

# FAMILY SOCIAL WORK IN ROMANIA – BETWEEN PRESENT AND FUTURE –

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## **Rezumat**

Asistența socială a familiei reprezintă un domeniu distinct al asistenței sociale. Cercetarea de față surprinde viziunea specialiștilor cu funcții de conducere (șefi de birou) care activează în domeniul asistenței sociale în județul Caraș-Severin (România) despre asistența socială a familiei analizată prin prisma a șase teme de interes: A) Definirea conceptelor, B) Relevanță, C) Eficacitate, D) Eficiență, E) Impact, F) Sustenabilitate.

**Cuvinte cheie:** asistența socială a familiei, relevanță, eficacitate, eficiență, impact, sustenabilitate.

## **Abstract**

Family social work represents a distinct domain of social work. The research presented in this paper contains the vision of management specialists (office managers) that activate in the social work domain in Caras-Severin County (Romania) regarding family social work analysed from the point of view of six interest themes: A) The defining of concepts, B) Relevance, C) Effectiveness, D), Efficiency E) Impact and F) Sustainability.

**Keywords:** family social work, relevance, effectiveness, efficiency, impact, sustainability.

## **Résumé**

L'assistance sociale de la famille représente un domaine distinct de l'assistance sociale. Notre recherche surprend l'opinion des spécialistes ayant des responsabilités (par exemple les chefs de bureau) qui travaillent dans le domaine de l'assistance sociale du département de Caraș-Severin (Roumanie) en ce qui concerne l'assistance sociale de la famille étudiée à travers six thèmes d'intérêt: A) Définition des concepts; B) Importance; C) Efficacité; D)Efficience; E) Impact; F) Soutenabilité.

## **1. Introduction**

The history of family social work, as practice activity, unorganized, may be mistaken by human history. The affirming of family social work as organized professional activity, specialized, is considered more recent and can be placed at the level of the 20<sup>th</sup> century. In Romania the domain of family social work is far too little exploited, the problem of family social work is being approached more collaterally and little through ideas referring to this subject. This state is in fact easy to observe by analysing specialty literature in this domain.

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On a national plan, studies referring to family social work are extremely reduced in number and theme approached. This fact leads us to think that the decisions taken domain of social politics that aim at the family aren't complete in the plan of their scientific foundation. Thus, without any further discussion, the quasi-absence of a solid theoretical-practical support based on family social work is also sensed at the level of those activating in this domain.

Our research addressed manager specialists (office managers) that activate in the social work domain of the most important institutions from the Caras-Severin County: *The General Direction of Social Work and Child Protection Caras-Severin* and *the Public Service "The Direction of Social Work" of Resita City Hall*. Four persons from these institutions were interviewed.

## 2. The specific objectives of this research

The specific objectives of this research realized with specialists from the social work domain that exercise managers functions (office managers) are:

- a) The defining, the analyse and the integration of the social work concept of family social work I the theory and practice of social work;
- b) The identification of the relevance degree of family social work;
- c) The analyse of elements that determine the effectiveness of family social work programs;
- d) The analyse of aspects that determine the efficiency of family social work programs;
- e) The evaluation of the impact of family social work programs;
- f) The identification and the analyse that insures the sustainability of family social work programs.

## 3. Research methodology

Data were collected through the method of *social enquiry*, and the technique used was the interview. The application of the *Hermeneutic method* allowed us to interpret the data collected. The interview guide was conceived ad used by us and it is structured o six interest themes (that reflect in a synthetic manner all research objectives proposed) regarding family social work, respectively A) The defining of concepts, B) Relevance, C) Effectiveness, D) Efficiency, E) Impact and F) Sustainability.

Each of these themes were detailed through open questions, meant to surprise as faithful as possible the opinion of the person interviewed.

*The codification of interviews* – in order to process and interpret the data obtained, each interview received a code which contained the initial "I" (from the word "interview") followed by a cardinal number, thus obtaining: I1, I2, I3, and I4.

## 4. Data processing interpretation and presentation

This research approach is a mainly qualitative one motivated by the interest towards opinions advanced by specialists in social work, who, at the moment of the interview, management functions in social work. During the data processing and the presentation phases we chose for the variant of reproduction of questions and answers obtained from the people interviewed (by mentioning between comas the code attributed to each person interviewed) followed by the interpretation of the data obtained. The questions which didn't receive an answer are highlighted by the expression "*He doesn't answer*".

### 4.1. The defining of concepts

This theme has been detailed through four open questions, with the purpose to decipher the sense attributed by the people interviewed to key concepts used in this research.

- ***What does family social work mean to you?***

According to the opinion of the persons interviewed, family social work represents "*all measures, interventions, services or professionalized activities that have as purpose the removal of causes that stop the proper function of families and expose it to the risk of social exclusion*" (I2) or "*social work focused on families found in risk situations due to socio-economic-cultural and psycho-biological.*" (I3). We express our total agreement regarding the two definitions given and our disapproval regarding the affirmation according to which family social work identifies with "*the support offered to some/one family member in order to overcome a moment or a situation which leads to social exclusion of it*" (I1). Such an approach is characteristic to social work centred on persons, because the accent is put on the individual and not on the family as a whole. In the same manner, the following definition "*family social work is the main agent of social work which meets the social, educational and health needs of its members, because inside the family characters are formed, essential roles are taught and children are socialized in order to obtain a responsible participation to social life*" (I4) – is considered as being confuse and we propose a reformulation with clearer terms.

- ***In what measure family social work is found in social work theory as distinct domain?***

In specialty literature (mainly in foreign countries, where there exists a large sample of studies, articles, books that treat this domain) family social work represents a distinct domain. This opinion is also found in the answers of some of the people interviewed, who consider that "*in great measure*" (I2), family social work is "*in theory, found as a distinct domain*" (I1).

- ***In what measure family social work is found in the practice of social work as distinct domain?***

“The adoption of an approach centred on family in social work implies a philosophical reorientation of the entire system of services, starting from the re-evaluation of traditional practice focused on children and of the practice oriented towards the problem and its movement towards practice centred on family and based on its strong points” (Neamțu and Toma 2010, p.162). Family social work is already found as distinct domain “*in great measure: the offerings and social services are destined to individuals and to the family, the activities of social workers being realized for the purpose of consolidation family relations, the reestablishment of family social functionality*” (I2), “*in great measure, through social prevention and primal intervention politics for families found in*” (I4), but “*less than in theory*” (I1).

In our opinion, in the practical activity from our country we find partial aspects of family social work. We have underline that the organization of General Directions of Social Work and Child Protection, were we can find the department with attributions in the family social work domain called *Child and family protection*. The activities of this compartment are focalized first of all on the child and afterwards on the family.

#### 4.2. Relevance

- ***How long have you been activating in the social work domain?***

Each of the persons interviewed have a large practical experience, which vary from “*9 years*” (I4) – “*10 years*” (I1), till “*14 years*” (I2 and I3).

- ***How long since you occupy management functions in the social work domains?***

The managers in the social work domain interviewed have an experience of “*5 years*” (I1, I2 and I3), respectively “*7 years*” (I4).

- ***Which is your specialization?***

The initial education of the persons interviewed is different: “*judicial sciences*” (I1), “*economist*” (I2) and “*social work*” (I3 and I4). In our opinion, even if we don't contest the importance and the relevance of some specializations like the economic and/or judicial for the practice of social work, we sustain the professionalization of the activities of social work through the absorption in the system of those who studied *university specialty studies in the social work domain* (bachelor and/or masters levels).

- ***How relevant is for you the problem of family social work?***

For the persons interviewed family social work is “*very relevant*” (I2) (I3) (I4).

- ***How relevant do you consider is family social work for the beneficiary families? But for the community?***

According to the persons interviewed, social work “*has a high relevance*” (I2), being “*important for the family and for the community*” (I1), establishing even a certain order: it “*has an important relevance first of all for the family, and afterwards for the community in which it is found*” (I3).

#### **4.3. Effectiveness**

- ***Which are the short term, medium and long term objectives in the family social work domain?***

The effectiveness of family social work programs supposed that these reach their purposes/objectives. That is why our interest was to identify that set of objectives that coordinate the activity of family social work. Apparently simple it is essentially difficult. According to us, the quasi-absence of integrated family politics, coherent and functional represent repercussions on the identification and the assuming of objectives in the family social work domain.

According to the opinion of the persons interviewed family social work has the following objectives: “*the support of families and their informing regarding the services of support existent in the community in order to remove the causes which lead to child separation from his family, the reduction of the number of children separated from their families*” (I2), “*the prevention of child separation from his parents and the sustaining of family in the growth, caring and education of their children*”. (I4) – these objectives, very important ones, strictly refer to dysfunctional families in connection to which the measure of child protection has been established through a separation from his family. Thus we consider that the objectives of family social work cannot be limited only to this category of families (which obviously need social assistance).

Another answer, as prudent and as inspired as possible, sends us government documents, because the objectives of family social work are “*those provided in the national strategy in the domain of social work*” (I1).

Another opinion considers that the objectives of family social work are represented by: “*the offering of corresponding specialized services according to the family individual needs, information and promotion campaigns of services we offer, and on long term, the collaboration between state organisms or private authorized ones, in the structure of which there are similar profile units and the facilitation of the exchange of personnel experience*”.(I3) We appreciate the opinion of the person interviewed focused of themes of real interest: the quality of services axed on needs, the promotion of activities realized, inter-institutional collaboration, including personnel mobility.

- ***Which are the concrete measures and services developed in order to reach objectives in the domain of family social work?***

The persons interviewed identify a large frame of measures and actions meant to contribute in reaching the objectives highlighted, as: “*social services provided by*

*BUG no. 68/2003” (I1); “information campaigns regarding child rights, the parents responsibility and the offering of social services”(I2); “the respect of civil rights and freedoms, in order to offer appropriate profile services, as: psychological, social, judicial, educational counselling and respectively medical information, including relational support during the investigation” (I3); “the constant implication in order to find the best ways ad work instruments that will insure specialized services in the domain of family social work; the professionalization of different suppliers and central and local institutions implicated in the offering of social services offered to the family; the resizing of social protection measures of families with low incomes” (I4).*

- ***How do you appreciate the quality of family social work offered by your organization/institution?***

The quality of the services offered by the institution in which the persons interviewed is appreciated as being “good” (I2) or “medium” (I4), “based on a close collaboration in the inside and the outside by closing collaboration conventions” (I1).

- ***How do you appreciate the material base owed by your organization/institution in order to realize in the best condition the activity of family social work?***

According to the persons interviewed, “the material base was OK, the present economic constraints limit its exploitation at maximum capacities” (I1), thus it can be appreciated as being “good” (I2), “very good” (I3) or “satisfactory” (I4). The answers gathered from the persons interviewed certify the fact that public institutions dispose of a material base appropriate for the developing of the activity of family social work.

- ***The specialists (personnel) that activate in the family social work domain benefit from a specialized education in the domain of family social work? If yes, when and how take place these activities of formation? Who sustains the financial costs of personnel professional development?***

The professionalization of human resources represents one of the conditions of the qualitative social work domain. In the public sector, and in the private sector (here things are more accentuated), an important number of unspecialized persons is registered or of those who limited in basic initial formation (sometimes not even in the social work domain). The problem of continuous professional development of those that activate in the social work domain demand measures of logistic and financial support of this activity, because it is less probable that social workers agree with the payment of costs for professional development, due to the low level of salary incomes of these categories of professionals.

The persons interviewed affirms that they have participated “until the year 2009” (I3) in programs realized “periodically, through formation programs, with

an external financing or insured by the institution, through the integral payment of costs” (I2), but “during the last years this type of formation hasn’t been realized, there aren’t any funds for this sector, and we weren’t involved in any POSDRU project that would facilitate the formation/perfecting free of charge” (I1). One of the persons interviewed sustain in a concise and simple manner that he hasn’t participated at such courses.

- ***How do you appreciate the work volume of professionals involved in the domain of family social work?***

Regarding the work volume realized by social workers, the persons interviewed appreciated as being “high” (I2) or “very large” (I4). Thus, “the poor digitization of the system determines the excessive allocation of human resources; and human resources are scarce... this leads to a considerable work volume for social workers” (I1), otherwise said “the work volume of professionals is large; according to present normative acts we are in lack of personnel in our institution” (I3).

- ***How do you insure the supervision of the personnel activity which activates in the family social work domain?***

“Supervision represents a distinct professional activity, in which education and formation have as purpose practice based on science, facilitated through an interpersonal collaborative process. This process involves observation, evaluation, feed-back, the facilitation of auto-evaluation of the person supervised ad the acquisition of knowledge and abilities through training, modelling and mutual solving of problems. In addition, by building the recognition of strong points and of the talent of the person supervised, supervision encourages auto-efficiency. Supervision insures the fact that the intervention is realized in a competent manner in which ethical standards, legal prescriptions and professional practices are used to promote and protect the client’s well-being, that of the profession and of the society in general.” (Popescu, <http://www.cie.roedu.ro>)

Supervision represents a form of support for professionals in their practical activity with beneficiaries, a form of control of services quality offered to them. I public institutions of social assistance a supervision is insured “according to approved schedules, on one side and having at its base work reports, information” (I1) or “informal, at an internal level, through periodical meetings during which subjects regarding the difficulties met by the social worker in managing cases are discussed” (I2) or “by a work chief or a centre chief, corroborated at the same time with the management of the institution”(I3); “the supervision of the personnel activity which activates in the domain of family social work is realized by managers from the Public Service “The Direction of Social Work” (I4).

- ***According to you, how motivated, in a personal, professional and financial plan is the personnel that activates in the domain of family social work?***

Most of the opinions expressed directly by the specialists interviewed lead to the direction of a low degree of motivation (especially a financial one). Thus, in

general, the personnel are “*poorly motivated*” (I4), “*the degree of motivation is zero, for those in the public sector who “enjoy” the status (bad luck!) of social workers*” (I1), because under a financial aspect = *totally demotivating, as such for specialists who still activate in the domain have an intrinsic motivation* (I2). Still there exists another opinion according to which “*the personnel from our institution are at present motivated at a personal and at a professional level*” (I3).

#### 4.4. Efficiency

The efficiency of the social work system is given by the results obtained from the sources used. The ideal is represented by the obtaining of the best results with little resources.

- ***Which are the indicators used to measure the degree, in which objectives have been reached in the domain of family social work?***

Indicators represent indispensable instruments for a performance management. The indicators used in family social work offer the possibility of measuring the results obtained in this domain and the appreciation of an efficiency of the programs realized. These can be expressed in numbers (quantitative indicators – cardinal numbers are used or percentages) or under the form of descriptions which surpass the standard of quality aimed for (qualitative indicators). Some of the persons interviewed appreciate that “*the indicators we use must surpass first of all the essence of the problem and be clearly expressed and validated from a statistical point of view, to be appropriate*” (I3) – we have to underline the fact that the person interviewed passes over the fact that a direct answer, through a formulation with a general character, which in our opinion can resemble the variant of answer “*I don’t know*”, (I2) used by another person interviewed.

According to another opinion formulated, the indicators refer to the “*state of permanent or temporary poverty of families; the access to public and private basic services; the dependence on family social benefits*” (I4).

- ***In what measure do you consider that the objectives of the domain of family social work have been reached?***

In the absence of clear indicators, known and used by those who activate in the domain, to which the activity of family social work can report to, we consider the appreciations regarding the degree in which objectives have been fulfilled are approximated, being influenced by a large dose of subjectivity. In this context, with one exception (“*I don’t know*” - I2), the answers offered by the persons interviewed are generally listed on the same: *the objectives of the family social work domain have been fulfilled “usually in a partial form”* (I3), or these “*haven’t really been reached*” (I4) or “*are relatively fulfilled; the implementation of specific “batteries” is needed, because now measures are relatively chaotic.*” (I1)



- ***What was the help offered to families through the activity of family social work?***

The measures of family social work refer to the offering of benefits and/or social services to some unfortunate categories like families with low incomes, disabled persons, children, aged people etc. The specialists interviewed underline the main measures of help offered to vulnerable families: *“benefits of social assistance and measures of protection for adult disabled persons”*(I1); *“evaluation, information, counselling, instruction regarding social protection measures for children, the complex evaluation of children and adults that demands their introduction in a disable category, assistance and support in order to help them recover and develop the family’s capacity to overcome difficult situations”*(I2); *“social, psychological, educational, formal and informal counselling, medical information, family integration and reintegration”* (I3); *“financial help for families with special needs: collaboration with foundations/associations with the right to offer socio-medical services at the home of beneficiaries, aged persons”* (I4).

- ***How do you appreciate the number of beneficiaries of family social assistance in comparison to the community’s needs? If there is a difference please explain which could be the causes that lead to this situation. Which is the concrete demarche of your organization/institution in this case (the reduction of the difference between the needs of the community ant the services offered)?***

The answers received for this question vary from *“I don’t know”* (I2) till answers like: *“the number of beneficiaries of family social assistance in comparison to the needs of the community is different. The difference resides in the lack of information from certain communities and the lack of education. In order to reduce these differences our institution tries to inform communities through mass-media regarding the social services offered to families.”* (I4) at the same time it is considered that *“the public coordinating authority (The County Council) has the responsibility to find solutions and to implement politics to attenuate the differences you speak of; we only insure the implementing of social measures. Obviously, the number of beneficiaries is strongly connected to the needs/development of the community.”*(I1) and this is why *“there should be a stronger connection between our institution and the local communities from our county”* (I3).

- ***In your opinion, how do you appreciate, under a qualitative report, the beneficiaries of family social assistance destined for them? If it was necessary, do you believe that the beneficiaries of family social assistance would agree to pay for these services? Please motivate your answer.***

In general the beneficiaries of family social assistance programs, besides other specific problems are usually confronted with a low level of incomes, which determines the number of services demanded to be absolutely greater than the number of social services demanded. We agree with the fact that the specialists interviewed sustain *“poverty limits in a huge manner the beneficiaries’ con-*

tribution” (I1) (obviously, regarding directly the financial contribution), and “*the beneficiaries of social assistance but only in small numbers are more receptive to social services and only a small appreciate the specialized services offered*”. *I don't believe there is a will from beneficiaries to access family social assistance by paying for it, because, most of them, have a low living standard*” (I2). The same idea is also found in other specialist participants in our research: “*I don't believe the present social situation Romania would allow beneficiaries to financially contribute for social services.*” (I3); “*I don't believe the beneficiaries of family social assistance would agree in paying for these services. I consider that there is a need for an improvement of family social work*”. (I4)

- ***How do you appreciate the budget de care you dispose for family social work? The budget contains a distinct category for family social work?***

The development of any program of social assistance involves costs insured by the state budget, by local budgets or other funds (donations, subventions, non-refundable European funds etc.). According to the people interviewed “*there isn't a separate budget*” (I1) for family social work, but for the “*present needs and demands for social assistance there are sort of enough funds*” (I3), while other opinions suggest that the “*budget is insufficient for family social work*” (I4).

- ***Which was the tendency during the last 3 years regarding the budget for family social work? It was diminished, increased or maintained at the same values?***

One of the people interviewed was optimistic about the budget for family social work and he considers that the tendency for the last 3 years was of “*increase of funds*”(I3), while the others appreciate the tendency as being of “*diminishing*” (I2 and I4). The official data for the year 2012 confirm the tendency to diminish the funds offered to family social work in general and mainly in particular.

- ***What activities did you give up due to the reduction of the budget? Or what activities did you develop/diversify in the domain of family social work i the case the budget was increased?***

The first effect of the reduction of funds offered to family social work is sensed by the personnel from the system of social work by “*limiting the field movements and the judicious planning of these activities*” (I2). One of the persons interviewed mentioned that the funds are offered “*according to the services offered*” (I3).

#### 4.5. Impact

- ***Which were the results obtained in the domain of family social work?***

The results obtained in the domain of family social work are appreciated as being “*very good*” (I3), because these have led to “*children's integration/reintegration in their biological families or in the extended on, to child adoption, their integration in the young's community that leave the system of social protection*” (I2). At the

same time, *“the results were positive regarding the reduction of children leaving the system, children from unorganized families or with financial problems.”* (I4), even if *“there aren’t any qualitative indicators, clearly developed to rapport the activity to”* (I1)

- ***How many beneficiaries of the family social work system have come back to ask for help? How do you comment this fact?***

A concerning reality is represented, in our opinion, the beneficiaries’ dependence on social assistance. Thus, *“most of them come back, the measures applied are not continued sufficiently, the community and the economic environment don’t add values so that these measures can be efficient”* (I1). *“The state of poverty and the beneficiaries’ dependence caused by low incomes of families lead to their coming back and demanding family social assistance”* (I4). Thus, *“most of them”* (I3) become for long periods of time beneficiaries of the social work system, in contradiction to the philosophy of social assistance programs which recommend that the support to be offered during a short period of time. The conclusion is simple: the programs of social assistance are not efficient and encourage dependence or these give birth to the obtaining of benefits without realizing an activity.

The answer *“I don’t know”* (I2) offered by one of the specialists interviewed reflects a certain lack of interest towards the effectiveness of social work programs destined to families.

- ***Is there a profile of families beneficiary of social assistance (age, education, residence etc.)? Which is it?***

According to the persons interviewed, one of the basic characteristics of beneficiaries of social assistance is represented by the low level of education: *“most families beneficiaries of social assistance have a low level of education”* (I4), *“a reduced level of education and an economic reduced one”* (I1). A special category of beneficiaries is represented by *“children with parents working abroad in order to survive”* (I3).

- ***What progress have beneficiaries made, in comparison to their initial situation?***

The progress registered by the beneficiaries of programs of family social assistance are appreciated as being *“reduced”* (I1), or as being *“good”* (I3), because *“part of the young which have left the system of social protection have autonomy; the children reintegrated in families haven’t returned in the system”* (I2), and *“the beneficiaries have become aware of the importance of education. They have participated in classes of formation/qualification/ requalification of the work force”*. (I4)

- ***How do you appreciate the general impact of family social assistance on direct beneficiaries (family) and indirect (community), on a short, medium and long?***

“The general impact of family social assistance on direct beneficiaries was positive on a long or on a short term” (I4). Because this has generated the “improvement of family conditions and its valuing in the Romanian society” (I2) we may underline the idea that “on a short and medium term the impact is positive, especially on families” (I1).

- ***Which are the positive effects of family social work?***

The main positive effects of family social work are represented by the “overpassing of the situation of need, for the moment in which we offer services” (I2) and the “reduction of child abandon come from disorganized families or with financial problems by offering them primal social services” (I4). We consider that one of the important challenges for family social work is represented by the maximization of those moments of well-being, through the support of the family to look on its own for resources that insure a proper social functioning.

- ***Which are the main difficulties which you confront in the domain of family social work? Which of these difficulties have a history of more than 2 years?***

The difficulties underlined by the specialists participants in this research referred to:

- “child abandon, due to the lack of family financial and material resources”(I3)
- “the lack of a modern legislative frame and balanced to European standards. The insufficiency of funds offered in the domain of family social work”. (I4)

- ***Which are the strong points of the activities from the social work domain developed by your organization/institution?***

The strong points of the activity of family social assistance and which can be developed in the practical activity with beneficiaries are represented by: “the direct contact with the beneficiaries, professionalism, the approach with serenity of situations in which the child is found in a risk situation; the existent work relations” (I2), which favour “children’s reintegration „in family of professional social workers” (I3), but especially “the insurance of quality, flexile social services respecting the general standards of this domain.” (I4)

- ***Which are the weak points of the activity of family social work developed by your organization/institution?***

According to the specialist’s opinions, the weak points of the activity of family social work are represented by “insufficient human and material resources for the

*activity of prevention and the observation of risk situations in proper time*” (I2). The belief that there aren't any weak points in this type of activity is unreal and exaggerated (I3).

- ***Which are the opportunities of the activity in the domain of family social work developed by your organization/institution?***

According to the opinions expressed by the persons participant in this research, the opportunities for the activity of family social work are found in offering “*services of support according to the needs and necessities of families with problems*” (I3), in “*the implementation of programs or prevention of social marginalization, of risk situations and of the dependence towards the system of social protection*. (I4), and the development of specialized services for certain categories of beneficiaries, as “*the opening of a centre of services for families with children with autism*” (I2)

- ***Which are the activity threats in the domain of family social work developed by your organization/institution?***

The main threats for family social work are represented by: “*insufficient personnel, great causes, insufficient qualified personnel for the implementation of projects, the access of European funds*” (I2), to which we can add the “*lack of professional development and insufficient personnel*” (I3).

#### **4.6. Sustainability**

The sustainability of a program of family social work is offered by the insurance of conditions that make possible the continuation of that program in time. This is why this research focused on the following aspects:

- The objectives proposed in the domain of family social work are realist, realizable?
- The results obtained through the activity of family social work are the ones decided for?
- Are there available financial resources for the development of family social work?
- Which are the main activities of family social work which will be realized in the future?
- The positive experiences obtained with programs in the domain of social work may be translated to other domains (sectorial, regional, local, institutional)?

These were the themes discussed with the specialists managers in the domain of social work participants in our research and their ideas will also be presented.

- ***In what measure were objectives in the domain of family social work been fulfilled and were the results obtained the desired ones?***

According to the specialists' opinions, the objectives of the family social work domain were “*in a great measure*” realized (I2), (I4), thus obtaining the results aimed at. The following observation is interesting: “*I believe that our county is*

*situated in front of other counties concerning the fulfilling of objectives in the domain of family social”* (I3) – the roots of this observation, according to us are found in the traditional culture according to which “Banat is the forehead”. We do not necessarily agree to this position. Because many demanders come back to ask for help (as the persons interviewed sustained) we consider that the objectives of family social work are partially realized.

- ***Which financing resources, for the activity in the family social work domain, do by your organization/institution access?***

*“The financing resources for the activity of the family social work domain are insured by the state budget”* (I4), from *“the local budget (county)”* (I2) or represents *“funds of state and European budget”* (I3).

- ***What activities, in the domain of family social work, will by your organization/institution develop in order to insure the continuation, the valuing and the integrative approach of the results obtained until now?***

According to the specialists interviewed the continuing of activities and the results obtained in the domain of family social work may be realized through *“the implementing of programs financed by European funds in the domain of family social work”* (I3), but also by *“starting and diversifying the existent community social services. The extension of daily caring centre networks for children found in risk situations. The starting of daily caring centres for aged persons”*. (I4)

According to us, the idea of accessing European funds (beyond all the bureaucracy involved) is extremely welcomed, because thus professional development courses may be organized, the costs of which can be sustained through the project, the institution material base can be improved, modern social services may be started, at European standards. Otherwise said, strong problems may be solved that affect and (sometimes) lock the system of family social work.

- ***In what measure the results obtained in the domain of family social work may be transferred at different levels (sectorial, regional, local, institutional) or can be integrated in family social politics and strategies by your organization/institution?***

Some of the persons interviewed affirmed that the results obtained in the domain of family social work must be transferred *“at the highest level”* (I3) (we recognize that we don’t necessarily understand to what he refers, his idea being much to general) while another, for the same question decides to answer with *“I don’t know* (I2).

## 5. Conclusions

We may draw the conclusions that according to the persons interviewed family social work addresses families found in risk situations in order to remove the causes that affect social functioning and may favour social exclusion. Still, family

social work is found as a distinct domain in theory, but less in practice, because these plans intersect with each other, sometimes even overlap. Family social work is relevant for specialists in the domain and for direct and indirect beneficiaries. The efficiency and effectiveness of programs of family social work applied in Romania still remain open points for a better management and development, through the analysis of the weak points and the discovery of viable, sustainable solutions with a positive impact on the entire society.

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