

*Seminar on Auditing of Social Security Systems  
Prague, 10-12 November 2008*

**“Providing proper social care”**

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## *Audit Subject*

- Theme audit carried out in the Ministry of Labor and Social Policy in the area of the operation of the Centers for Social Care for providing proper social security.

# *Audit Objectives*

- **Main audit objective**
  - the family policy is providing conditions for proper functioning of the families, as well as protection in cases when families are under social risk,
  - the institutions of social care system in the Republic of Macedonia are efficiently coping with the social problems and phenomena.
- **Audited issues**
  - whether the family protection has proper legal framework;
  - whether the Centers for social care have a proper human and other required resources to implement the legal regulations;
  - whether there is a proper link and cooperation among the institutions involved in the social care system to ensure their efficient operation and to reduce the negative occurrences.

## *Execution of the audit*

### *Timetable*

- Planning phase: May 2008
- Execution phase: May - June 2008
- Reporting Phase: July 2008

### *Audit team*

- Branislav Gulev, AGSA, Head of F/A Department
- Biljana Ivanovska, Principal auditor, team leader
- Branka Azievska, Senior auditor, team member

## *Audit Plan*

### **Performed within 35 audit days:**

- 5 Audit days:
  - Gathering detailed information on the project,
  - Defining criteria for selection of a sample of a center for social care to be visited, and
  - Making contacts with the managers of the selected centres;
- 15 Audit days:
  - Visiting eight Centres for social care in Skopje and other towns in the Republic of Macedonia;
- 5 Audit days:
  - Analyzing obtained data, and
  - Defining findings and conclusions.
- 10 Audit days:
  - Preparing the full text of the Audit Report.

## *Audited Entities*

- *Ministry of Labour and Social Policy of the Republic of Macedonia*
  - Accountable for preparing legal acts and following their implementation;
- *Bureau for Social Work*
  - Following social phenomena and problems;
- *Centers for Social Care*
  - Carrying out the social care measures to the end users.

## *Audit Techniques*

- **Collecting written documents** (legal acts-laws that refer to the activities in the area of social care, the reports for the operation of the inter-municipal centers for social care, professional methodology guidelines and manuals prepared by the Bureau for social work; publications, articles)
- **Data analysis**
- **Interviewing responsible persons**

## *Audit Findings*

*whether the family  
protection has  
proper legal  
framework?*

- Law on social care
- Law on family
- Criminal Code
- Law on juvenile justice.
- The Law on family includes the regulations on family violence

## *Audit Findings (2)*

*whether the  
Centers for social  
care have a proper  
human and other  
required  
resources to  
implement the  
legal regulations?*

- the organizational setup and the engagement of the employees are not in compliance with the workload
- There are no norms and standards for the operation of the social care institutions regarding the number and the profile of the professional staff, the premises and the equipment

## *Audit Findings (3)*

*whether the Centers for social care have a proper human and other required resources to implement the legal regulations?*

- The Centers for social care can not operate entirely according to the methodology prepared by the Bureau for social work due to:
  - Limited budget assets
  - Insufficient staff - number and profile
  - Unfavorable age structure of the employees

## *Audit Findings (4)*

*whether the Centers for social care have a proper human and other required resources to implement the legal regulations?*

- Large number of employees with time-limited contracts and unsolved status after the contract expiration
- Scarce and old work equipment (computers, vehicles etc.)
- Insufficient number of continuous trainings, especially for specific social phenomena that are common in the country

## *Audit Findings (5)*

*whether there is a proper link and cooperation among the institutions involved in the social care system to ensure their efficient operation and to reduce the negative occurrences?*

- The non-institutional protection given by the families and the daily centers is not satisfying,
- There is no proper cooperation between the institutions in the system for social care (police, centers for social care, courts, hospitals);

## *Audit Opinion*

- The family protection has been secured with proper legal regulations.
- The institutions for social care do not have the appropriate resources for implementation of the legal regulations .
- There is no cooperation between the institutions in the system for social care, which does not provide quality social car.

## *Recommendations*

- Adopt norms and operational standards for social care institutions related to the number and profile of personnel, working space and equipment.
- Develop strategic plan of budget funds in order to provide normal operation of the social care centers and the Bureau for Social work and Quality Social Care.
- The Ministry of Labor and Social Policy, in cooperation with the Ministry of Finance, should take measures and perform activities for appropriate staffing of the institutions of the social care system.

## *Recommendations (2)*

- Provide conditions and impose an obligation for application of methodology guidelines prepared by the Bureau for Social Work.
- Adopt a special law on domestic violence in order to have a single regulation including provisions for protection and support to the victims of domestic violence, and clear measures for punishing the perpetrators.
- Enhance the current forms of non-institutional care (foster families and daily centers) that show good results; introduce new forms, based on the experience of the developed European countries – small homes, housing units for supported independent living etc.

## *Recommendations (3)*

- Adopt a protocol for cooperation of competent institutions, such as Ministry of Labor and Social Policy, Internal Affairs, Education, Health, Justice etc, to determine their respective responsibilities, maintain more efficient cooperation among schools, social care centers, the police, health institutions, and the courts, and eliminate the situation of shifting the blame, for the purpose of timely detection of social phenomena and acting preventively and efficiently.
- Establish an on-call service for emergency interventions.

## *Recommendations (4)*

- Establish counseling service; introduce SOS telephone service at social care centers and help the victims in alleviating the fear and the shame.
- The cases including minors should be dealt with by juvenile court judges in cooperation with social workers, psychologists, pedagogues or persons with other necessary expertise, in order to provide appropriate investigation approach.
- Organize continuous training and enable expert teams in the social care centers to prepare well for the new Law on Juvenile Justice, especially because the Law shortens the procedures of dealing with the juveniles.

*Thank you for  
Your  
Attention*

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*Questions ?*