

## ABSTRACT

**Theme graduation qualification work:** "Social protection and social technology to work with people in need of social support in Russia and abroad: comparative analysis".

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**The relevance of the research topic** is that currently in Russia the problem of improving the mechanisms and technologies of social protection and social services for citizens is very acute. The need to ensure targeting, accessibility and improvement of the quality of social services for the population as a mechanism of social policy of the state is defined in the strategic documents of the Russian Federation. To achieve the stated goals, an effective organization of social work, the introduction of social innovations based on scientific research, advanced international experience and the application of research results in practice are required.

**The object of the research** is social work as an integrated type of social activity.

**The subject of research** is the technology of social work with people in need of social assistance and protection.

**The purpose** of the study is to conduct a comparative analysis of models of social protection systems and technologies of social work in Russia and abroad, to develop recommendations for their improvement in domestic practice, taking into account advanced international experience.

**Objectives of the study:**

- 1) to consider the nature and content of social work as a special type of activity;
- 2) to conduct a comparative analysis of models of social protection systems of developed countries;
- 3) to study the general technologies of social work applied in Russia and abroad;
- 4) to characterize the State budgetary institution of social services "Pyatigorsk Complex Center for Social Services" as a subject of social work;
- 5) to analyze the main technologies of social work in the state budgetary institution "Pyatigorsk Complex Center for Social Services";
- 6) to identify ways and develop recommendations for improving the social work technologies of the state-owned enterprise "Pyatigorsk Complex Center for Social Services", taking into account the best international practice.

**The theoretical and methodological basis** of the study was the analysis of scientific works of domestic and foreign authors on various aspects of social work, regulatory legal acts governing the main provisions in this area. Also materials of monographic and experimental research, scientific conferences devoted to the problems of social protection and technologies of social work were used. In the research process, both general scientific and private scientific methods were used, in particular, the method of comparative analysis; statistical method; content analysis, sociological methods of information processing.

**The empirical basis** of the study was the data of the Federal State Statistics Service for Social Protection of the Population, reports by the Ministry of Labor and Social Protection of the Russian Federation, statistical materials of the state health service organization "Pyatigorsk Complex Center for Social Services", containing information about working with people in need of social protection and support.

**Theoretical and practical significance of the research.** The theoretical significance of the research lies in the analysis, expansion and generalization of the

theoretical foundations of social work both in the Russian Federation and abroad. The practical significance of the research results consists in the development of recommendations for improving the social work technologies of the state-owned enterprise of health and social development "Pyatigorsk Complex Center for Social Services", taking into account world best practices.

**The content of the work.** The first chapter examines the essence and content of social work as a special type of activity; a comparative analysis of models of social protection systems of developed countries; the general social work technologies used in Russia and abroad have been studied. In the second chapter, the general characteristics of the state-owned enterprise "Pyatigorsk Complex Center for Social Services" as a subject of social work are given; analyzed the main technologies of social work, and also identified ways and developed recommendations for improving social work technologies, taking into account the best world experience.

**The results of the study.** A significant potential for improving technologies aimed at preventing problems and difficult life situations in different groups of citizens, as well as social support for all who need it, was identified. An important direction of improving the activity for the state-owned health care organization "Pyatigorsk Complex Center for Social Services" is the provision of social and psychological services, which provide assistance in correcting the psychological state of recipients of social services for adaptation in the social environment. We consider it necessary to consider the possibility of organizing a crisis center on the basis of the "Pyatigorsk Complex Center for Social Services", which will provide assistance in various forms: a telephone trust line with correspondence psychological counseling (a professional volunteer model is offered; for educational classes we offer program: "Helpline. Technologies for the provision of emergency psychological care"); Full-time psychological counseling (it is proposed to introduce the technology of group social work "I can!").