Non-Governmental Social Service Providers: Barriers to Development
Research 2019: NGO providers of social services for the elderly

- Target group: representatives of non-profit and for-profit organizations, individual entrepreneurs who provide social services for the elderly

- 8 regions: Khabarovsk, Stavropol, Nizhniy Novgorod, Sverdlovsk, Leningrad, Rostov, Moscow, Novosibirsk regions

- 43 expert interviews

- Extra 10 interviews with leaders

- Phone and face-to-face interviews
Non-Governmental Social Service Providers: advantages

Literature review shows several advantages of NGO providers compared to state providers of social services:

- More innovative
- More flexible
- Ability to fundraise provide some independence from budget funding
- Address individual needs
The dynamics of the number of non-governmental providers of social services

Number of NGOs providing social services (OKVED: Q87-88), January 1, 2018-2019, units

The number of NGOs providing social services (OKVED: Q87-88), January 1, 2018-2019, units

The number of recipients 2012-2016, thousand people

The number of recipients as of January 1, 2013-2017, thousand people

Source: EMISS data, statform 1-SONPO, 3-sobes, 6-sobes
Characteristics of non-state suppliers in 2017

The number of NGOs providing stationary social services, by type, units

- For-profit organization
- NPO
- SONPO
- Individual entrepreneur

The number of recipients of stationary social services, thousand people

- NGO services: 283,1
- State services: 1509
- Share of recipients % of the number of population above working age: 4,1

Distribution of NGOs and recipients of stationary social services. %

- Individual entrepreneur
- SONPO
- NPO
- For-profit organization

Number of NGO providing home services, units

- NCFD: 6
- FEFD: 8
- SFO: 17
- CFO: 34
- SibFO: 36
- UFO: 54
- NFO: 55
- VFD: 116
- Russia: 326

Number of NGO providing residential services, units

- NCFD: 0
- FEFD: 2
- SFO: 4
- VFD: 12
- CFO: 17
- SibFO: 19
- NFO: 20
- Russia: 26
Barriers to the development

- Low paining capacity of the population
- Lack of funds for development: for premises, repairs, compliance
- Lack of tax benefits for businesses and large NPOs
- Disinterest of local authorities, lack of methodological and legal support
- Low rates
- Cost compensation mechanism
- Cases of non-payment of compensations to suppliers
- The practice of limits of funding for each supplier at the beginning of the year, limiting the number of serviced
- Excessive bureaucratic reporting requirements
- High standards and requirements for inpatient care facilities
What support do non-government providers need?

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<tr>
<th>Support Needed</th>
<th>Action Taken</th>
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<tbody>
<tr>
<td>interest, openness to dialogue; NGO participation in regular industry development meetings</td>
<td>networking between organizations, support and promotion of trade unions and associations</td>
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<td>development of outsourcing services for NGOs (including accounting and legal services)</td>
<td>free training in the professions of a nurse, caregiver, carers at the base and at the expense of the resources of employment centers</td>
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<td>the possibility of applying for self-employment for carers in all regions, and not only within the framework of pilots</td>
<td>access to training in new working methods as part of the development of a long-term care system</td>
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<td>consulting and methodological support (clarification of legal acts, method. rivers. on determination of need, development of a unified methodology for assessing the quality of services, legal support for reporting)</td>
<td>gratuitous or preferential rent, updating outdated requirements for premises, allocation of land plots, connection of communications during construction as part of PPP, provision of financial. support for bringing buildings to normative status</td>
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<td>introduction of a system of social certificates in order to transfer the right to dispose of funds to service recipients and determine the service provider</td>
<td>provision of tax benefits for small businesses and large SB NCOs, provision of soft loans for development</td>
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Thank you!