

## IMPROVEMENT OF SOCIAL SUPPORT OF VETERANS

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### ABSTRACT

The relevance of the research theme is conditioned by the fact that the population of the city of Naberezhnye Chelny is experiencing a period of demographic aging. Naberezhnye Chelny is accustomed to be considered as the city of youth, but the city has been such 40 years ago. Now those, who have come to build "KAMAZ", are retired. Chelny grows old. And the city appeared to be not prepared for this situation, in order to promptly and uniformly to provide assistance to needy pensioners. The social well-being of veterans, their attitude to the authorities, as well as stability and prosperity in the society depend largely on the level of social support, quality of social services and work organization in the social service institutions and in the government authorities in the field of social support of veterans, etc.

**Keywords:** *social support, veterans, social services, Program Passport.*

### INTRODUCTION

The specific nature of social support of veterans in the city is defined by the individual restrictions on access to health care, commercial, domestic, cultural, legal, transport and communication services, as well as the availability of social, economic and psychological problems, which cannot always be solved by the elderly people themselves. To resolve the above problems, it has been made the offers for improving the system of social support of veterans, presented in draft form of the Program "Development of Social Support of Veterans of the Municipal Autonomous Institution (MAI) "Pensionate for Labor Veterans" for 2015-2017". The program is aimed at expanding the base of social support of veterans, receipt of additional rest areas, additional services related to the social support of veterans of the city.

### MATERIALS AND METHODS

In the course of writing this paper we used the following methods of scientific research: analysis, observation, empirical, comparison, statistical reporting of the city.

The population of the city of Naberezhnye Chelny is experiencing a period of demographic aging, which is reflected in the decrease in a number of working-age population. About thirty thousand veterans live in Naberezhnye Chelny, each of them has the right to live in dignity - to receive the social support measures: receipt of benefits, compensations, subsidies, assistance in natural form, rest and recuperation in the social institutions of the city, etc.

The system of measures taken by the state and local self-government authorities today does not enable to fully address the issues of medical and social rehabilitation, recreation organization, legal protection and

psychological stability of veterans of all categories.

The social well-being of veterans, their attitude to the authorities, as well as stability and prosperity in the society depend largely on the level of social support, quality of social services and work organization in the social service institutions.

## RESULTS

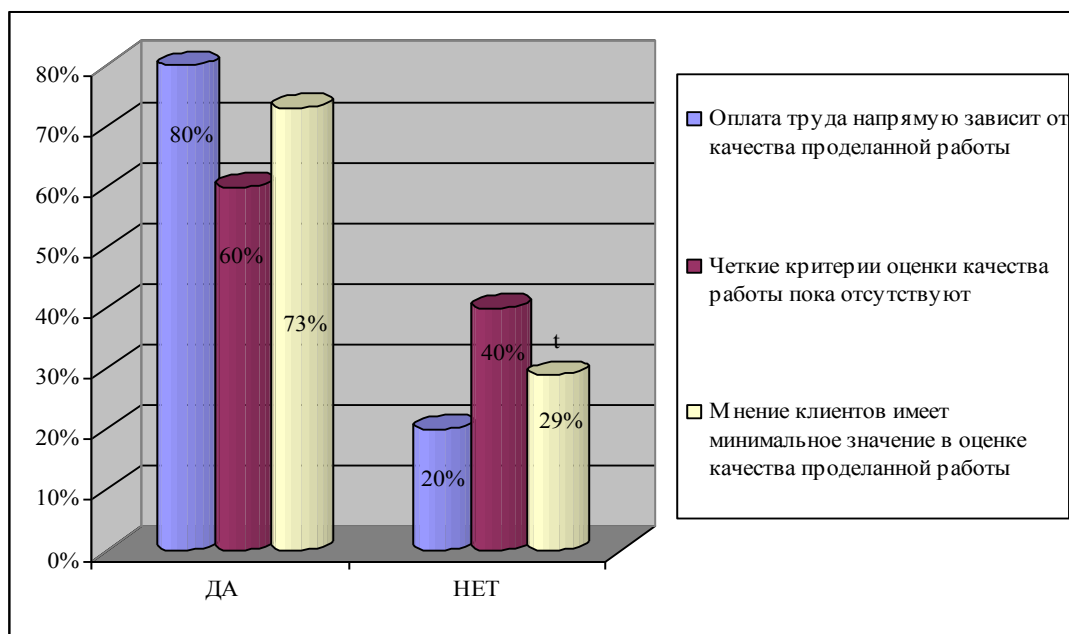
The analysis of problems of the social support of veterans in the city of Naberezhnye Chelny on the example of the MAI "Pensionate for Labor Veterans" has revealed a number of serious problems.

A number of functions assigned to the Department on Affairs of Veterans, Elderly and People with Disabilities, is not satisfied. The department does not develop the programs in terms of social support of veterans, does not participate in the social expertise of the drafts of regulatory documents of the Head of the City Administration to provide the additional measures of social support to certain categories of citizens. There is no coordination on organization of recreation and rehabilitation of veterans in the social institutions of the city.

In order to identify the problems of social support of veterans we interviewed 22 employees (51% of all staff) of the MAI "Pensionate for Labor Veterans".

Most of the surveyed employees of the MAI "Pensionate for Labor Veterans" agreed to the following judgments (Fig. 1).

The Figure 1 shows that the labor payment does not depend directly on the quality of the work (80%), there are no clear criteria for assessing the quality of work (60%), a customer feedback has a minimum value in assessing the quality of work (73%) in the MAI "Pensionate for Labor Veterans".

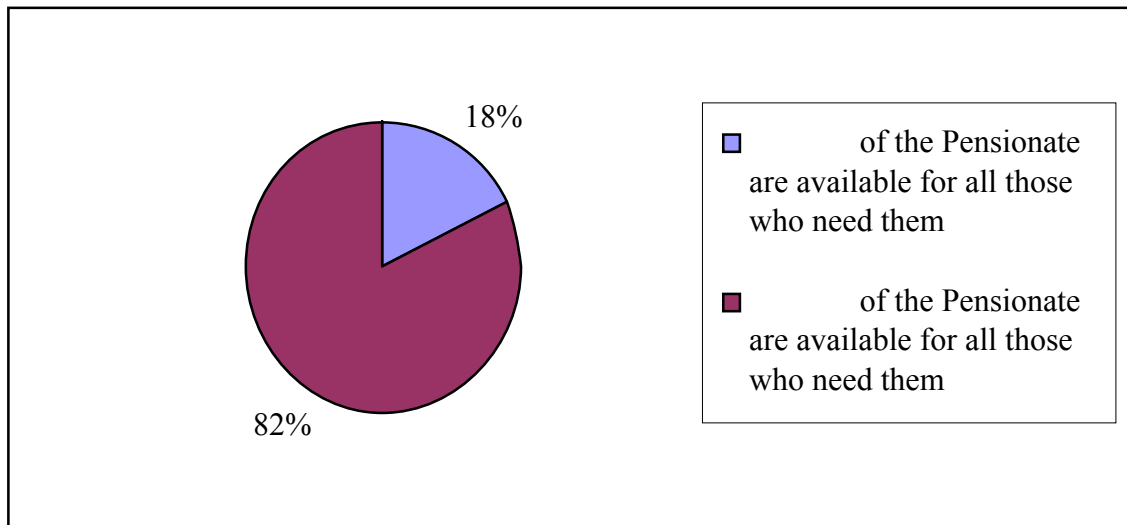


ДА	YES
НЕТ	NO
Оплата труда напрямую зависит от качества	The labor payment directly depends on the quality

проделанной работы	of the work done
Четкие критерии оценки качества работы пока отсутствуют	Clear criteria for assessing the quality of work are not yet available
Мнение клиентов имеет минимальное значение в оценке качества проделанной работы	The customers' opinion has a minimum value in assessing the quality of the work done

**Fig. 1.** Work quality assessment

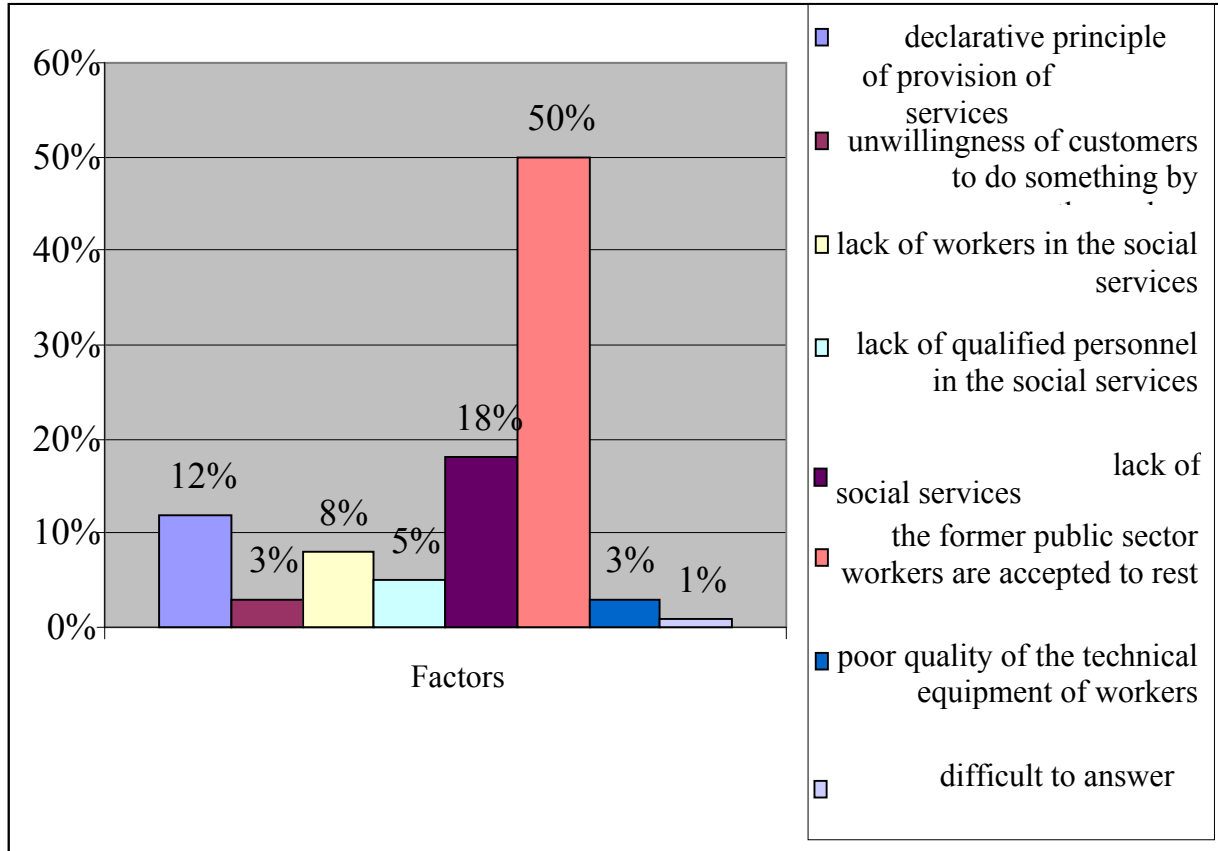
The survey of employees has revealed that the Pensionate services are not available for all who need them (see Fig. 2).



**Fig. 2.** Assessment of the availability of services of the MAI «Pensionate for Labor Veterans»

As it is seen in Figure 2, the majority - 82% of the Pensionate employees believe that their services are not available for all those who need them.

The key indicators preventing the access to social services in the MAI "Pensionate for Labor Veterans" are listed in Figure 3.



**Fig. 3.** Factors preventing the access to social services in the MAI «Pensionate for Labor Veterans»

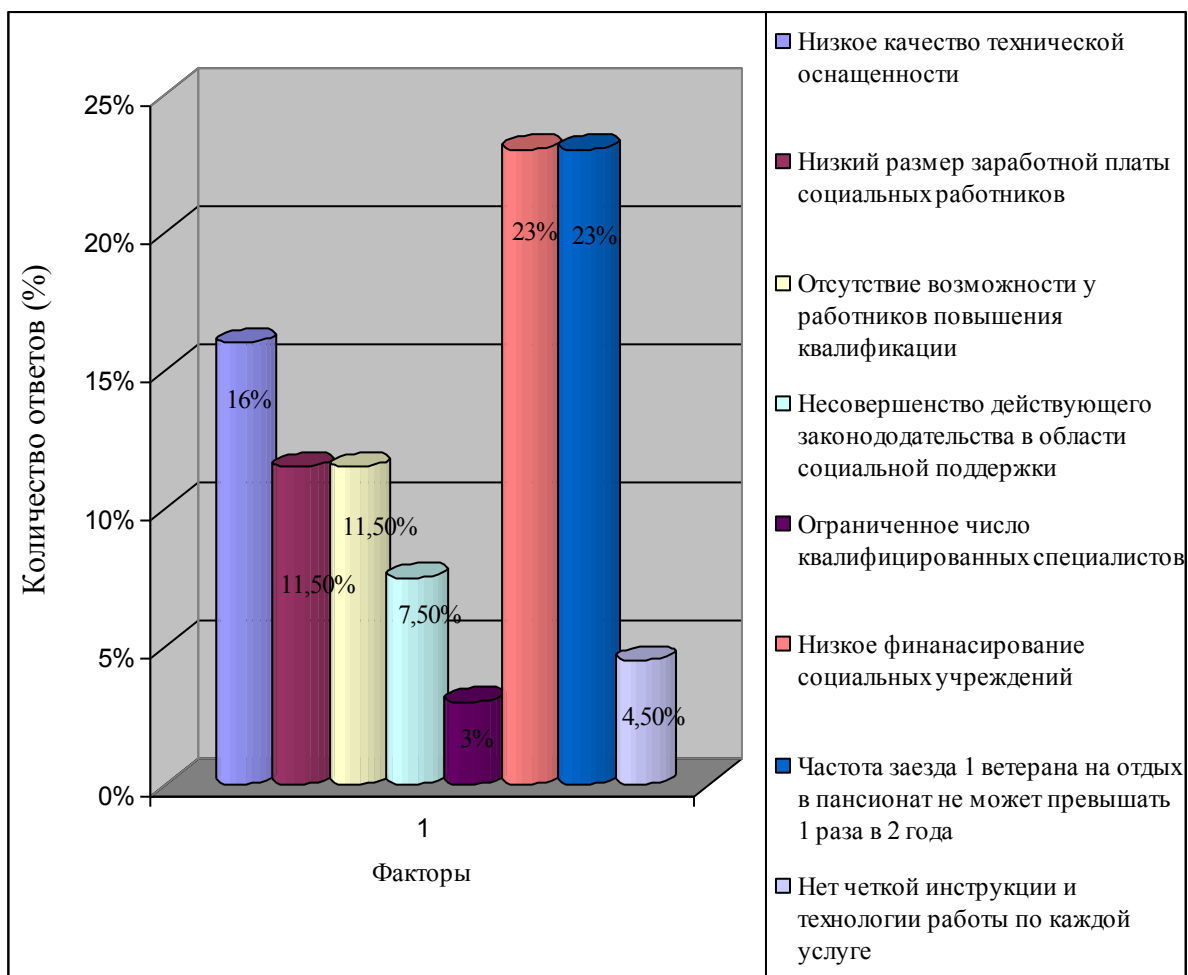
As it is shown by Figure 3, the main factors preventing the access to social services are explained by the staff by the fact that the citizens of the older generation, taken at rest and treatment to the Pensionate, should be the former public sector workers of the city of Naberezhnye Chelny (50%), by the insufficient number of social services (18%), the declarative principle of provision of services (12%).

The Pensionate workers have been given a list of factors that, in their view, reduce the level of social support in the MAI "Pensionate for Labor Veterans":

1. Poor quality of the technical equipment of workers.
2. Low salaries of social workers.
3. Lack of opportunity in training workers.
4. Imperfection of the current legislation in the field of social support.
5. Limited number of skilled professionals.
6. Low financing of social institutions.
7. A frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years.

8. There is no clear instruction and technology of work for each service.

The employees should note 3 factors reducing the effectiveness of social support of veterans in the MAI "Pensionate for Labor Veterans" (see Fig. 4).



Количество ответов	Number of answers
Низкое качество технической оснащённости	Poor quality of the technical equipment of workers
Низкий размер заработной платы социальных работников	Low salaries of social workers
Отсутствие возможности у работников повышения квалификации	Lack of opportunity in training workers
Несовершенство действующего законодательства в области социальной поддержки	Imperfection of the current legislation in the field of social support
Ограниченное число квалифицированных специалистов	Limited number of skilled professionals
Низкое финансирование социальных учреждений	Low financing of social institutions
Частота заезда 1 ветерана на отдых в пансионат не может превышать 1 раза в 2 года	A frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years
Нет четкой инструкции технологии работы по	There is no clear instruction and technology of

каждой услуге	work for each service
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**Fig. 4.** Factors reducing the quality of social support of veterans in the MAI «Pensionate for Labor Veterans", (%)

Figure 4 shows that the following factors reduce the quality of social support of veterans to the greatest extent: a frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years, poor quality of the technical equipment of workers, low salaries of social workers, low financing of social institutions, imperfection of the current legislation in the field of social support.

In addition, 120 people, resting at the MAI "Pensionate for Labor Veterans", were interviewed. They were offered another list of factors that, in their view, reduce the level of social support in the MAI "Pensionate for Labor Veterans":

- ✓ insufficient number of instruments, equipment, devices, etc., contributing to the rehabilitation;
- ✓ center staff misbehavior (rude or indifferent attitude, etc.);
- ✓ low salaries of social workers;
- ✓ poor quality of food provided (poor-quality food products, nutrition, which do not comply with the special (wellness) diets of the customers);
- ✓ insufficient number of cultural and recreational activities;
- ✓ poor state of the Pensionate building (broken furniture, unmade rooms, lack of fire extinguishers, high or low temperature in the room, etc.);
- ✓ lack (low quality) of services related to counseling the resting persons on the self-sufficiency issues (whether it is professionally or clearly explained to the customers their rights and opportunities in a positive solution of the problem of improving their financial situation, whether it is given an advice of the pension fund experts, psychologists, etc.);
- ✓ poor quality of medical services;
- ✓ a frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years.

From the given list it has been offered to allocate 3 factors that reduce the effectiveness of social support in the MAI "Pensionate for Labor Veterans" to the greatest extent. It has also been offered to continue this list, adding factors not taken into account by the author (see Table 1).

**Table 1.** Factors reducing the effectiveness of social support of veterans in the MAI «Pensionate for Labor Veterans" (according to the resting veterans)

Factors reducing the effectiveness of social support of veterans	Number of answers
Insufficient number of instruments, equipment, devices, etc., contributing to the rehabilitation;	6
Center staff misbehavior (rude or indifferent attitude, etc.);	0
Low salaries of social workers;	2

Poor quality of food provided (poor-quality food products, nutrition, which do not comply with the special (wellness) diets of the customers);	2
Insufficient number of cultural and recreational activities;	0
Poor state of the Pensionate building (broken furniture, unmade rooms, lack of fire extinguishers, high or low temperature in the room, etc.);	0
Lack (low quality) of services related to counseling the resting persons on the self-sufficiency issues (whether it is professionally or clearly explained to the customers their rights and opportunities in a positive solution of the problem of improving their financial situation, whether it is given an advice of the pension fund experts, psychologists, etc.);	54
Poor quality of medical services;	0
A frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years.	70

It is seen from Table 1 that the veterans allocated 2 main factors from this list: lack of services related to counseling the resting persons by the pension fund experts, psychologists, etc. and the fact that a frequency of coming of 1 veteran to rest to the Pensionate cannot be more than 1 time in 2 years.

To identify the problems, which are faced by the veterans in everyday life, the author proposed a list of services that the veterans need or wish to receive:

- purchase and home delivery of food, hot meals;
- aid in cooking;
- purchase and home delivery of manufactured goods of prime necessity;
- assistance in the organization of repair and cleaning of residential premises;
- assistance in payment of the housing costs and utility services;
- putting things in the laundry, dry-cleaning, repair and their return delivery;
- providing care based on health status;
- assistance in the provision of health care within the scope of the basic program of targeted programs and regional programs of compulsory health insurance of the citizens of the Russian Federation, targeted programs and regional programs of compulsory health insurance provided by the state and municipal health care institutions;
- assistance in provision with the medical drugs and medical products according to the doctors' opinions;
- psychological support;
- visiting in the fixed health care facilities in order to provide the moral and psychological support;
- assistance in the hospitalization, support in the health-promoting facilities;

- assistance in the execution of documents to receive benefits, documents to the ownership transfer into inheritance, etc.

From the proposed list we have asked to allocate 5 services, which are mostly needed by the veterans.

The study results are presented in Table 2.

It is seen from Table 2 that the veterans have the greatest need of assistance in the execution of documents to receive benefits, documents to the ownership transfer into inheritance, etc.; assistance in the provision of health care within the scope of the basic program of targeted programs and regional programs of compulsory health insurance of the citizens of the Russian Federation, targeted programs and regional programs of compulsory health insurance provided by the state and municipal health care institutions. The veterans also need to receive the psychological support, assistance in provision with the medical drugs and medical products according to the doctors' opinions.

**Table 2.**Types of social support needed by the veterans of the city of Naberezhnye Chelny

Types of social support	Number of answers
purchase and home delivery of food, hot meals;	5
aid in cooking;	4
purchase and home delivery of manufactured goods of prime necessity;	7
assistance in the organization of repair and cleaning of residential premises;	22
assistance in payment of the housing costs and communal services;	25
putting things in the laundry, dry-cleaning, repair and their return delivery;	13
providing care based on health status;	8
assistance in the provision of health care within the scope of the basic program of targeted programs and regional programs of compulsory health insurance of the citizens of the Russian Federation, targeted programs and regional programs of compulsory health insurance provided by the state and municipal health care institutions;	116
assistance in provision with the medical drugs and medical products according to the doctors' opinions;	89
psychological support;	67
visiting in the fixed health care facilities in order to provide the moral and psychological support;	1
assistance in the hospitalization, support in the health-promoting facilities;	22
assistance in the execution of documents to receive benefits, documents to the ownership transfer into inheritance, etc.	119

It should be noted that the majority of respondents, expressed (in words) their appreciation and gratitude to the staff of the MAI "Pensionate for Labor Veterans".

We conducted the interview with the veterans, in which the following problems of social support of veterans were identified:

1. high tariffs for utility services (subject to available benefits for payment of utility services);



2. poor quality of health care: lack of free drugs in the pharmacies guaranteed by the state, long queues at clinics, refusal at ambulance calling, etc.;
3. rude, aggressive attitude of bus drivers;
4. difficulty in obtaining and filling out the documents for benefits, subsidies, etc.

## CONCLUSIONS

Thus, the work on provision with the state-guaranteed social services, creation of favorable life conditions for the veterans and organization of their rest is carried out in respect of all categories of veterans in the city of Naberezhnye Chelny. However, the research conducted has shown that the problems of social support are present in the whole system of social support of veterans in the city of Naberezhnye Chelny: both in the activities of local self-government authorities in the field of social support of veterans and in the activities of social institutions of the city.

After studying the theoretical foundations of social support of veterans, we have reached the following conclusions:

1. The literature includes different interpretations of the concept of "social support", there is no clear distinction between the concepts of "social support", "social services", "social protection", "social security" and "social assistance". These terms are mutually complemented in many sources, and in some cases - they are interchangeable. Some authors believe that these concepts should be included in the social protection system [3], [4]. In our opinion, the system of social support of veterans includes the social protection as a function of the state to implement measures aimed at creating conditions for economic and moral well-being of veterans; social services in the form of social services for the provision of social and domestic, social and medical, psychological and pedagogical, social and legal services and financial assistance, implementation of social adaptation and rehabilitation; social security, which includes some payments, guaranteeing a minimum income (pensions for veterans), health insurance.

2. The forms of social support in the form of income support, benefits, subsidies, compensations, assistance in natural form to certain categories of veterans are significantly reduced over time and provided in fewer amounts. The subjects of social support - the social support social services and government agencies - extend the range of services rendered and gain the more importance for the veterans, on the other hand.

3. There are a number of regulatory legal acts, regulating the system of social support of veterans. However, the fundamental law "On Veterans" contains a lot of contradictions. Article 2 gives a clear definition of who is a veteran of the Great Patriotic War, and who does not fall into this category. But Article 3 does not have a definition of who is a veteran of combat operations. There is also no definition in Article 4, who is a disabled veteran of the Great Patriotic War and who is a disabled veteran of combat operations. Both Articles only indicate who refer to them. But Articles 5, 6 and 7, on the contrary - have a definition of who is a veteran of military service, civil service and labor, but do not specify who can relate to them. In addition, these categories of veterans do not include the indicated measures of social support. The veterans of military service and the veterans of civil service are deprived of all social support measures, including compensation payments. At the same time, the author has noted that there are no provisions that would regulate the social support of veterans in the legislation of the Russian Federation.

## SUMMARY

Having analyzed the social support system of veterans in the city of Naberezhnye Chelny on the example

of the MAI "Pensionate for Labor Veterans", we have reached the following conclusions:

1. The municipal unit of the "city of Naberezhnye Chelny" has a certain system of social support of veterans, which includes the Social Protection Department of the Ministry of Labor, Employment and Social Protection of the Republic of Tatarstan (MLESP RT) in the city of Naberezhnye Chelny, which includes the Department on Affairs of Veterans, Elderly and People with Disabilities, and the social institutions, which include the conditions for living and rehabilitation of veterans. The Social Protection Department coordinates the activities of these institutions and assists in the organization of social support of veterans by the municipal institutions. However, each of the above institutions has a number of limitations (age, social status, payment, etc.) that prevent veterans to have a course of medical treatment, rehabilitation and recreation at these institutions.

2. The work on provision with the state-guaranteed social services, creation of favorable life conditions for the veterans and organization of their rest is carried out in respect of all categories of veterans in the city of Naberezhnye Chelny. However, the research conducted has shown that the problems of social support are present in the whole system of social support of veterans: both in the activities of local self-government authorities and in the activities of social institutions of the city. At the level of government agencies - it is the lack of coordination on the organization of recreation and rehabilitation of veterans in the social institutions of the city, non-performance of a number of functions assigned to the Department on Affairs of Veterans, Elderly and People with Disabilities. The main problems of the MAI «Pensionate for Labor Veterans" are as follows: a frequency of coming of one veteran to rest and rehabilitation cannot be more than one time in two years, services provided by the Pensionate are only available to the veterans who have worked in the public sector of the city, low financing of social institutions, lack of services related to counseling the resting persons on the self-sufficiency issues.

To resolve the above problems, it has been made the offers for improving the system of social support of veterans, presented in draft form of the Program "Development of Social Support of Veterans of the Municipal Autonomous Institution (MAI) «Pensionate for Labor Veterans" for 2015-2017". The program is aimed at expanding the base of social support of veterans, receipt of additional rest areas, additional services related to the social support of veterans of the city.

Program Passport

Program name	The Program "Development of Social Support of Veterans of the Municipal Autonomous Institution (MAI) "Pensionate for Labor Veterans" for 2015-2017" (hereinafter - the Program).
Basis for the Program development	the Federal Law "On General Principles of Local Self-Government in the Russian Federation dated October 6, 2003 No. 131", the Charter of the city of Naberezhnye Chelny, the Federal Law dated January 12, 1995 No. 5-FL "On Veterans"; the Law of the Republic of Tatarstan "On Targeted Social Support of the Population in the Republic of Tatarstan", the Regulation on the Social Protection Department of the Ministry of Labor, Employment and Social Protection of the Republic of Tatarstan in the city Naberezhnye Chelny, the Regulation on the Department on Affairs of Veterans, Elderly and People with Disabilities of the Social Protection Department of the Ministry of Labor, Employment and Social Protection of the Republic of Tatarstan in the city of Naberezhnye Chelny, the Charter of the MAI «Pensionate for Labor Veterans".

Date of making the decision to develop the Program Project	March 2015
Program customer	MAI "Pensionate for Labor Veterans"
Purpose and objectives of the Program	<p>Program purpose: Expanding the base of social support of veterans.</p> <p>Program objectives:</p> <ul style="list-style-type: none"> <li>- ordering the stay mode of the citizens of older generation in the MAI "Pensionate for Labor Veterans";</li> <li>- improving the regulatory framework, governing the activities of the MAI "Pensionate for Labor Veterans";</li> <li>- expanding the scope of interaction of the backbone enterprises and the social institution MAI «Pensionate for Labor Veterans" of the city of Naberezhnye Chelny;</li> <li>- expanding the availability of services of the MAI "Pensionate for Labor Veterans";</li> <li>- proposing to develop a plan to increase the building of the MAI «Pensionate for Labor Veterans"</li> </ul>
Program implementation period	2015-2017
Volume and sources of the Program financing	<p>Total financing scope of the Program amounts to 39,259,600 roubles:</p> <p>Receipts of money from the local budget amount to 18,000,000 roubles;</p> <p>Funds of the MAI "Pensionate for Labor Veterans" amount to 80,400 roubles;</p> <p>Funds from the republican budget amount to 10,000,000 roubles;</p>
Expected outcomes of the Program	<ul style="list-style-type: none"> <li>- Implementation of acceptance of the senior citizens for rest and rehabilitation to the MAI «Pensionate for Labor Veterans" in the following proportions: 70% - public sector workers of the city of Naberezhnye Chelny, 30% - employees of non-public sector of the city of Naberezhnye Chelny.</li> <li>- Increasing the number of citizens of older generation served in the MAI «Pensionate for Labor Veterans" to 1,200 for 1 year.</li> <li>- Creating a consulting department for veterans on the basis of the MAI «Pensionate for Labor Veterans".</li> <li>- Development of the project to increase the building of the MAI «Pensionate for Labor Veterans".</li> </ul>
The system of organization control over the Program execution	Social Protection Department of the Ministry of Labor, Employment and Social Protection in the city of Naberezhnye Chelny

In the Program the author proposed to improve the regulatory framework governing the activities of the MAI «Pensionate for Labor Veterans", resulting in changed conditions of acceptance of veterans to rest and rehabilitation in the institution, to arrange the stay mode of the senior citizens in the Pensionate in order to increase the number of people served. It was also proposed to conclude the contracts between the MAI «Pensionate for Labor Veterans" and the backbone enterprises of the city in order to accept to the rest and rehabilitation to the Pensionate not only the veterans who have worked in the public sector of the city, but also the veterans, who have been directed from such enterprises. In addition, the contract conclusion with the backbone enterprises entails raising funds in the MAI «Pensionate for Labor

Veterans".

For the purposes of legal and psychological protection of veterans, it is proposed to establish the consulting department on the basis of the Pensionate, working free of charge for all categories of veterans and providing services for a fee to other citizens.

Implementation of the Program will allow achieving the following results:

- implementation of acceptance of the senior citizens to the MAI «Pensionate for Labor Veterans" in the following proportions: 70% - public sector workers of the city of Naberezhnye Chelny, 30% - employees of non-public sector of the city of Naberezhnye Chelny;
- increasing the number of citizens of older generation served in the MAI «Pensionate for Labor Veterans" to 1,200 for 1 year;
- creating a consulting department for veterans on the basis of the MAI «Pensionate for Labor Veterans";
- development of the project to increase the building of the MAI «Pensionate for Labor Veterans" (followed by a continuation of the Program - the implementation of this project to increase the number of recreation places for the veterans).

## ACKNOWLEDGEMENTS

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