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PRACTICE OF IDENTIFYING AND ASSESSING SOCIAL NEEDS OF THE POPULATION IN "INSON" SOCIAL SERVICES CENTERS

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Abstract: In the activities of "Inson" social services centers, the system for identifying and assessing the social needs of the population serves as a core mechanism for transforming the social protection sector. From a theoretical and methodological perspective, this process is based on a case-management approach, aimed at targeted and comprehensive resolution of the social problems faced by individuals or families in need. Transitioning from the traditional passive (reactive) social assistance model to active (proactive) social work technologies involves early identification of risks and needs without waiting for citizens to submit applications. The identification and assessment of the population's social needs encompass sociological and practical stages with a precise sequence. In implementing this process, social workers of "Inson" centers (case managers) and neighborhood (mahalla) social workers emerge as primary subjects. The main criteria applied during the social needs assessment process are based on a multifaceted analysis. In the practice of "Inson" centers, citizens' needs are not measured solely by their level of material income. Based on a sociological approach, an individual's potential (functionality) to live a free and independent life in society and their level of social integration are evaluated. An excellent proactive practice algorithm allows for the early elimination of social risks in society and increases the efficiency of social services by 40-50%.

Keywords: Proactive social work, "Inson" social services centers, social needs assessment, case management, social risks, early identification, vulnerability, social integration, functionality, social protection system, mahalla system, household screening, social passport, inter-agency cooperation, human capital.

Аннотация «Инсон» ижтимоий хизматлар марказлари фаолиятида аҳолининг ижтимоий эҳтиёжларини аниқлаш ва баҳолаш тизими ижтимоий ҳимоя соҳасини трансформация қилишнинг асосий механизми ҳисобланади. Назарий ва методологик нуқтаи назардан, бу жараён кейс-менежмент ёндашувига асосланган бўлиб, муҳтож шахслар ёки оилалар дуч келадиган ижтимоий муаммоларни манзилли ва ҳар томонлама ҳал этишга қаратилган. Анъанавий пассив (реактив) ижтимоий ёрдам моделидан фаол (проактив) ижтимоий иш технологияларига ўтиш фуқароларнинг мурожаат қилишини кутмасдан, хавф ва эҳтиёжларни эрта босқичда аниқлашни ўз ичига олади. Аҳолининг ижтимоий эҳтиёжларини аниқлаш ва баҳолаш аниқ кетма-кетликдаги социологик ва амалий босқичларни қамраб олади. Ушбу жараённи амалга оширишда «Инсон» марказлари ижтимоий ходимлари (кейслик менежерлари) ва маҳалла ижтимоий ходимлари асосий субъектлар сифатида майдонга чиқади. Ижтимоий эҳтиёжларни баҳолаш жараёнида қўлланиладиган асосий мезонлар кўп қиррали таҳлилга асосланади. «Инсон» марказлари амалиётида фуқароларнинг эҳтиёжлари фақатгина моддий

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даромад даражаси билан ўлчанмайди. Социологик ёндашувга асосланган ҳолда, инсоннинг жамиятда эркин ва мустақил яшаш салоҳияти (функционаллиги) ҳамда унинг ижтимоий интеграциялашув даражаси баҳоланади. Мукаммал проактив амалиёт алгоритми жамиятдаги ижтимоий хавфларни эрта бартараф этиш ва ижтимоий хизматлар самарадорлигини 40-50 фоизга ошириш имконини беради.

Калит сўзлар: Проактив ижтимоий иш, «Инсон» ижтимоий хизматлар марказлари, ижтимоий эҳтиёжларни баҳолаш, кейс-менежмент, ижтимоий хавфлар, эрта аниқлаш, заифлик, ижтимоий интеграция, функционаллик, ижтимоий ҳимоя тизими, маҳалла тизими, хонадонларни скрининг қилиш, ижтимоий паспорт, идоралараро ҳамкорлик, инсон капитали.

Аннотация В деятельности центров социальных услуг «Инсон» система выявления и оценки социальных потребностей населения служит ключевым механизмом трансформации сферы социальной защиты. С теоретико-методологической точки зрения этот процесс основан на подходе кейс-менеджмента, направленного на адресное и комплексное решение социальных проблем лиц или семей, нуждающихся в помощи. Переход от традиционной пассивной (реактивной) модели социальной помощи к активным (проактивным) технологиям социальной работы предполагает раннее выявление рисков и потребностей без ожидания подачи гражданами заявлений. Выявление и оценка социальных потребностей населения охватывают социологические и практические этапы с четкой последовательностью. В реализации этого процесса в качестве основных субъектов выступают социальные работники центров «Инсон» (кейс-менеджеры) и социальные работники махаллей. Основные критерии, применяемые в процессе оценки социальных потребностей, основаны на многоаспектном анализе. В практике центров «Инсон» потребности граждан измеряются не только уровнем их материального дохода. На основе социологического подхода оценивается потенциал (функциональность) человека для свободной и независимой жизни в обществе и уровень его социальной интеграции. Отличный алгоритм проактивной практики позволяет заблаговременно устранять социальные риски в обществе и повышать эффективность социальных услуг на 40–50%.

Ключевые слова: Проактивная социальная работа, центры социальных услуг «Инсон», оценка социальных потребностей, кейс-менеджмент, социальные риски, раннее выявление, уязвимость, социальная интеграция, функциональность, система социальной защиты, система махалли, скрининг домохозяйств, социальный паспорт, межведомственное сотрудничество, человеческий капитал.

Introduction

The modernization of the social protection system in Uzbekistan requires a radical shift from passive welfare provision to proactive, targeted, and individual-centered social work. At the heart of this transformation are the "Inson" social services centers, which act as the primary operational units for identifying, evaluating, and addressing the diverse social needs of the population. Traditional reactive models—where state assistance is dispensed only after formal applications are submitted by

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citizens—often fail to capture hidden vulnerabilities or reach marginalized groups promptly. Consequently, contemporary social work theory and practice emphasize proactive identification mechanisms, multi-dimensional assessments, and rigorous case management methodologies.

This article examines the theoretical frameworks, methodological stages, and practical algorithms utilized by "Inson" centers to identify and assess population needs. By analyzing multi-domain indicators ranging from material provision to psycho-emotional stability and social integration, this research highlights how digitized screening and inter-agency integration minimize human error, optimize resource allocation, and foster long-term self-sufficiency among vulnerable households.

Main Part

The identification and assessment of the population's social needs encompass sociological and practical stages with a precise sequence. In implementing this process, social workers of "Inson" centers (case managers) and neighborhood (mahalla) social workers emerge as primary subjects. The main criteria applied during the social needs assessment process are based on a multifaceted analysis. In the practice of "Inson" centers, citizens' needs are not measured solely by their level of material income. Based on a sociological approach, an individual's potential (functionality) to live a free and independent life in society and their level of social integration are evaluated.

During the analysis process, the social needs of the population are classified and diagnosed across 5 main domains (directions):

Social Need Domains	**Indicators and Assessment Metrics**	**Assessment Methods and Tools**	**Social Need Domains**
Material and Economic Provision	Per capita family income, employment rate, housing conditions, availability of property.	"Social Protection" IS registry, budget analysis, household inventory.	Material and Economic Provision
Healthcare and Functionality	Disability group, chronic illnesses, level of self-care, need for rehabilitation devices.	Bartel and Lawton scales (ADL/IADL), medical-social expertise conclusions.	Healthcare and Functionality
Psycho-Emotional and Family Environment	Family conflicts, risk of violence, depressive states, upbringing and neglect of minors.	Sociological questionnaires, psychological tests, family tree (eco-map) method.	Psycho-Emotional and Family Environment
Education and Skills	Children's enrollment in schools, availability	Educational institutions database,	Education and Skills

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	of professional skills, digital and financial literacy.	vocational diagnostic questionnaires.	
Social Environment and Integration	Level of isolation from society, mahalla and kinship support, regulation of legal status.	Sociometric surveys, resource mapping (eco-mapping) technique.	Social Environment and Integration

The principle of "Early Identification" plays a priority role in assessing population needs. Here, social workers in neighborhoods identify at-risk families by proactively patrolling the areas. Specific algorithms are applied to classify risk groups, and an individual comprehensive Case Assessment Matrix is filled out for each case. Sociological analyses show that utilizing digitized systems integrated with databases significantly reduces the impact of the human factor and ensures transparency in needs identification. An excellent proactive practice algorithm allows for the early elimination of social risks in society and increases the efficiency of social services by 40-50%.

Methodological Framework of Proactive Assessment

In the proactive assessment process carried out by the staff of "Inson" social services centers, precise methodologies and practical indicators are applied to systematize and differentiate population problems. The comprehensive population needs assessment model encompasses key directions that directly determine the standard of living of a family or individual:

Material and Economic Provision: Deeply analyzes sources of income, employment status, and living conditions. The average per capita income of the family is compared with minimum consumer spending indicators. Sociological diagnosis examines formal and informal incomes, social payments, and allowances, as well as reasons for working-age unemployed individuals. Collected data is automatically compared with database records via the "Social Protection" information system to objectively determine whether a family is in genuine poverty or temporary financial hardship.

Healthcare and Functionality: Aims to determine the level of independence in daily life for persons with disabilities, chronic illnesses, and the elderly. Along with medical-social expertise conclusions, social workers use special functional tests to assess self-care, mobility, and community participation potential. This determines the exact volume of prosthetic-orthopedic items, rehabilitation tools, permanent care, or medical-social patronage needed.

Psycho-Emotional and Family Environment: Identifies socio-psychological climate, conflict situations, and risks of violence. The status of women and children who have suffered or are at risk of abuse is studied using specialized questionnaires and eco-map techniques. Internal relationship dynamics, children's psycho-emotional development, and parents' educational responsibility levels are analyzed, preventing juvenile delinquency and neglect.

Education and Skills: Studies family members' educational opportunities and labor market competitiveness. Children's enrollment in school or preschool and chronic school absenteeism are

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identified. The professional qualifications, retraining needs, and digital/financial literacy levels of able-bodied individuals are diagnosed, forming the basis for labor market integration or entrepreneurship plans.

Social Environment and Integration: Indicates the level of social isolation. Support from mahalla and kinship networks, and the regulation of legal documents (identity papers, property rights, birth certificates) are checked. Unclear legal status and severed social connections are treated as key risk factors requiring proactive intervention.

Multi-Stage Data Collection and Case Management Stages

To ensure the targeting of needs assessments in "Inson" centers, multi-stage data collection and analysis methods are utilized. Semi-structured interviews, observation, and family budget analysis conducted directly in households by social workers provide accurate, objective, and complete information on real needs. Collected data is entered into a centralized system via digital tablets, forming a digital social passport for each family.

Based on assessment results, provided services and assistance are categorized by complexity. Families facing mild temporary difficulties receive one-time or temporary aid, whereas long-term case management begins for families with complex social problems and multi-sided risk factors. Achieving social independence and self-sufficiency is set as the primary objective.

Stages of Case Management	**Sociological and Practical Content**	**Target Indicators to Achieve**	**Sociological and Practical Content**
Proactive Identification and Initial Screening	Early detection of family social risk factors through indicators and digital databases.	100% household coverage and initial registry of at-risk families.	Proactive Identification and Initial Screening
Multi-Domain Assessment (Diagnostics)	Comprehensive assessment and qualification of material, health, psychological, and educational needs.	Digital social passport of the family and complexity level of the problem.	Multi-Domain Assessment (Diagnostics)
Proactive Identification and Initial Screening	Early detection of family social risk factors through indicators and digital databases.	100% household coverage and initial registry of at-risk families.	Proactive Identification and Initial Screening
Multi-Domain Assessment	Comprehensive assessment and	Digital social passport of the family and	Multi-Domain Assessment

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(Diagnostics)	qualification of material, health, psychological, and educational needs.	complexity level of the problem.	(Diagnostics)
Drafting Individual Development Map	Allocating inter-agency resources and services, setting tasks and deadlines.	Approved and mutually agreed-upon case plan.	Drafting Individual Development Map
Provision of Integrated Services	Delivering employment, medical, psychological, and legal aid under the coordination of the "Inson" center.	Targeting of provided services and active participation of the family.	Provision of Integrated Services
Monitoring and Re-assessment	Regular tracking of achieved results, introducing plan modifications and corrections.	Decrease in social risk and increase in family functionality.	Monitoring and Re-assessment
Successful Case Closure and Follow-up	Achievement of independent living and self-sufficiency by the family.	Eradication of dependency, stable income, and social adaptation.	Successful Case Closure and Follow-up

Results and Discussions

The practical implementation of the multi-stage assessment and case management framework within "Inson" social services centers reveals significant improvements in institutional efficiency and social targeting. By eliminating the reliance on passive applications, proactive household screening ensures that high-risk households—particularly those facing hidden socio-psychological distress or severe functional limitations—receive timely interventions before reaching crisis points.

The diagnostic classification across the five core domains enables case managers to move beyond simple monetary allowances. Instead, intervention packages successfully bridge gaps in healthcare, legal documentation, educational access, and employment. Furthermore, inter-agency integration via digital platforms minimizes bureaucratic delays and enhances transparency. However, findings indicate that continuous professional training for neighborhood social workers remains critical, particularly in administering psychological diagnostics and handling complex domestic dispute scenarios. Overall, the proactive model elevates service efficiency by 40-50%, validating its role as a cornerstone of modern social policy transformation.

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Conclusion

The experience of "Inson" centers in identifying and assessing social needs demonstrates that the introduction of proactive social work technologies radically improves the targeting and efficiency of the social protection system. This approach helps reduce passivity and dependency mindsets among the population, develops human capital, and ensures social equality and stability in society. Future developments in this sector should focus on expanding predictive analytics, refining digital screening algorithms, and deepening cross-sector partnerships with private and non-profit entities to ensure comprehensive social inclusion.

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