

# TABLE OF CONTENTS

INTRODUCTION .....	3
WHAT ARE QUALITY STANDARDS OF SOCIAL SERVICES .....	3
PROCEDURAL STANDARDS .....	4
STANDARD 1. GOALS AND METHODS OF PROVIDING SERVICES .....	4
BASIC TERMINOLOGY .....	11
BASIC DOCUMENTS OF SOCIAL SERVICE INSTITUTIONS .....	17
INTERNAL RULES OF SOCIAL SERVICE INSTITUTIONS .....	19
STANDARD 2. PROTECTION OF USER'S RIGHTS .....	21
POSSIBLE SOURCES OF USERS' PROBLEM BEHAVIOR .....	28
CONNECTION BETWEEN PROBLEM BEHAVIOR AND THE FULFILLMENT OF BASIC HUMAN NEEDS .....	31
UTILIZING RESTRICTIVE MEASURES .....	32
STANDARD 3. INTERVIEWING POTENTIAL SOCIAL SERVICE CLIENTS .....	33
NEGOTIATING WITH POTENTIAL CLIENTS .....	39
DETERMINING PERSONAL GOALS OF INDIVIDUALS WITH COMMUNICATION DIFFICULTIES .....	42
STANDARD 4. AGREEMENT ABOUT PROVISION OF SERVICE .....	46
STANDARD 5. PLANNING AND PROCESS OF SERVICE .....	51
PLANNING OF LONG-TERM SERVICES .....	57
DEALING WITH CRISIS SITUATIONS .....	59
STANDARD 6. PERSONAL DATA .....	60
STANDARD 7. COMPLAINTS ABOUT THE QUALITY OR MANNER OF PROVIDING SOCIAL SERVICES .....	65
STANDARD 8. FOLLOW-UP AND ADDITIONAL RESOURCES .....	71
PERSONELL STANDARDS .....	77
STANDARD 9. HUMAN RESOURCES IN SOCIAL SERVICES .....	77
STANDARD 10. WORKING CONDITIONS AND THE MANAGEMENT OF SERVICE PROVISION .....	81
STANDARD 11. PROFESSIONAL DEVELOPMENT OF WORKERS AND WORK TEAMS .....	85
OPERATIONAL STANDARDS .....	91
STANDARD 12. ACCESSIBILITY OF SERVICE – LOCATION AND TIME .....	91
STANDARD 13. AVAILABILITY OF INFORMATION ABOUT SERVICES .....	92
STANDARD 14. ENVIRONMENT AND CONDITIONS FOR PROVIDING SERVICES .....	95
ENVIRONMENT FOR PROVIDING RESIDENTIAL SOCIAL SERVICES .....	98
STANDARD 15. BREAKDOWN AND EMERGENCY SITUATIONS .....	100
STANDARD 16. SERVICE QUALITY ASSURANCE .....	103
STANDARD 17. ECONOMICS .....	107
BRIEF SUGGESTIONS ON HOW TO EVALUATE AND INCREASE THE QUALITY OF SOCIAL SERVICES .....	112
MOST COMMON QUESTIONS AND ANSWERS .....	119
APPENDIXES .....	120
EXAMPLE: TABLE OF SPECIALIZED ACTIVITIES OF THE STAFF .....	120
REVIEW OF AUTHORS .....	123