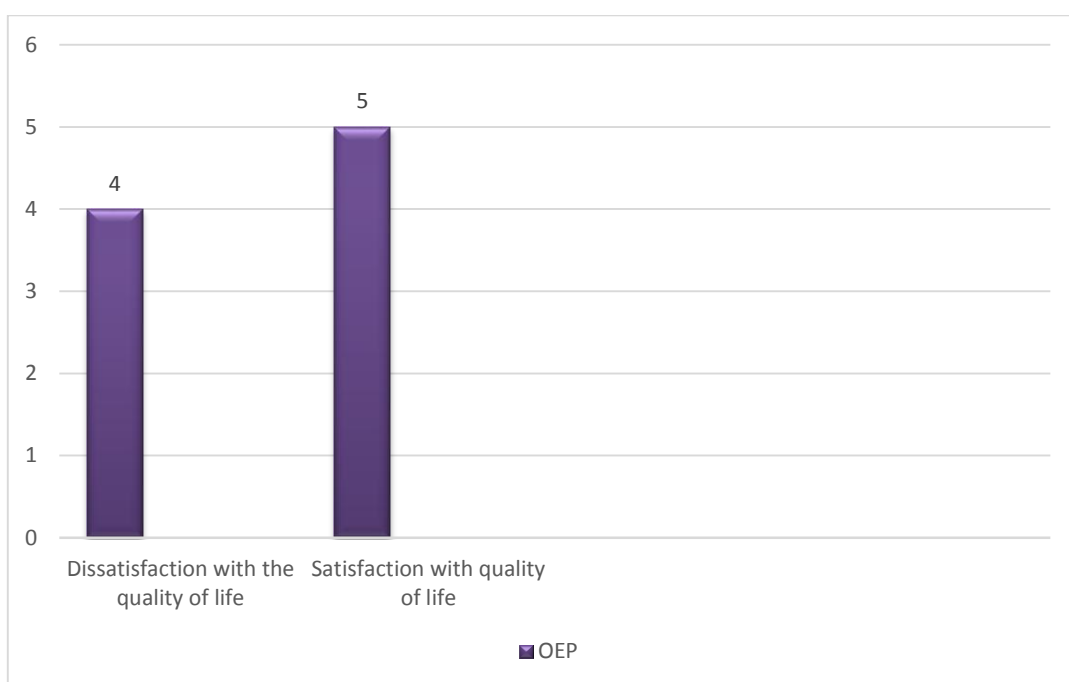
Figure 13. OEP approach to quality of life.

Subcategory **Financial situation influences the way of leisure** (7 OEP statements, for example. I should have more money i would go to a sanatorium leads; more I go, if finances allow).

Subcategory **Financial situation does not affect the way of spending leisure time** (2 OEP statements).

The greater part of the informants said that the financial situation leads them to spend their time. But good can spend free time and free of charge. SPC provided cultural services free of charge. Seniors free events happening in the city, the SPC can attend the Third Age University, organized free exercise, etc. Sometimes the same old and elderly Centers and clients accustomed to complain about the small pension, but when offered to go to free events, do not go.

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The detailed results reflect the Figure14.
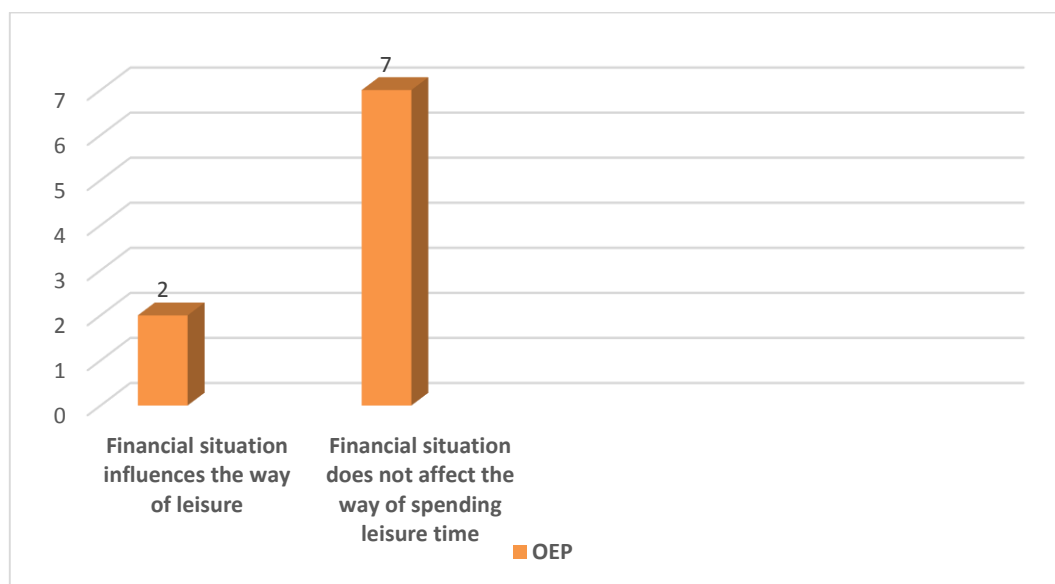
Figure 14. The financial situation of the influence of leisure activities.

OEP, talking about the importance of the need for communication, emphasized that most of communication need to meet the SPC. The need for communication reflects the importance of strong subcategory **Important communication the need** (9 0EP statements, such as., *It's important you learn other woes, the most you tell her it is important, we learn more about the people. What kind of man trouble; pabendraujame Once here, is more comforting it is important, I do not feel lonely; Save manifestation of obtaining information; pabendravusi, I feel better and it is important. Prasiblaškau, pabendrauju, I do not feel one; Communication - life. I can not imagine life without communication, Many, mood elevation, time, dating, health improvement*). The informants clearly justified as they are important for communication. One informant even life compared with the importance of communication, what to feel better, who no longer feels lonely, who receives the information, etc.

Almonaitienė (2002), asks rhetorically: Why do people interact? Briefly to this question can be answered as follows: so that interactions can successfully meet their most important needs. First, the communication exchange of information. Some of the other people know what the institution is looking for a new employee, where you can see an interesting film and who won a basketball match. Communicating with vendors, taxi drivers, bartenders and transmitted them to the application, request. So communication helps to get the necessary knowledge and simply manage daily affairs. Second, communication provides a better understanding and knowledge of the man himself. Comparing ourselves to others, we conclude what we are, what we are and what: what are our skills, values, temperament and so on. Their achievements can also be assessed only in comparison to what is reached surrounding. Third, but

by no means less important is the fact that communication can share your thoughts and feelings, to reveal to others their individuality, to influence people around and so on. In other words, communication promotes social needs.

According to the survey results suggest that: **With the children meet the communication needs** (OEP 3 statements such., *When children coming at home with children communicating, communicating with children)*; **At home meet communication needs** (OEP 2 such statements, eg., *Home to meet the communication need*); **With the neighbors meet the communication needs** (OEP 2 statements, eg., *Interacting with neighbors*); **CSS meet the communication needs** (eg 7 statements, eg., *Everywhere classes at all, who is going CSS, CSS to meet the communication needs*).

Most informants said that communication to meet the needs of Social Services Centre (SPC), a variety of activities year., As well as with children, neighbors, at home with family members.

The detailed results reflect the Figure 15.
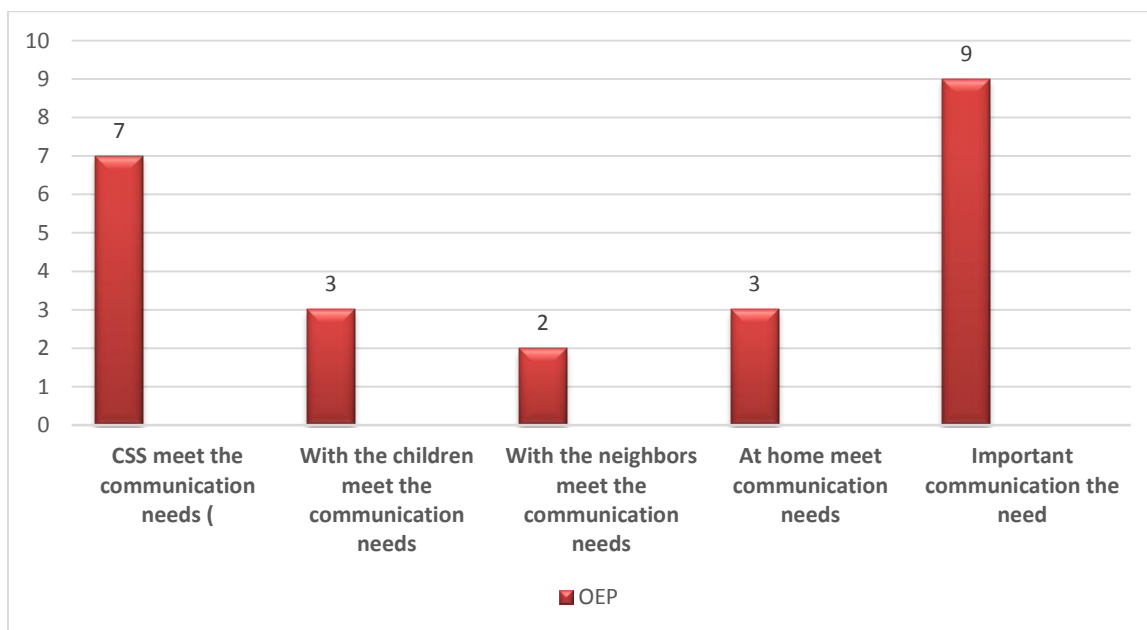
Figure 15. SPA communication the importance of meeting the needs and location.

2.7. The factors hindering a more rapid the Center of social services development activities

Based on the results of the study suggest that Lithuanian and Ukrainian SW identified four factors that hinder the a more rapid development of the CSS activities.

Subcategory **Negative public and municipal approach to social work** (3 Lithuanian SW statements such. I think that bothers the public attitude towards the need for such services.

Municipalities approach; All trouble starts from the upper level - the municipality. However the municipality is reluctant to listen,, bottom "problems of public attitudes to social work to change). Social Workers trained social workers salaries low.

Subcategory **Bureaucratic reasons** (4 SW Ukrainian statements, such as., *Hampered by bureaucratic reasons*).

Subcategory **Small financing** (7 Lithuania SW statements, such as., *Is a lack of funding and financing - not only in employment circles appearance, but also social workers fin. Incitement for higher quality work, creativity, lack of funding and financing to be higher. We all prigalvojame, that customers would be better, but lack of funds, implementation of the plans. the projects need to write; Financing need to look for sponsors to participate in the projects, motivate staff). (5 Ukrainian SW statements, such as., Low-financing*).

Subcategory **Poor economic situation in the country** (4 SW Ukrainian statements, such as., *The poor economic situation in the country*).

The detailed results reflect the Figure 16.
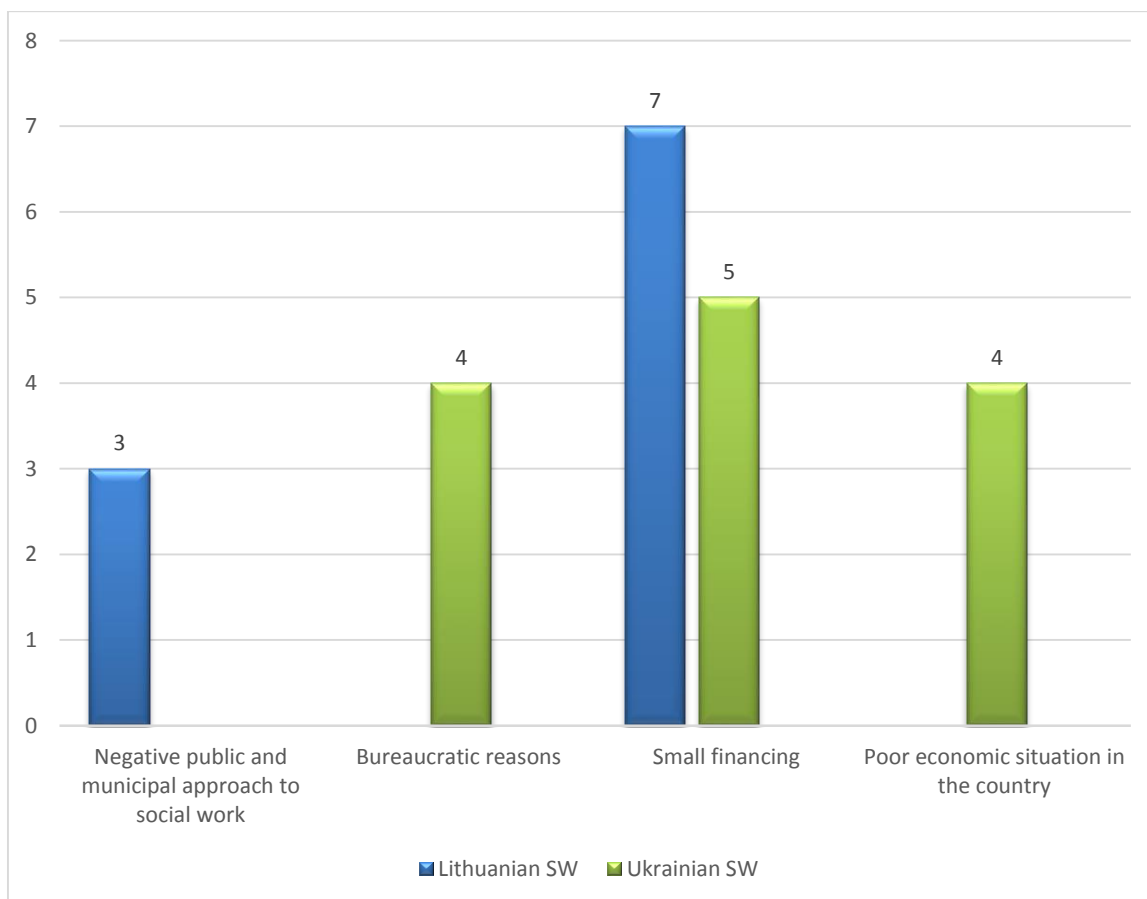
Figure 16. The factors hindering a more rapid the Center of social services development activities.

Summarizing it can be said that the Ukrainian and Lithuanian SW main reason for their lack of a more rapid social service center operations and service development, said - low funding. Social

services in the development process affects the state social policy, on which depend social services and funding. Insufficient number of employees in a negative impact on service development. Professional employment specialists shortage - an obstacle to fully meet customer needs.

Ukrainian informants pointed out: the poor economic situation in the country and bureaucratic reason. Only Lithuania SW pointed out the negative public and municipal approach to social work.

2.8. Valorisation of practical social work model analysis of the implementation

Facing a situation that had to create a new model of social work. Since CSS happening knitting activities, he is visited by a very nicely knitting women. In 2013 Presidency of the European Union (EU) Council of Lithuania on the occasion of the EU delegation representatives during the cold time of the year , was bestowed mittens .

Ministry of Foreign Affairs (MFA) for 18 thousand . LTL representation of the expenditure of funds. " In addition to the official Lithuanian Presidency of the EU Council of gifts, representatives of delegations during the cold time of the year will be provided mittens - a comfortable and creative handmade item highlighting the image of Lithuania " , - says the Ministry of Foreign Affairs .

According to the Ministry , gloves knitted by hand from wool yarn and patterns and color combinations must be selected in accordance with the Lithuanian folk traditions .

It was carried out in four parts procurement. One part of the procurement won our outreach knitter. We presented 450 pairs of mittens.

Later he participated in public tenders published the woolen mittens sale published by the Embassy of the Republic of Lithuania, Hungary, Lithuania Medicines Control Agency under the Ministry of Health of the Republic of Lithuania. We won. Women with great inspiration knitting gloves. Lithuanian searched for authentic writings, chose colors. The work was in full swing, as in a factory. If at the beginning of 2013, he attended classes in knitting 10 women, the 2015-20 women. Increased motivation, and increased attendance. Women had a great opportunity to earn. Even attended classes and those which are not for sale glove knitting, they enjoyed watching the activities during the upswing in the ongoing process. Women felt important, necessary, increase income. With their knitted works each year and participate in fairs in Vilnius organized by the disabled.

Lithuanian Presidency of the European Union Council of gifts - knitting mittens went as far as chaotic haste. Because the main goal was to deliver the required amount of time and gloves, without analysis of the clients psycho-emotional changes than other factors. Later, based on W. Wolfensberger social roles and quality management theories were developed

valorizacinis practical social work model. And was the basis for work. Since all oF the Centre of social services elderly and old knitting gloves client is disabled, so it was chosen for the role of social valorisation theory. Elks MA (cit. By Ruškus J., 2002, p.122) social valorisation defined as "socially valuable use of measures to ensure that people live socially valuable life.

For the purposes of T. Parsons (Viluckienė, 2008) functional disability awareness and the medical model, many years Lithuania disabilities seen only as a treatment object, highlighted the inefficiency of the economic system level. Howson (2009) said the medical model embodies the understanding of the disorder and personality as a tragedy. Kreivinienė, Vaičiulienė (2011) intrrpretatyctionaly spread disability awareness ideas, society presents a new disability portrait - creating capable, socially involved, a valuable member of society.

Kreivinienė, Vaičiulienė (2011) says, that the new disability portrait presented to the public during the eighties the updated normalization - a valuable social role (also known as valorisation) theory. Theories author W. Wolfensberger said that society lightweight held roles in social groups can restore and strengthen them, set to culturally valuable roles (Weezel, 2010, p. 248). The authors believe that the social role of the disabled playback possible within them valuable roles and providing them "access" to the public, that is. y. as new knowledge about disabilities construct. S. Moscovici (Kelvin, 1979, p. 445) notes that social provisions are important because a public group or individual depends on other groups (cit. Kreivinienė, Vaičiulienė, 2011, p. 74-85).

The Disabled value recovery and the new role of anchoring is meaningful because it is the population that is considered to be a deviation from the norm, various social groups excluded, segregated, this group has been classified as negative roles that older people with disabilities as a „non-human beings''. In order to restore and reinforce the valuable role W.Wolfensensberger opinion, should be applied two strategies to change public attitudes towards people with disabilities and to increase the disabled person's competencies (Osburn, 2006, p. 5).

The possibility of the Centre's clients to engage in favorite activities, ie knitting and thus the shape of products to receive a cash reward, proved to the public that the retirement age and the disabled person is valuable, is able to continue to develop their skills and re-establish social roles.

To maintain the quality of needlework, delivered to customers on time, smooth operations, a social worker applied a *quality management theory*.

It was necessary and knowledge of product quality as needlework had to be obtained qualitatively meet the requirements written contract. Serafin (2011) states, that the product quality is objectively measurable size. It reflects the quality of the properties and signs

of points; The quality of the user ─ this product user requirements matching level. In this regard, the product quality is a subjective term for different consumer tastes and their different needs;

The quality of the product creation and presentation processes defined as correspondence from pre-defined parameters, which are defined standards, technical conditions, prescriptions and other documents, and the product, the parameters of which have deviations from the standards are nonconforming. Value is defined in terms of quality, cost effective terms. *Quality product* - with good characteristics, or effectively exploited acceptable cost or price.

About ovary quality and was talking with clients, it was explained that require only buyer of high-quality goods and to win competitions, has clients high-quality knit responsible. The clients have been very important to have been asked their opinions by collecting patterns, colors knits. They had to meet Lithuanian traditions.

Client came to knitting classes once a week, but it was knitted customers to come to consult more often. He joked that the activity room became,, small factories. Occupation favorite in business at local, has become a serious, responsible work place. If you did not leave any written wrought, helped each other, customers have become very friendly. Sometimes felt friendly and competing in the sample had to select the shape of socks, gloves models and email clients. Was selected the most interesting letters, obtained the highest quality of needlework. Later needlework was beautifully packaged and shipped užsakovamas. Then waiting for a reply, we won the competition or not.

Participated in four public tenders, all won. It was a great achievement clients have. Even more incentive to continue to knit, became not only the payment of money for knitting, but thanks sent by customers, for beautiful, high-quality knitting and sincere work. Their knits proclaimed Lithuania Switzerland, Hungary and other European Union countries. Knitted gloves and warmed the hands Maidan in Ukraine, where they took the Lithuanian Foreign Minister Linas Linkevičius. Minister clients have also sent a letter of thanks, thanked for creativity and thorough manual labor. Glad that cozy and warm souvenir europerlamentars always remind Lithuania.

I had to work a social worker - manager job (see. Fig. 17). Organize all the activities on the basis of *management functions* (Henri Faind offers five basic functions): *planning, organizing, directing, coordination, control.* According to Serafino (2011) Management - art of creating the tangible and intangible values, combining various powers, including the human.

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Customer needs analysis (social worker) ──→ Strategy of sales Social worker together with clients analyzing requirements of the customer

The original proposal submission (social worker) ──→ Knitted gloves, socks photos, samples sending

Do you like the product to the customer ──→ Projecting

Reservations form ──→ Booking formulation (Social worker, customer, client) ──→ Reservations

Knitted gloves, socks cost price ──→ Production cost (Social worker, customer, Chief. Financial Officer) ──→ Estimate of the project

Customer reliability reliability assessment (Social worker, Chief. Financial Officer)

Preliminary contract preparation ──→ Preliminary agrement

Are the client and the customer is satisfied contract terms ──→ Conditions of Contract correction (Administration)

Signing of the contract (Director, Customer) ──→ Signed contract
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Figure 17. CSS old and elderly of the clients, knitted woolen gloves, socks sales management process (Done in under Serafino sales management process, 2011, p. 68).

Practical valorisation work pattern recognition reveals subcategory **Positive attitude to the practical valorisation model of social work** (OEP 8 statements such as., *Very good and also appreciates*). (Lithuania SW 9 statements, for example., *This business model is good for the customer raises motivation. Of course a positive model; I think it's more useful. It is a big motivation for customers, very positive. Knowing what our old enlivened. Pensions. People have prisidurti great opportunity to retirement, to feel dignified life; I appreciate very well.*

Motivate client to engage more actively favorite activity. of these mites contribute to your well-being, very good model. Customers have the opportunity, at the same time to engage in a favorite activity, and added,, "money to the pension) . (Ukraine SW 20 statements for example., *Positive*).

Small subcategory **Negative attitude to the possibility to earn extra income** (OEP statement 1, for example. *If you need užsidirbinėti money should be free to knit and share*). One OEP has caused even outrage that women CSS for knitting have the opportunity to earn extra income.

To find out valorisation model usefulness was again interviewed respondents and extracted subcategory **Practical valorisation model`s of social work utility** (OEP 9 statements, eg., *I had a chance to contribute "to the pensions pamper yourself a little dress, I felt important, more necessary itself ; I had had a debt to cover them; a small pension, a great opportunity to make significant purchases. thanks to put in order my teeth is good that people can work and earn money. a lot of what you mean. you start to feel better about myself. I feel more important*). That informants opinion about valorisation practical social work model is objective, this question was asked five clients have, women are going knitting classes, which had the opportunity to earn through valorisation social work model, four clients, who do not attend the knitting classes.

Since Lithuania SW has sufficient information about the valorisation model is very detailed in their answers to the question, in support of its usefulness. The model describes how the old and motivating elderly client, useful not only in financial terms but also in an increased sense of self-worth client. Ukrainian SW only question was based on the information about the valorisation model: What do you think about the social work model, which makes old and elderly clients of social services center, not only can engage in a favorite activity, but also earn? All Ukrainian SW this model evaluated positively.

The detailed results reflect the Figure 18.

The resulting financial freedom respondents who have had the opportunity to earn allowed to meet their own needs, in addition, had a positive impact on the emotional state and positive current age group as a liberating, empowering more opportunities for assessment. The analysis of the data revealed that the material well-being in old age helps not only to fulfill the obligations to meet both the basic and higher personal needs, expands the options available, increases self-esteem but also allows you to save and cherish yourself femininity finery. A stable financial position, which provides old age income and preserve the material goods, the study participants understood as the foundation for successful aging, which allows for liabilities, and meet emerging needs in old age and be seen while advanced age.
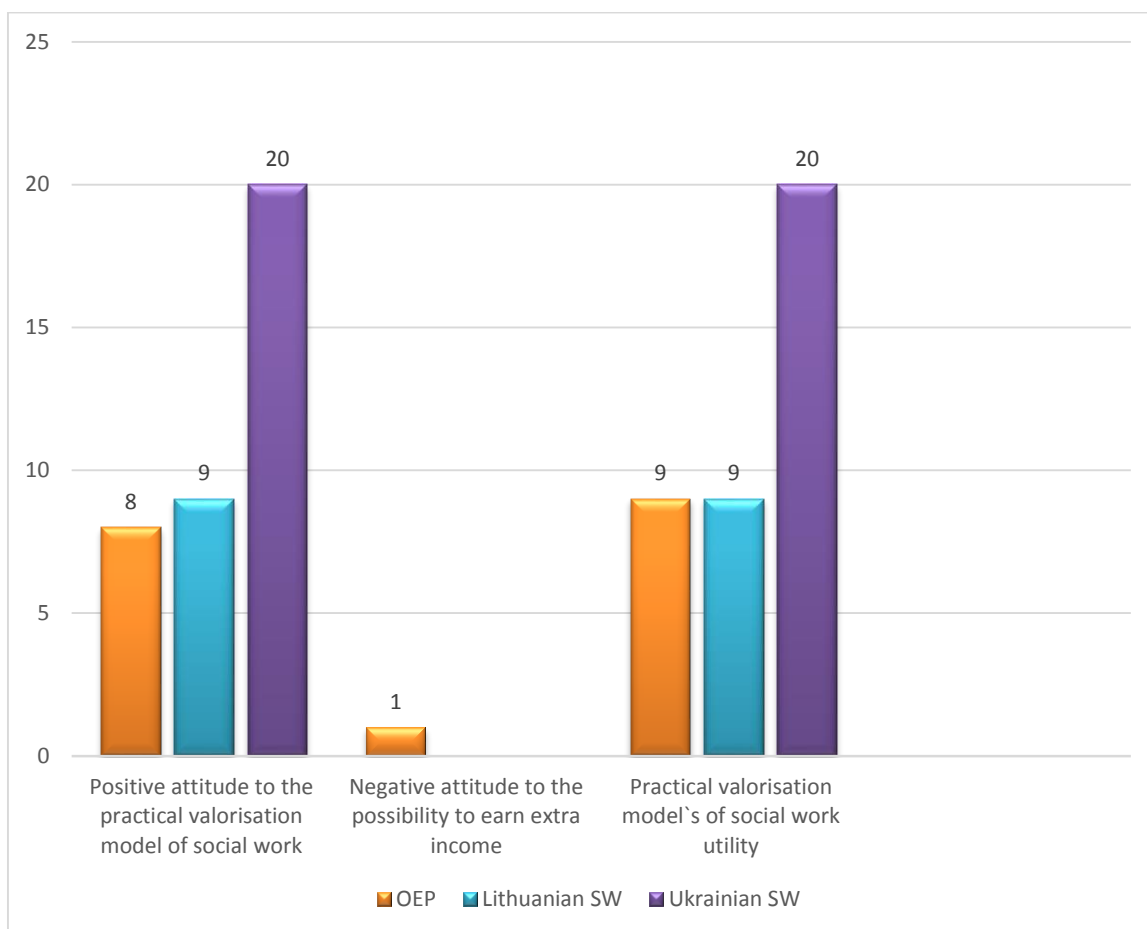
Figure 18. Informants approach to the practical valorisation model of social work, which makes old and elderly clients of social services center, not only can engage in a favorite activity, but also to earn.

Lithuania studies (Stankūnienė etc., 2003, p. 224-228) show that about half of older people (60-74) would like to work in one way or another work and actually working life continues only every tenth old-age pensioner, you can concluded that Lithuania is not disadvantaged older people in employment - only a very small part of the retirement-age population can įgivendinti its provisions on the desired operating behavior.

So it can be said that the practical valorisation model of social work thanks to the informant, although periodically have the opportunity, despite being of retirement age, extend working life.

The importance participation of
Activities

OEP, talking about the importance of participation in the activities, most emphasize the opportunity to earn a good time to skip the ability to communicate, sharing knitting experience.

Subcategory **Ability to earn** (OEP 3 statements such as*., I had the opportunity to make extra)*. OEP had an opportunity to make practical valorisation model thanks.

Subcategory **Good time spending** (OEP 2 statements, for example*, Spend a good time)*. Katz (2005) argues, the retirement age people to stay active both physically and socially engaged in a favorite activity. Due to the fact that retirement free time increases leisure time is an important aspect of subjective well-being. The action may be development, experience peace, joy, presence among the people, or even financial source. The elderly activity helps fight disease, sadness, loneliness, disability and possession of injuries.

Subcategory **Ability to communicate** (OEP 3 statements, for example, *I have the opportunity to speak, you communicate better it becomes)*. OEP during classes, have the opportunity not only to engage in a favorite activity, but also to communicate with other clients, with a social worker.

Subcategories **Sharing of knitting experience** (OEP 2 statements, for example. I *like that I can teach knit and others)*, the **New acquisition** (OEP 3 statements, for example*, I have the opportunity to learn from others; learn something new itself)*. Knitting session time that the client has the opportunity to share your knitting experience with other group members and learn new knitting patterns

Subcategory **Changed relationships with loved ones** (OEP 6 statements, for example, *Relationships become gersni, changed for the better; improved; They made me the better)*. OEP According valorizacinio practical social work model has changed thanks to relationships with loved ones. They became more valued relationships with loved ones has become better.

According to Kelly (1996), any activity which is carried on after leaving the house and to the other people involved, a positive effect on mental health, and loneliness and social exclusion can become a cause of mental disorders. Activities are both individual and social significance. As a personal Activity the results can identify personal satisfaction, a chance to escape from the requirements of the physical educational development, creativity, relaxation, motivation for personality development, challenges and achievements, intellectual development, reflection and meditation. Social Activity the results - it is the interaction and contacts, meet new people, interacting with other people, the awareness and status, social power, altruism and helpfulness, more tolerant approach to the problems, communicating with relatives.

Subcategory **Not changed relationships with loved ones** (OEP 2 statements, eg., *Has not changed; nothing not affected)*. OEP said their relationships with loved ones unchanged started visiting CSS, and also because they were good and friendly.

The detailed results reflect the Figure 19.
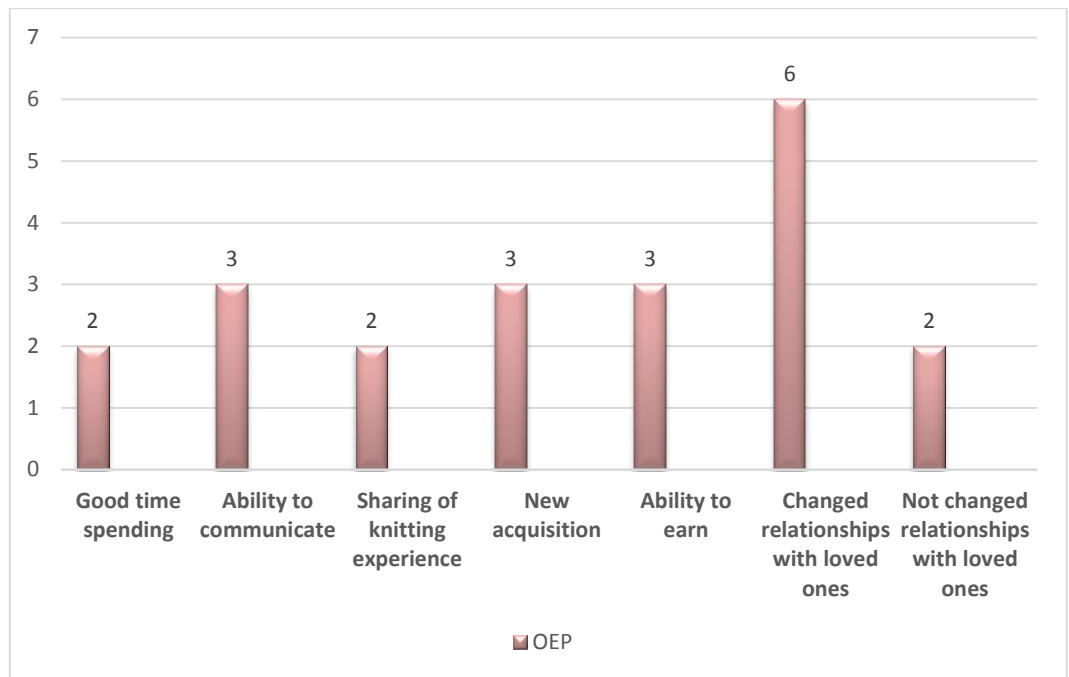
Figure 19. The importance participation of
activities

So it can be said that OEP during classes, have the opportunity to socialize, engage in favorite activities, share their knitting experience, new to learn. Valorizacinio practical social work model through workshops, although periodically have the opportunity, despite being of retirement age, extend working life. Attendance at the sessions and influenced positive changes in relationships with loved ones.

Warner (2003) said that employment working studios old and elderly with disabilities undergoes many of positive emotions, they are happy, when committed deed for the praise them when buying the piece of work in which they can donate. Working old and disabled elderly improves mood.

Conclusions

1. Analysis of scientific literature sources showed that individual approach of changes in old age and old people cumulative experience have influence to the problems which must be solved by social worker of gerontology using their professional practice and various theoretical models and methods.

2. Qualitative research revealed that according to social workers and clients from Lithuanian and Ukrainian Social Service Centres, elder and old people need *general social custody and social care services*. These services mentioned before are provided by professionals and social worker assistants in Social Service Centre. However, there is a need for new services like: *massage, dating, pottery classes, beauty, art and artistic expression classes, attending theatre, concerts, and classes to improve computer skills.* OEP clients need social services in order *not to feel lonely*, *to have an opportunity to communicate, exercise, enjoy favourite activities, travel, and receive all the information they need*.

3. Most of the elder and old people feel *dissatisfaction with their quality of life, low pensions and bad health*. Financial situation influences how OEP spend their free time because of their low pensions they *cannot go to convalescent home, travel* or satisfy their social and other needs. CSS tries to improve OEP quality of life by providing various services. They have a chance to attend sessions for free and satisfy OEP important *need to communicate*. Communication to OEP - *boosting your mood, better health, time spending, get rid of feeling lonely, communication – life*.

4. According to analysis results, it can be assumed that both Lithuanian and Ukrainian SW distinguished 4 factors that prevent CSS from further and faster development: society and local government has negative attitude towards social work; Bureaucratic reasons; Low funding; Poor economical situation in the country. Process of social service development is influenced by countries social policy and funding for social services depends on this as well. Because of low funding, people who work in social sphere get low salaries, there is not enough of professional workers, also establishment of new services hangs. Those are the main factors which prevent clients from full satisfaction and further development of CSS.

5. According to *W. Wolfensberger social role valorisation theory and theories of quality management,* a model of practical social role valorisation was established. *Theory of social role valorisation* was chosen because all old and elderly clients from Social service centres who knitted mittens and socks are disabled. For this job they had to have knowledge about product quality in order to knit qualitatively as it was required in job contract. They had to work as social workers – managers and *used theories of quality management*: plan, organize,

supervise, coordinate, control in order not only to knit qualitatively but also to deliver it on time.

6. Practical social role valorisation was positively acknowledged by Lithuanian, Ukrainian social workers and CSS clients. Financial freedom and opportunity to earn allowed CSS clients to fulfil their needs. Moreover, it had a positive impact to their emotional state and current age stage that sets free and gives more opportunities for evaluation. During data analysis of this study it was revealed that material well-being in old age helps not only to fulfil commitments, satisfy basic and higher personal needs, to expand available options and increase self-esteem, but also to keep femininity by *cherishing and perking up*. Thanks to practical social role valorisation, old and elderly clients *became more valued by others and by themselves as well*. They have an opportunity to continue working periodically even though they are retired. Centre clients had a chance to engage in *favourite activities* like knitting and got paid for their works. They proved to society that a disabled, retired person is valuable, and is able to continually educate his or hers work skills and recreate social roles.

Recommendations

1. Social workers, who work with OEP, should not delimit themselves by providing only particular social services. The attention should be paid how to encourage old and elder people to participate in active community life, how to help themselves and others under the same permissive opportunities and initiatives.

2. Social workers should look for sponsors who could help old and elderly people go to sightseeing trips, relax by the sea. Also, they should know how to write project proposals for additional services, which could improve OEP psycho-emotional well-being and form new skills of healthy lifestyle.

3. A professional expert of art should be employed as an occupation specialist who could conduct classes of pottery, art, and silk painting.

4. Practical social role valorisation model should be applied in other occupational groups of OEP.

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Magistro darbo santrauka

Darbe atlikta *teorinė* socialinio darbo su senais ir pagyvenusiais asmenimis praktinių, teorinių modelių, socialines paslaugas teikiančio Socialinių paslaugų centro struktūros ir funkcijų bei senų ir pagyvenusių asmenų psichosocialinių, biologinių ypatumų *analizė*.

Iškelti *problominiai klausimai*: Koks yra socialinių paslaugų seniems ir pagyvenusiems klentams teikimo poreikis?; Kokios socialinio darbo veiklos galimybės dirbant su senais ir pagyvenusiais klientais Socialinių paslaugų centre?; Kaip praktinis valorizacinis socialinio darbo veiklos modelis galėtų geriau patenkinti senų ir pagyvenusių žmonių poreikius, praplėsti jų socialinio dalyvavimo galimybes, pagerinti gyvenimo kokybę?

Kokybinio *interviu* metodu buvo atliktas tyrimas, kurio tikslas - ištirti, kokie yra senų ir pagyvenusių žmonių poreikiai ir jų tenkinimo galimybės Socialinių paslaugų centro Dienos užimtumo tarnyboje.

Tyrime dalyvavo 38 tiriamieji. 9 seni ir pagyvenę asmenys, besilankantys Dienos užimtumo tarnyboje, 9 Lietuvos socialiniai darbuotojai, raštu 20 Ukrainos socialinių darbuotojų.

Empirinėje dalyje nagrinėjamos socialinių paslaugų formos ir kokybė Lietuvoje bei Ukrainoje; socialinių paslaugų poreikis SPC Dienos užimtumo tarnybą lankančių SPA Lietuvos ir Ukrainos SD požiūriu; socialinių paslaugų reikšmė SPA gyvenimo kokybei; veiksniai, trukdantys spartesnei SPC veiklos plėtrai; praktinio valorizacinio socialinio darbo modelio įgyvendinimo analizė bei įvertintas ir pagrįstas jo efektyvumas Lietuvos, Ukrainos socialinių darbuotojų požiūriu.

Svarbiausios empirinio tyrimo *išvados*:

1. Seniems ir pagyvenusiems asmenims reikalingos bendrosios, socialinės globos, socialinės priežiūros paslaugos, kurias kokybiškai suteikia profesionalūs socialiniai darbuotojai, socialinių darbuotojų padėjėjai. SPC Dienos užimtumo tarnyboją lankantiems klientams socialinės paslaugos labai reikalingos jog nesijaustų vieniši, turėtų galimybę pabendrauti, pasportuoti, užsiimti mėgiama veikla, pakeliauti, gauti reikalingos informacijos, padedant socialiniui darbuotojui spręst iškilusias problemas.

2. Praktinio valorizacinio modelio dėka seni ir pagyvenę klientai, tapo labiau vertinami kitų ir patys labiau save vertina. Galimybė Centro klientėms užsiimti mėgiama veikla, t.y. mezgimu ir tuo pačiu už numegztus gaminius gauti piniginį atlygį, įrodė visuomenei, kad ir neįgalus pensinio amžiaus žmogus yra vertingas, geba ir toliau ugdyti darbinius įgūdžius bei atkurti socialinius vaidmenis.

Esminiai žodžiai: gerontology, gerontology social care, an elderly person, old person, social valorisation, socialinių vaidmenų valorizacija, socialinių paslaugų įstaiga, socialinės paslaugos, SPC, SPA, Lietuvos SD, Ukrainos SD.

APPENDICES

QUESTIONS TO CLIENTS

Thank you very much for agreeing to participate in Siauliai University, Social Welfare and Disability Faculty under investigation. I am Siauliai University and the University of "Ukraine"(Kiev) joint social work master's degree student Dainė Jarmalavičienė. Siauliai University carried out a study to find out what is old and the elderly needs and opportunities of the Centre of Social Services Day Care office.

All your statements will be kept confidential, which means that all information you provide do not allow to identify you as a respondent. Your personal data, noting the report of the study will be to change the codes, the history of life is not all consistent printed. In response to questions, please contact us freely, and remember that you do not have to talk about those things for which you do not want. In response to questions, you can take about half an hour.

Select your proper X

1. Your gender: Female O   Male O

2. Your age: 60-70 O   71-80 O   81-___O

3. Your education: Pre - primary O   Primary O   Secondary O   College O

University degree O   Other_____

4. You live: Alone O   With husband/wife O   With childrens O

Other_____

5. Do you have kids: Yes O   No O   If you have children, how many?_____

You are: Married O   Widower Divorced O   Single O

6. How did you hear about Day Care service and its services? What resulted your decision to visid the Day care service?

7. Is there enough information about social services for old and elderly people? If the lack of this, what kind of information?

8. Is it necessary to provide social services for old and elderly people? What is are needed / unnecessary?

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9. How do you rate the provided social services for old and elderly quality?

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10. What characteristics must have social workers who work with the old and elderly customers?

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11. How do you you think about this social work model, which makes old and elderly clients of social services center, not only can do a favorite activity, but also earn money?

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12. How does participation in workshops affect your relationships with relatives? Have they changed, when you started to visit the social services center?

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13. What to you means visits to worskhops?

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14. Do favorite activity engages not only the social services center, but also at home and in other organizations?

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15. What kind of services also could be provided for old and elderly people?

┌───┐
│   │
│   │
│   │
└───┘

16. What do you think about paid services and their cost, the old and the elderly?

┌───┐
│   │
│   │
│   │
└───┘

17. Who should finance social services?

┌───┐
│   │
│   │
│   │
└───┘

18. Is there a need for social services center projects, which aim - to help Social Services Day Care Center clients groups (elderly and disabled people and the elderly) to prevent the spread of chronic non-infectious diseases, giving them additional services that will improve their health and the development of new healthy life skills?

┌───┐
│   │
│   │
│   │
└───┘

19. Do you feel satisfied with your quality of life? Why?

┌───┐
│   │
│   │
│   │
└───┘

20. Are the financial situation depends on your leisure time way?

┌───┐
│   │
│   │
│   │
└───┘

21. What to you mean communicating?

┌───┐
│   │
│   │
│   │
└───┘

22. Where you satisfy communication needs most?

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                                    78
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23. Do you participate in community life?

24. Are you satisfied in the medical services provided by the old and the elderly? Why?

Sincerely thank you

QUESTIONS TO LITHUANIAN AND UKRAINIAN SOCIAL WORKERS

Thank you very much for agreeing to participate in Siauliai University, Social Welfare and Disability Faculty under investigation. I am Siauliai University and the University of "Ukraine"(Kiev) joint social work master's degree student Dainė Jarmalavičienė. Siauliai University carried out a study to find out what is old and the elderly needs and opportunities of the Centre Social Services Day Care office.

All your statements will be kept confidential, which means that all information you provide do not allow to identify you as a respondent. Your personal data, noting the report of the study will be to change the codes, the history of life is not all consistent printed. In response to questions, please contact us freely, and remember that you do not have to talk about those things for which you do not want. In response to questions, you can take about half an hour.

Select your proper X

Your gender: Female O   Male O

1. **Your age:**   20-30 O,   31-40 O,   41-50 O,   51-60 O,   virš 60m. O

2. **Your education:**

O The University education Bachelor of Social Work,
O The Master of Social Work,
O The Bachelor of Social Work and Master,
O The college Bachelor of Social Work,
O The Higher university education and obtained a social worker qualifications

3. How many time you work social work? 5-10 O,   11-15 O,   16-20 O,   21 and more O.

4. Could you tell what kind of social services are provided elderly people and elderly people?

5. Is there enough information about social services center services and activities? What information is missing?

6. Is the required services Social Services Day Care service center for elderly people and elderly people? What is needed / unnecessary?

7. How would you rate the services provided by the Centre for elderly and elderly quality? What should that customer needs are met better?

8. What characteristics must have social workers who work with the elderly and old customers?

9. How do you you think about such a social work model, which makes old and older client-centered, not only can engage in a favorite activity, but also have the opportunity to earn?

10. What services could still be provided for elderly people and elderly people?

11. What do you think about paid services and their cost for elderly people and elderly people?

12. Who should finance social services?

13. Does it need for social services center projects, which aim - to help Social Services Day Care Center clients groups (elderly and disabled people and the elderly) to prevent the spread of chronic non-infectious diseases, giving them additional services that will improve their health and the development of new healthy life skills?

14. What are the reasons for your opinion, hinder the rapid social service center operations and service development? Who could encourage more proactive activities of the Centre and development?

Sincerely thank you

OEP demographic data

(K1) - 83 years, male, married, lives with his wife, two children and secondary education.

(K2) - 70 m. man, married, lives with his wife, three children and secondary education.

(K3) - 79 m. a woman, a widow, lives alone with two children and secondary education.

(K4) - 66 m. a woman, a widow, lives alone, has three children and vocational training.

(K5) - 60 m. woman, married, she lives with her husband, two children and vocational training.

(K6) - 76 m. a woman, a widow, lives alone with two children and secondary education.

(K7) - 67 years. woman, divorced, living with children, has two children and secondary education.

(K8) - 85 m. woman, divorced, he lives alone, has three children and secondary education.

(K9) - 68 m. a woman, a widow, lives alone with two children and secondary education.

Lithuanian SW demographic data

(L1) - a woman, aged from 51 to 60 m., Social work college undergraduate education, social work experience from 11 to 15 years.

(L2) - women, aged 41 to 50 years, social work college undergraduate education, social work experience from 5 to 10 years.

(L3) - women from 51 to 60 m., Social work college undergraduate education, social work experience from 16 to 20 years.

(L4) - woman between 41 and 50 m. Social Work, University Bachelor of social work experience from 5 to 10 years.

(L5) - women from 41 to 50 m., Master of social work, social work experience from 5 iki10 year.

(L6) - a woman of over 60 years., Higher university education and obtained qualification of social worker, social work experience of 21 years and more.

(L7) - women from 20 to 30 m ,, Master of social work, social work experience from 5 to 10 years.

(L8) - women from 41 to 50 m., Higher university education and obtained qualification of social worker, social work experience from 11 to 15 years.

(L9) - women from 41 to 50 m., Higher university education and obtained qualification of social worker, social work experience from 11 to 15 years.

Ukrainian SW demographic data

(U1) - woman, aged 51 to 60, social seniority from 5 to 10 m.

(U2) - women, aged 51 to 60, a social work experience from 11 to 15 years.

(U3) - women, aged 51 to 60, a social work experience from 11 to 15 years.

(U4) - women, aged 51 to 60, a social work experience from 5 to 10 m., Spec. secondary education.

(U5) - woman, aged 41 to 50, social seniority from 5 to 10 m.

(U6) - women, aged 51 to 60, a social work experience of 21 years and more.

(U7) - women, aged 51 to 60, a social work experience from 11 to 15 years.

(U8) - a woman, aged between 60 and more social work experience from 11 to 15 years.

(U9) - woman, aged 51 to 60, social seniority from 5 to 10 m.

(U10) - women, aged 51 to 60, a social work experience from 11 to 15 years.

(U11) - a woman, aged between 60 and more social work experience from 11 to 15 years.

(U12) - women, aged 51 to 60, a social work experience from 5 to 10 m., Secondary education.

(U13) - a woman, aged between 60 and more social work experience of 21 years and more.

(U14) - women, aged 41 to 50, a social work experience from 5 to 10 m., Secondary education.

(U15) - woman, aged 41 to 50, social seniority from 5 to 10 m. Spec. secondary education.

(U16) - women, aged 51 to 60, a social work experience from 11 to 15 years.

(U17) - women, aged 51 to 60, a social work experience of 21 years and more., Special, secondary education.

(U18) - women, aged 41 to 50, a social work experience from 5 to 10 m., Higher Education.

(U19) - women, aged 41 to 50, the length of service from 11 to 15 years.

(U20) - woman, aged 51 to 60, social seniority from 5 to 10 m.

Table 1

Information about social services Social Services Day Care service center.

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Persons reported on the day the employment service and its services	Social worker	1	„A social worker arrived into the house and invited <...>". (K1)
	Neighbours	2	„ A visiting day care center neighbor. (K4) „ <...> the neighbors, which is here. "(K7)
	Doctor	1	„ The family doctor. (K2)
	In a hospital was lying beside people	2	„Dad was lying,, hospital accommodation and lying beside the man, visited and told <...> „(K5) „ In a hospital ward when I was told a neighbor. (K9)
	The familiar	1	„The familiar said". (K8)
	Friend	1	„ A friend said". (K3)
	Somebody	1	„Someone said,, ". (K6)

Table 2

The reasons which led to visit the Day Care Service

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
The reasons which led to visit the Day Care Service	Communication needs	5	„Communicate <...>,, (K7) „Wanted to communicate <..>,, (K4) „ Can communicate <...>,, (K3) „ I came to socialize. "(K6) „ <...> to communicate. "(K8)
	Loneliness	1	„ Pressure loneliness and come after death of husband. "(K9)
	Desire attend sports activities	1	„ I wanted to come work out in. "(K2)
	Desire attend knitting activities	3	„ I wanted to attend a knitting activities <...>". (K7) „ I wanted to to participate in the knitting classes. (K5) „ I wanted to attend a knitting activities <...> „ (K4)
	Desire bathe, wash	1	„<...> bathe, wash. (K3)
	Daughter disability	1	„ Resulted disability of daughter. (K1)

Table 3

Adequacy of the information provided by the SPC on the social services for elderly and the elderly.

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Adequacy of the information on social services for elderly and the elderly.	Enough	4	,, There is no lack." (K2) ,, <...> is enough".(K3) ,, Enough <...> ,, (K9) ,, There is no lack". (K4)
	Not enough	5	,, Lack of. (K7) ,, Without being too ". (K1) ,, Missing." (K6) ,, Little." (K8) ,, Lack information <...>" (K5)

Table 4

Savybės, kuriomis turi pasižymėti socialiniai darbuotojai, dirbantys su senais ir pagyvenusiais klientais

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Characteristics which must have social workers who work with the elderly and old customers	Patience	4	,, Patience endlessly a lot of patience. "(K9) ,, <...> patience. "(K3) ,, Have patience <...> ".(K1) ,, Uncomplaining. (K4)
	Friendliness	3	,, The friendly <...> "(K6) ,,Friendliness <...> ".(K3) ,, <...> friendly". (K1)
	Care	2	,, must be very careful <...> "(K2) ,, Careful <...> "(K7)
	Tolerance	1	,,<...> tolerant"(K7)
	Calm	1	,, Must remain calm in any situation<...>". (K5)
	Do not overdo	1	,,<...> do not overdo, stay within the limits of their responsibilities". (K5)
	Openness	1	,, Must be open <...>". (K2)
	Attentiveness	1	,,Attentive<...>".(K8)
	Politeness	1	,,<...>polite". (K8)
	Kindness	1	,,<...>king<...>". (K8)

Table 5

Informants approach to social work model, which makes old and elderly clients of

social services center, not only can engage in a favorite activity, but also to earn.

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Informants approach to social work model, which makes old and elderly clients of social services center, not only can engage in a favorite activity, but also to earn	Positive	8	„ It's great". (K1) „ Very good <...>. (K3) „Very well". (K5) „ Positively". (K6) „ Very positive". (K7) „ Positively appreciate". (K4) „ Positively". (K8) „ Lux". (K9)
	Negative	1	„ If you need to užsidirbinėti money should be free to knit and share<...>". (K2)
New social work model usefulness	Usefull	9	„Yes". (K9) „Yes". (K8) „Yes". „<...> I had the opportunity to contribute to a pension, spoil yourself a little bit dress". (K4) „Yes". „<...> I felt important, more necessary for myself.". (K7) „Yes". „ I had a debt to cover them.". (K6) „Yes. „ The pension is small, a great opportunity to make significant purchases. Thanks to put in order my teeth". (K5) „Yes". „<...> well, that people can work and to earn. A lot of what you mean. You start to feel better about myself. I feel more important". (K3) „Yes". „ ability to contribut to pension". (K1) „<...>useful. (K2)

Table 6

Participation in sessions influence informants relationship with relatives and relations changes

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Participation in sessions influence informants relationship with loved ones	Influence	6	„Yes". (K8) „Influence". (K4) „Influence very well". (K3) „Yes". (K5) „Yes". (K1) „Yes". (K2)
	Do not influence	2	„Not influence anything". (K7) „Not changed". (K6)
	Neither inluence or does nor influence	1	„Neither yes or no". (K9)
Relations that are started visiting sessions	Relationship improvement	4	„Relations become better". (K8) „Has changed for the better". (K4) „Improved". (K1) „They appreciate me bette". (K2)

Table 7

Participation in the sessions meaning

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
Participation in the sessions meaning	Appearance new friends	1	„Find new friends". (K8)
	Possibility to earn money	3	„<...> I had a chance to earn extra money<...>". (K4); (K5); (K6)
	Good time spending	2	„I had very good time". (K3) „<...>I spend a good time<...>". (K4)
	Ability to communicate	3	„<...>I communicate". (K6) „ I have the opportunity to chat <...>".(K7) „when u communicate mood turns better". (K1)
	Sharing knitting experience	2	„ I love that I can teach others to knit <...>.(K5) „<...> to share the experience of knitting <...>". (K7)
	Learning of new things	3	„<...>and learn from others". (K5) „<...>to learn something new". (K7) „<...>I learn new things". (K8)
	Relevance, significance feeling	1	„ I feel necessary significant". (K5)
	Ability to exercise	1	„ If I am not getting the hand leg not asking. Here round opportunity to exercise". (K2)
	Increase Self-Esteem	1	„<.I started evalute myself better". (K4)
	Mood changes	1	„ I became a different person. Mood changed considerably. Drank antidepresantus. Now I dont need it". (K9)

Table 8

SPC client lesson a favorite activities at local

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
SPC client lesson a favorite activities at local	SPC	5	„And here<...>". (K8) „SPC<...>". (K7) „SPC<...>". (K6) „In Center<...>". (K5) „Only SPC". (K1)
	Home	6	„<...>at home". (K8) „<...> at home". (K7) „<...> at home". (K6) „<...> at home ". (K5) „In my home<...>" (K2) ..In home<...>". (K9)

Table 9

New services that clients want to SPC

CATEGORY	SUBCATEGORY	STATEMENTS NUMBER	PROVING STATEMENT
New services that clients want to SPC	Massage services	6	„Massage". (K3) „I want massage services". (K4) „Massage". (K8) „Massage". (K7) „Massage<...>". (K9) „Massage services<...>". (6)
	Dating services	2	„Dates". (K9) „Dating service".(K4)

Table 10

Informants opinion about paid services and their cost

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Informants opinion about paid services and their cost	Good	8	Taxes,, small, affordable prices. OK, I think. "(K5) Prices,, normal, inexpensive here. OK. (K8) ,, Normal. OK. (K4) Everywhere,, everything is paid here inexpensive, good. (K1) ,, Normal, really good. "(K7) ,, Normal, super good, inexpensive services''. (K9) ,, How are as well. For such a low price of the service provided, there is nothing to complain about. "(K3) ,, OK ". (K6)
	Bad	1	,, Everything had to be free. "(K2)

Table 11

Provision of social services financing

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Provision of social services financing	State	3	,, State''. (K8) ,, State ". (K4) ,, State''. (K7)
	Municipality	4	,, Municipality''. (K1) ,, Municipality''. (Q6) ,, Municipality little bit. "(K3) ,, Municipality''. (K9)

Table 12

The Center of Social services projects in need

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
The Center of Social services projects in need	Required	9	,, Clearly, the need for ''. (K9) ,, Needed''. (K3) ,, Needed''. (Q6) ,, Needed''. (K1) ,, It is necessary. ''(K5) ,, Clearly, the need for ''. (K2) ,, Needed. (K8) _ ,, Needed''. (K4) ,, It is necessary. ''(K7)

Table 13

Informants approach to quality of life

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Informants approach to quality of life	Meet	5	,, Satisfied. If we are not satisfied to leave the cemetery''. (K3) ,, Successful, I would like to work just yet. ''(K1) Satisfied,, as is the case. I am a disabled wheelchair help both of you, sometimes I want something to do, I can not. Then I sit and knit''. (K5) ,, I have to be pateninta. Along with Danutė live. Discuss this, Potter talk some more. ''(K2) ,, Good, nothing is missing, and I am quietly alone''. (K6)
	Dissatisfied	4	,, Not satisfied, I wish that the pension would be higher''. (K7) ,, Unhappy because small pension, I can not buy good food, have diabetes than in Tetris, where more than to leave. ''(K4) ,, Yes. A small pension, health evil''. (K8)

Table 14

The financial situation of forecasting leisure activities

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
The financial situation of forecasting leisure activities.	Yes	7	,, Yes ". (K4) ,, To create ". (K7) ,, Super determined''. (K9) ,, Yes ". (K1) ,, To create ". (K5) ,, I should make more money, i would go to sanatorium leads. (K3) ,, Launched. Further I go, if finances allow. (Q6)
	No	2	,,No". (K8) ,,No". (K2)

Table 15

Communication value informants

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Communication value informants	Important	9	,, Important, you learn other woes, you tell her yourself. "(K1) ,, Important, we learn more about the people. What kind of man trouble'', (K2) ,, Very much when čiapabendraujame, are better calmer''. (K3) ,, Important, do not feel lonely. "(K4) ,, Yourself manifestation of obtaining information''. (K5) ..Pabendravusi, I feel better. "(Q6) ,, Important. Prasiblaškau, pabendrauju, I do not feel one. "(K7) Talk,, life. I can not imagine life without communication''. (K8) ,, Many, mood elevation, time, dating, health improvement''. (K9)

Table 16

Informants communication needs of the object

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Informants communication needs of the object	CSS	7	Everywhere,, all working sessions that take place in the SPC ... '. (K9) ,, SPC''. (K8) ,, SPC''. (K7) ,, Here, SPC. (K3) ,, ... SPC ... '. (K) 5 SPC,, ... ">(K1) ,, ... SPC ... ''. (K6)
	Home	2	,, ... Home ... '. (K1) ,, Home ... '. (K2)
	Neigbors	2	,, ... the neighbors. "(K6) ,, ... the neighbors. "(K) 1
	Children	3	,, When children gryžta, with children at home ... ". (K4) ,, ... children ...''. (K6) ,, With children ... '. (K5)

Table 17

Social services provided by the old and the elderly

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Socialinės paslaugos teikiamos seniems ir pagyvenusiems žmonėms.	Information	6	,, Information''. (L4, L2, L5, L6, L8, L9)
	Consulting	7	,, Consulting''. (L5, L6, L8, L9, L7, L 2, L 4)
	Sociocultural services	8	,,Sociocultural services''. (L2 - L9)
	Nursing and care at home	8	,, Nursing and care at home''. (L1, L3, L5, L6, L8, L9, L7, L 2)
	Aid home service	7	Help,, at home''. (L3, L7, L9, L8, L6, L5, L1)
		20	,, For household services''. (UI - U20)
	Technical assistance measures Provision	2	,, Technical assistance measures provision''. (L9, L3)
	Mediation	1	,, Mediation''. (L9)
	,, Transport service organization. (L5, L9)	2	,, Transport service organization''. (L5, L9)

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Table 18

Adequacy of the information provided by the CSS on social services for elderly and the elderly

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Adequacy of the information provided by the CSS on social services for elderly and the elderly	It is enough	4	,, We're. (L7) ,, It is enough. "(L2) ,, It is enough. "(L4) ,, It is enough. "(L3)
		18	„It is enough". (U1 – U10), (U13 – U20)
	It is not enough	5	,, There is a lack. Medical establishments frequented by the elderly and old people, information could give doctors and nurses. "(L1) ,, Lack of information in public spaces''. (L5) ,, It is not enough to publish should be more on the radio, television, newspapers. "(L9) ,, Not sufficient lack of information in general''. (L6) ,, Not sufficient. (L8)
		2	,, It is not enough. "(U12) ,, It is not enough, they could be more in the mass media. "(U11)

Table 19

Provision of social services old and the elderly need

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Provision of social services old and the elderly need	Are needed	9	,, Are needed because they can spend their free time. "(L1) ,, Necessarily required ... for the activities for communication.'' (L2) ,, Very necessary. In order not to feel alone ... find a favorite occupation''. (L3) Services needed,, ... lack of activity, employment, communication, and is what gives them the day the employment service''. (L4) ,, Very necessary. Old and elderly people have a need to social services center services because of their growing''. (L5) Required,, ... that alone, people with disabilities can come to socialize, engage in favorite activities''. (L6) ,, ... necessarily. Lonely man and thus reduced SOC. Wheel. You get a lot of information, communication''. (L7) ,, It is necessary to ... engage in favorite activities, to communicate, to discuss their problems. "(L8) ,, Very necessary. Customers Centre does not feel lonely, find a like-minded, engaged in a favorite activity, spotuoja going on trips. Do not feel isolated. "(L9)
		20	..Are needed". (U1 –U20)

Table 20

Provision of social services old and elderly quality

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Provision of social services old and elderly quality	**Good quality of services**	9	,, Well, we need greater funding. In order to provide a wider range, more interesting activities ... '. (L1) ... especially good social worker is always polite, quick sureguoja to the client's situation, a solution ... '. (L2) ,, Excellent. Additional funding should, to expand operations. (L3) ,, ... very good quality ... according to customer needs offers employment activities. (L4) ,, ... very good. "(L5) ,, OK. A variety of SCG. Services work better professional staff. It should be a wider range of activities that take place. "(L6) ,, Good quality. That nothing is missing. (L7) ,, I appreciate the good. Maybe expand the range of services. (L8) ,, Quality of service good. (L9)
		12	,, Good quality of services". (U18, U19, U20, U17, U11, U12, U14, U9, U4, U13, U1,U16)
	Satisfactory	8	,,Satisfactory,". (U2, U3, U8, U5, U7, U10, U6)

Table 21

Features which should be characterized by social workers who work with the elderly and old

customers

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Features which should be characterized by social workers who work with the elderly and old customers	Empathy	6	(L9); (L8); (L7); (L6); (L5); (L1)
	Patience	7	(L9); (L8); (L7); (L6); (L3); (L2); (L1)
		7	(U15); (U10); (U8); (U3); (U2); (U4); (U16)
	Diligence	1	(L9)
	Responsibility	2	(L9); (L2)
	Sincerity	1	(L9)
	Goodness	2	(L8); (L6)
		12	(U15); (U6); (U5); (U1); (U13); (U9); (U14); (U14); (U11); (U18); (U16); (U17)
	Professionalism	1	(L8)
	Innovation	1	(L8)
	Goodness	2	(L8); (L1)
	Obligingness	1	(L7)
	Sociability	3	(L5); (L3); (L1)
		1	(U11)
	Tolerance	2	(L3); (L2)
	Care	1	(L2)
	Justice	1	(L2)
	Honesty	2	(L2); (L1)
		6	(U15); (U11); (U18); (U16); (U19); (U20)
	Attentiveness	4	(U20); (U19); (U11); (U4)
	Humanity		
		1	(U7)
	Mutual understanding		
		2	(U1); (U9)

Table 22

Informants approach to social work model, which makes old and elderly clients of social services center, not only can engage in a favorite activity, but also to make

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Informants approach to social work model, which makes old and elderly clients of social services center, not only can engage in a favorite activity, but also to make	Positive	9	„Positive". (L1) „ This business model is good, because client raises motivation. Of course a positive model.". (L2) „ Commendable and motivating. Very good.". (L3) „ This model encourages center visitors be motivated. It's very nice". (L5) „ I think it's more useful. It's a big motivation to customers". (L4) „ Very positive. Knowing what our old elderly pension. People have a great opportunity to contribute to a pension, to feel dignity". (L6) „ I value very well. Motivates the client to engage increased favorite activity. Of those mites contribute to their well-being". (L7) „ Very good pattern. Customers have the opportunity, at the same time engage in favorite activities and contribute to the pension". (L8) „ Customers have the opportunity to contribute to the living. This model has proved very". (L9)
		20	„Positive". (U1 – U20)

Table 23

Lithuanian and Ukrainian informants opinion about the new services that are even better meet the old and elderly clients needs.

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Lithuanian and Ukrainian informants opinion about the new services that are even better meet the old and elderly clients needs.	Catering services	1	,, Catering". (L7)
	Ceramic classes	2	,,<...>gal keramikos užsiėmimų". (L9) ,,Ceramic classes". (L5)
	Silk screening activities	1	,,Silk screening". (L5)
	Massage	2	,,Massage services". (L1) ,, Massage services". (L4)
	Beauty services	3	,,Beauty services – hairdresser, exactly in social services center <...>". (L2) ,,Hairdresses<…>". (L3) ,,Beauty services". (L4)
	Dance classes	1	,,Dance classes". (L2)
	Artistic expression activities	3	,, Artistic expression activities". (U5); (U15); (U7)
	Theaters, concert attendance	4	,, Theaters, concert attendance". (U2); (U3); (U8); (U10)
	Computer literacy classes	5	,,Computer literacy classes". (U9); (U2); (U3); (U8); (U10)

Table 24

Lithuanian and Ukrainian informants view to paid services and their cost

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
Lithuanian and Ukrainian informants view to paid services and their cost	Positive	9	„ Must be paid. Not to be all free. Not to be all free". (L7) „ Some services can be paid, but minimally". (L4) „ Prices symbolic,, can pay so much for free". (L6) „ Good, that is paid. The disciplinary measure". (L3) „ Low price, clients would think can really repay". (L8) „ I think need, because if all free, then people begin to underestimate it". (L5) „ Prices for services is not high, it is clear customers want to ensure that they are free". (L1) „ Prices are not high, could pay". L9 „The services must be paid. If the service is free – does not comply with their quality". (L2)
		3	„ Prices should be affordable". (U7) , Positive". (U5) „Positive, could be served and those who have children, but they live in another city, abroad, to pay a small price". (U11)
	Negative	17	„Negative". (U1 – U4), (U6), (U8 – U10), (U12 – U20)

Table 25

The reasons that distorts faster social service center operations and service development.

CATEGORY	SUBCATEGORY	NUMBER OF STATEMENTS	PROVING STATEMENT
The reasons that distorts faster social service center operations and service development	Negative public and Municipalities view to social work	3	,, I think that bothers the public attitude to such necessity, a service. Municipalities view.". (L4) ,, All trouble starts from a higher level - municipalities. Unfortunately municipality is reluctant to listen,, bottom up "problems."". (L2) ,, Community Attitudes Towards social work has to change". (L3)
	Bureaucratic reasons	4	„Bureaucratic reasons". (U14); (U16); (U17); (U18)
	Low financing	7	.. There is a lack financing.". (L8) ,, There is a lack financing. Funding not only employment clubs appearance, but also social workers financing. Encouragement for more qualitative work and creativity". (L1) ,, There is a lack financing". (L9) ,, There is a lack of funds". (L5) ,, Funding to higher. We all think that clients feel better, but the lack of funds for the implementation of the plans. The project should be written". (L6) ,, Financingneed to seek sponsors to participate in projects to motivate employees".(L7) .. There is a lack financing". (L4)
		5	„Low finansing". (U6); (U19); (U15) (U7); (U5)
	The poor economic situation in the country	4	,, The poor economic situation in the country". (U3); (U2); (U8); (U10)

1, 2, 3, 4, 5, 6 nuotraukos. Valorizacinio socialinio veiklos modelio dėka numegztos vilnonės pirštinės, kojinės atitinkančios senąsias Lietuvos tradicijas. Paruoštos išvežti užsakovams.