

# Moldova Workshop on the Design, Use, and Evaluation of Social Service Performance Standards

## EXERCISES

### Exercise Format

Groups of 4-5 participants with balanced representation from Ministry, Municipalities, and NGOs will meet in small groups to do the following exercises.

### Wednesday 17 May

#### Planning Standards

A case illustration will be presented involving service standards for an elderly woman living alone in a rural village.

*Exercise:* Participants will meet in small groups to discuss appropriate services and examine these services in the context of relevant community-based standards based on a model from the Czech Republic. The small groups will report their ideas to the large group for further discussion.

### Thursday 18 May

#### Developing Standards/Needs Assessment Instrument

A needs assessment instrument will be presented, focusing on purpose, design, and feedback process using the case illustration.

*Exercise:* Participants will meet in small groups to discuss the instrument in the context of obtaining information from recipients and prepare a draft instrument relative to SAD goals and outcomes related to standards. The discussion will focus on the case illustration and on standards from both the Czech model and the model from the United Kingdom Save the Children program. Each small group will report to the large group for further discussion.

#### Implementation/Action

The case illustration will continue to be used in a PowerPoint presentation on the steps involved in implementation and action in developing standards.

Participants will meet in small groups to review the first four components of the Czech model and determine which aspects are valid for developing standards. Participants will analyze the case illustration and develop a 2-3 page outline of the steps to be taken to implement the standards. Each small group will report to the large group for further discussion.

Friday 19 May

Evaluation/Feedback Process

Exercise #1

Participants will meet in small groups and write a 2-3 page report that includes consideration of the following aspects of the development of standards process as they relate to SAD goals.

1. Recipient's satisfaction with services.
2. Impact of the services on the recipient's ability to perform activities of daily living.
3. Recipient's feedback that is used to change the goals.
4. Referrals to other service agencies and informal care providers.
5. Social worker's satisfaction with the services.
6. Community services to be included in a social service directory.

The group may write the report based either on the case illustration presented during the workshop or compose their own case illustration. Each group will briefly present their report to the large group for further discussion.

Comprehensive Exercise

Exercise #2

The final exercise is designed to give participants an opportunity to review the stages involved in developing social service standards through design, use, and evaluation. Each small group will meet to prepare a 2-3 page outline of the steps that should be taken to establish services for a low-income single-parent family in a rural community. The steps should include: planning, implementation, and evaluation.