

Dobroniega Hanna Trawkowska PhD

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## **Summary of scientific activities**

### **1. Names and surname: Dobroniega Hanna Trawkowska**

### **2. Education**

I started my sociological degree in the academic year of 1976/1977, at University of Warsaw, in October 1980 I moved about and continued my sociological degree at University of Silesia. I completed my Master's degree on the 21 February 1984 (the thesis was entitled "Position of the sociologist in the workplace").

In June 2000 I have completed my PhD degree, the thesis was entitled "Structural conditions of the difficulties of holding the professional roles in the perception of social workers employed in the social assistance centers of the Katowice region". The thesis was distinguished with a proposal for printing. By the Regulation of the Department of Social Sciences of University of Silesia of 20.06.2000, I was granted a title of humanities and social sciences doctor.

### **3. Employment and professional career**

From 01.09.1983 to 30.09.1996 – Social Counseling Center in Bytom and the Social Assistance Center in Bytom on the post of a social worker, sociologist's consultant, environmental care department manager;

from 17.11.1988 to 30.06.1989 – Special School-Educational Center no. 2 in Bytom on the post of a pedagogue (part-time job);

from 01.10.1998 up to now – Institute of Sociology of University of Silesia, first on the post of an assistant, from 01.10.1998 to 30.09.2000 and then – from 01.10.2000 on the post of an adjunct;

from 01.10.2006 to 30.09.2007 I was employed as the educational counselor of the Social Service Workers Council in Bielsko-Biala appointed by the chancellor of University of Silesia;

from 2006 to 2008 I was employed as the social work supervisor in the Municipal Centre for Social Assistance in Katowice, where I was responsible for conducting group supervisions of the social workers and the local MCSHs managers;

from 01.06.2007 to 30.09.2012 I was conducting an academic course for the students of Poznan School of Banking, Chorzow branch, on the profile of Political science – Social Services, based on the work accomplishment contract;

from 01.10.2005 to 28.07.2006 I have conducted the academic course for the students of the CNS Pedagogical University of Warsaw, Social-Pedagogical Department in Katowice, based on the accomplishment agreement;

furthermore, from 2003 I have conducted academic courses on the II grade profile in the profession of social worker (and I was consulting a social project of the auditors of the II grade specialization) in seven editions of specialized courses which were organized by the Social Work Study of University of Silesia and the Institute of Social Services Development in Warsaw. I also conducted an academic study for the auditors of the Post-Graduate Course of Social Assistance Organization (three editions in total). These course was organized by the Institute of Sociology of University of Silesia and by the Institute of Sociology of the UMCS in Lublin.

My first place of employment was the Social Counseling Center in Bytom where I started my professional career on the post of the social worker from 01.09.1983. I was working there up to 30.09.1996 (in 1990 its name was changed to the Social Assistance Center in Bytom), on the following posts: social worker (delegated to the Psychological Health Help in the period from 01.09.1983 to 26.08.1990) and the consultant to the sociologist and the manager of the environmental care department in the period of 1991-1996. The important point in my professional career was obtaining an individual prize for the best social worker in the Katowice region in Belchatów from Mr. Jacek Kuroń on 21.11.1992. The prize, awarded on the occasion of the Social Worker Day, celebrated in Poland for the first time in 1992, was a great trigger for me to undertake further education.

In 1995 I started the PhD course at the Social Sciences Department of University of Silesia. Since 01.10.1998 I have been working in the Sociology Institute of University of Silesia, first on the post of an assistant (1998-2000) and since 01.10.2000 on the post of an adjunct (in the Social Work Department of University of Silesia and then since 01.10.2007 in the Department of Sociology of Organization, Economy and Sociological Research Methodology). During my professional work in the Institute of Sociology of University of Silesia I held the position of deputy manager for the Social Work Department of University of Silesia (from 2001 to 2006) and in the years from 1998 to 2006 I was a supervisor of University of Silesia Scientific Circle of the Social Work Course's Students.

#### **4. Participation in scientific-research entrepreneurship**

Participation in research Project of the SI's Social Work Department of University of Silesia:

- Statutory research of the Social Work Department of University of Silesia – „Transformations in social assistance vs. the needs of education in the scope of social work”;

Participation in research projects of the Department of Sociology of Organization, Economy and Sociological Research Methodology of the SI of University of Silesia:

- Statutory research of the Department of Sociology of Organization, Economy and Sociological Research Methodology – “Social barriers and dilemmas of privatization activities in the plants of Upper Silesian Industrial Region”.

Own research on the professional roles of the social workers, the roles and functions of the consultants employed in the social assistance sector, discrimination practices in social assistance, apparent activities in social assistance and social work, development of the social work in social assistance in the Silesian region, operation of the local support systems and networks for the Katowice city inhabitants.

Participation in the international Project XENOPHOB– the European Dilemma: Institutional Patterns and Politics of ‘Racial’ Discrimination – in the scope of the Fifth Framework Research Program of the European Union. Participation in the project performed under the supervision of professor J. Supińska (Institute of Political Science of University of Warsaw), from 2002-2003.

Participation in the Project entitled „CERTS for Poland – the European Centre of resources in the social work research (Centre Européen de ressources pour la recherche en travail social), coordinated by the Social Pedagogy Faculty of University of Lodz, financed in the scope of the Fifth Framework Program of the EU, 2002-2007.

Participation as an expert and a member of research team in the project of the Institute of Public Affairs in Warsaw entitled “*In search of Polish model of social economy – new Lisków development project*”, with the participation of the European Social Fund (EQUAL Community Initiative), 2004-2008.

Participation as an expert in a project accomplished by the Institute of Social Services Development in Warsaw “In search of Polish model of the social economy” (the project was accomplished by the ISSD with cooperation with other partners) with participation of the European Social Fund (EQUAL Community Initiative), 2005-2008.

Diagnostic research performed on the order of the CFAC in Ruda Śląska, financed from the Ruda Śląska municipal budget. Participation as a team leader and an expert, 2008.

Diagnostic research conducted in the Framework of HCOP system projects (system project “Family in crisis”, accomplished by CFAC in Oświęcim, system project “Help towards family”, accomplished by CFAC in Chrzanów, system project “Towards self-sufficiency. System work with family endangered with social exclusion”, accomplished by: Zabierzów SAC, Wielka Wieś SAC, Skala SAC, Michałowice SAC). Participation as an expert preparing the diagnoses of the tutorial-caring centers in districts and communities, content-based supervision on preparing the maps of selected social issues and resources, 2009.

Participation as an expert, research team manager, research team member in the system project 1.18 entitled „Creating and developing the standards for the services of the social assistance and integration institutions”, co-financed by the EU funds in the framework of the POKL 2007-2013:

tasks accomplished in cooperation with the WRZOS (Working Community of Associations of Social Organizations):

- Expert-manager of the research team (member of the research team: prof. R. Szarfenberg, Prof. E. Trafiałek, dr B. Kowalczyk), in the framework of the task 2 “Working in the scope of implementing the social work standards and the performance

of the social assistance institutions” – management of a team of experts and participation in developing the notion for accomplishment of the diagnosis phase and the project of all-Polish empirical studies “Social assistance services standards”, January-April 2010,

tasks accomplished in cooperation with the Local Activity Centre (CAL):

- Expert, developing the expert’s opinion and preparation of the document on the development of environmental social work in Poland, participation in conferences related to the project (2010-2011),

tasks accomplished in cooperation with the Institute of Public Affairs in Warsaw:

- Expert, member of the research team, preparation of expert’s opinion to the results of the research done among the social workers by the IPA directed by dr M. Rymsza, participation in conferences organized by the IPA, participation in field research by the case study method (according to K. Wojtasik), on the influence of environmental social work on local societies (research manager dr M. Dudkiewicz), and in the framework of the research: consultation of the notion, the tools, conducting the research, developing the reports, preparing the release materials for the anthology, (2011-2012).

Participation as an expert and research team member in the project entitled: „Diagnosis of social issues and monitoring of the activation of human development policy in Katowice”, accomplished by the Katowice city with the Partnership with University of Silesia in Katowice, project co-financed from the European Social Fund (POKL), 2011-2012.

Participation as an expert in the all-Polish system project 1.20 “Upgrade of the professional qualifications of the social assistance and integration employees” co-financed from the European Social Fund in the framework of the Operational Program Human Capital with relation to the accomplishment of the task entitled “Creating the standard of social work supervision”. The task is being accomplished by CNS Pedagogical University of Warsaw and the Local Activity Centre Association on the order of the Human Resources Development Center (participation from November 2012 up to now).

I was awarded University of Silesia Chancellor’s prize for the scientific-research activities twice: in 2007 and 2012, these were individual, second grade prizes. I am a member of Polish

Sociological Society (member of the board of the Social Work Section of the PSS, I am a chairwoman of the SSP Katowice Chapter) and the Polish Association of Social Work Schools.

## **5. Presentation of scientific achievements**

After obtaining the doctor's degree, from 2000 to 2012 I have published one authorial book, two co-author's book, edited one monograph and co-edited another one. Furthermore I am an author of 58 articles published in periodicals or collective works, co-author of 16 articles published in periodicals or collective works, I am an author of 6 reviews (full listing included in the attachment) and 4 reviews of the research theories (2 all-Polish research, 1 research in the Mazovian region, 1 research in the Lublin region), 3 publisher's reviews of books written by other authors (listing included in the attachment). I am also a reviser of the "Problemy Polityki Społecznej (Social Policy Problems)" and "Praca Socjalna (Social Work)" periodicals. From October 2000 to the end of 2012 I actively took part in 83 conferences, I was also a co-organizer of 6 conferences (listing included in the attachment). From 2009 I have been a co-initiator and co-organizer of three public debates on the on-going changes in social assistance in Poland:

- Debates on changes occurring in the area of public care on child and family, undertaken with the Upper Silesian social assistance centers and family help county centers, with the support of Silesian Municipality of Katowice. Its result is the monograph – D. Trawkowska (ed.), *Social assistance towards families. Interdisciplinary reflections on public care for the child and the family*. Toruń 2011;
- Debates on contemporary issues of social assistance in Poland – *Forum* with prof. Ryszard Szarfenberg, Publisher in the Social Policy Issues no. 13-14/2010 which is continued (no. 19/2012 in printing);
- "Silesian-Mazovian debates on social assistance" – scientific enterprise, undertaken with dr Mariola Raław (IASS UW), under the auspices of Sociology Institutes' Directors: SI of the SU and SI of IASS of the UW. In 2011 we held two debates in the Silesian region, further ones are under preparation.

My scientific research and expert activities focused on reinforcing the practice and the related activities on the educational and organizational fields relates to social assistance and social work and the changes occurring in these areas. I have been observing these changes since 1983, thanks to the presence in many professional contexts I have been and I am still working.

Monothematic series of publications „**The transformation trends in the social assistance and social work in Poland**” is the starting point for initiating the tenure process. I have been observing and analyzing the tendencies mentioned in the title of the series in three, mutually connected levels: the profession of social worker, the institutions of social assistance and social work. Itself. Descriptions of changes and the attempts to explain the selected conditions of their course, directions and results are concentrated around these three levels.

- **The profession, the professional roles and the processes of social work professionalization**

My PhD thesis (2000) was dedicated to the functioning of the social workers in the professional roles, and in specific to the structural conditioning of the difficulties limiting their efficient functioning in the teams of roles. Research to this thesis were conducted in the years 1997-1999 and they included the consultants and social workers from the former Katowice region. At that time I have undertaken the following, leading themes:

- the specificity of professional roles' bundles of the social workers and consultants hired in the social assistance, the types of difficulties associated with different social relations resulting from the fulfillment of professional roles and the applied mechanisms of tension decrease during the fulfillment of the roles, which are present in the following publications:

D. Trawkowska: *Modern social worker portrait. Sociological study*. „Śląsk” Academic Press, Katowice 2006.

D. Trawkowska: *Consultants in social assistance – in the light of empirical study results*, [in:] E. Marynowicz-Hetka, M. Granosik, D. Wolska-Pyrlińska (ed.), *Research in social work – review of achievements and perspectives*. ŁU Press, Łódź 2007

D. Trawkowska: *Social workers' role complexes and the social work requirements*, [in:] K. Wódz, K. Piątek (ed.), *Sociology and social politics versus current issues of social work. Dilemmas of social theory and practice*. Akapit Academic Press, Toruń 2004.

Trawkowska: *Conflicts of roles. How to oppose them?*, „Praca Socjalna” no. 1, 2005.

D. Trawkowska: *Social worker facing difficult professional conditions*. „Praca Socjalna” no. 4, 2005.

Merton's model of a set of roles applied to the analysis of the professional roles of the social workers enabled a more complete view of the conditioning of the difficulties in the professional roles and allowed showing the lack of appropriateness of the individually or collectively applied preventive strategies in the situations of conflicting roles and the conflict in the given set of roles.

My accomplished research revealed the existence of many divisions among social workers and a number of organizational issues, hindering the reorientation of social assistance institutions for introducing the supervision, evaluation and other innovations to social work. My research and the contacts with social workers – SPS SU students and the participation in the XENOPHOB project, directed my concerns towards the group identity of the social workers and the related divisions to “friends and foes”, the influence of such divisions on the possibilities to conduct an efficient social work in the social assistance entities. Except of the „*Modern social worker portrait*”, these themes are mostly present in the following publications:

D. Trawkowska: *Social workers – in search of professional identity*, [w:] E. Kantowicz, A. Olubiński (ed.), *Social action in social work in the wake of XXI century*, Akapit Academic Press, Toruń 2003

D. Trawkowska: „*Stranger*” *in social assistance*, [w:] J. Brągiel, P. Sikora (red.), *Social work – a multitude of perspectives. Family – Multi-cultures – Education*. Opole University Press. Opole 2004.

D. Trawkowska: „*Friend or foe*”? *Social work and social workers and the issues of families reintegration*, [in:] A. Karwacki, H. Kaszyński (ed.), *Activation policy in Poland*. UMK Academic Press, Toruń 2008.

One of the limitations in the social work development within the organizational framework of the public social assistance which I took notice on is, unfortunately still omitted in the public debate, the discrimination practice in social assistance. I have raised this issue in the following study:

D. Trawkowska: *Discrimination practices in social assistance*. „*Problemy Polityki Społecznej. Studia i Dyskusje*” no. 8, 2005.



The image of various discrimination practices present in the environment of professional social workers (who mostly paid attention to the lobbying in the workplace) has emerged from the conducted research. Both in their relations with the clients and the presence of labeling, adopted by the very clients of the social assistance. In the opinion of the responders, the client discriminating practices had positive functions enabling taking advantage of the system by the “support-worthy” clients, and who were excluded by the legal regulations from the game for the social assistance resources. The research confirmed the existence of additional selection criteria and indicated some hidden functions of discrimination practices (repair and correction functions of the social assistance system), deepening my knowledge on the way of operation of the social assistance institutions and organizations, solidifying my interest in the social assistance and social work axiology.

Sometime later the undertaken attempt to diagnose the processes of institutionalization of the ethical dilemmas in the social work, in the publication D. Trawkowska: *Moral dilemmas in social work and the process of their institutionalization in social assistance. Global and local context of the phenomena*, [in:] A. Maksymowicz (ed.), *Moral post-modernism dilemmas of Poles. Selected issues*. NOMOS Press, Cracow 2009, I unveil a low level of institutionalization of the remedy strategies in the response to high professional roles’ dilemma of the social assistance workers. Institutionalization of ethical dilemmas in social work indicates low dynamics in the processes of transformation of the social worker’s occupation into a profession, confirming the occupational society’s insignificant role in setting the direction of social work professionalization processes in Poland.

In my case, the interest in social dilemmas in the social work was directly connected with my own professional experiences (being employed as a social worker, consultant, manager and supervisor of social work).

Conflicts between legal standards and the rules of social work, analyzed in my earlier publications (comp. K. Faliszek, D. Trawkowska: *Standard determinants of the roles of the social workers*, [in:] K. Frysztański (ed.): *Social values and standards – around the determinants and agents of the social work*. JU, Cracow 2002), were among the first, analyzed determinants of ethical dilemmas experienced by the social workers. I have analyzed the sources and determinants as well as the types of dilemmas in the relations with the role partners and also some of their consequences for the functioning of the institutions, organizations and the professional environment in my other works (comp. *Social worker facing difficult professional conditions [2005]; Modern social worker portrait [2006]*).

In my later publications, the notion of ethical dilemmas was included in the course of explanation of social work professionalization processes in Poland and its costs:

D. Trawkowska: *Social worker's professionalism*, [in:] L. Frąckiewicz (ed.), Facing the aging. Silesian University ROPS. Augustyn Press Centre, Katowice 2007.

D. Trawkowska: *Professionalism in social work. Theoretical and empirical perspective of Polish experiences*, [in:] W. Szymczak (ed.), Modern challenges and the methods of social work, SS KUL, KUL John Paul the II<sup>nd</sup>, Lublin 2009.

D. Trawkowska: *Professional burn-out among social workers and the ways of its counteraction*, [in:] S. Pawlas-Czyż (ed.), K. Wódz (scientific consultation), Social work versus modern social issues. Auxiliary materials for the attendance of the II<sup>nd</sup> level specialization in the profession of social worker. Akapit Academic Press, Toruń 2007.

In the process of explanation the term professionalism of the social worker in the light of own research I take notice on the formation of reverse hierarchy of the social assistance workers environment determinants which result in the long run in adverse consequences due to the marginalization of the professional meaning of value and knowledge versus the professional skills and narrow definition of professionalism connected with possessing only few of the social worker's required skills. The proposed, original model of description and analysis of the processes of professionalization of the social work in Poland I am substantiating three different models in the discourse, by which the course of social work professionalization processes in Poland is interpreted, which only deepens the difficulty in the evaluation of development of this process.

Research done among social workers in Poland (including own research performed in the area of former Katowice region), enabled me to formulate the conclusion that the definition of professionalism and being a professional in social work, marginalizing the issue of dilemma and internal contradictions of social worker's professional role in the very professional environment hinders the possibilities for developing efficient organizational strategies regarding the limitation of professional burn-out, as well as the role stress and the remedy strategies utilized by the employees, which were exposed during the research turned out to be ineffective. As a consequence of these analyses, the evident issue of professional burn-out has shown the presence of a hidden role stress problem and its conditioning in the social

assistance institution and pointed my awareness to the presence of apparent activities in the social assistance system.

From the very beginning of my professional help I was striving to find the answer to the question how the feminization of the profession influences the practice of helping, and the later works concerned the consequences of this virtue for shaping the image of the institution and the perception of professional environment, especially in local societies. Except the fragments published in the *Modern social worker portrait*, the group of texts includes:

D. Trawkowska: *Women – social assistance clients*, [in:] K. Wódz, J. Klimczak-Ziółek (ed.), *Economical restructuring versus the situation of women in the Silesian region*. WSB, Dąbrowa Górnicza 2004.

D. Trawkowska: *Social work with an individual case of a woman suffering violence in the perspective of reference groups theory*, „Wychowanie Na Co Dzień”, no. 3 (174), March 2008.

D. Trawkowska: *Supporting multi-problem families and women in the family roles through the social assistance – examples of best practices in Ruda Śląska*, [in:] U. Swadźba (ed.), *Work or family? Silesian region women’s dilemmas*. SU Gnome Press, Katowice 2009.

D. Trawkowska: *Social assistance – institution and organization with woman’s face*. „Praca Socjalna” no. 4, 2010.

In these and other texts (in particular referring to family help and the shape of professional environment of social assistance workers) I am emphasizing the notion that lack of in-depth afterthought on the consequences of the profession feminization in the help relation obstructs development of adequate models of social work and also constitutes a barrier in connecting the theory with practical help activity limiting or even prevents from the achievement of professional, thought-oriented policy and development of accurate remedy strategies in relation to the family issues in local environments. Many years of observing the tendencies in transformations of professional helpers: consultants and social workers, which results are thoroughly discussed in the following texts:

D. Trawkowska: *Advisor and therapist or researcher and strategist? Professional roles of consultants in local family support systems*, [in:] D. Trawkowska (ed.), *Social assistance*

towards families. Interdisciplinary considerations on public concern on the child and the family. Akapit Academic Press, Toruń 2011;

D. Trawkowska: *Creators or co-creators of professional roles?*, „Praca Socjalna” no. 1, 2007;

D. Trawkowska, K. Wojtasik: *Study No. 2. On some determinants of the process of role creation*. [in:] M. Dudkiewicz (ed.), *The nature of changes in the local societies – case studies*, [in printing] have helped me to show the course, some of the conditions processes emergence (family assistant, supervisor, social animator, local society organizer) and the associated phenomena occurring in the organizational structures, in local societies and the transformations of the professional environment of the social assistance employees. These issues have been also described in other publications:

M. Raław, D. Trawkowska: *„Route dependence” – social and legal contexts of resolving the act on supporting the family and the system of alternative care*, [in:] M. Andrzejewski (ed.), J. Andrzejewski, P. Ławrynowicz, M. Raław, D. Trawkowska, *Alternative care. The comments to the regulations of the family and care code and the law on supporting the family and the system of alternative care*. WoltersKluwer, Warsaw 2013 [in printing];

D. Skwarska, D. Trawkowska: *A chance for countryside women – Nasutovian Social Enterprise* [in:] T. Kaźmierczak (ed.), *In search of the strategy for grassroots stimulation of the rural societies development*. IPA, Warsaw, 2008;

D. Trawkowska, D. Skwarska: *Productive community – Social Enterprise „Emaus” in Krężnica Jara* [in:] T. Kaźmierczak (ed.), *In search of the strategy for grassroots stimulation of the rural societies development*. IPA, Warsaw, 2008;

I have been analyzing the processes of development of the professional environment and the internal divisions since the '80s of the XX century, which prompted me to conduct a second analysis, after the one included in the *Modern social worker portrait* (2006), which was a more thorough, supplementary analysis of this community – D. Trawkowska: *Social workers as the professional community. Portrait or portraits of the social workers? (remarks)*, [in:] M. Rymsza (ed.): *Social workers and social work in Poland. Between the social service and the office*, Warsaw, 2012.

In my critical comment, I raise the issue of solidifying attitudes, obstructing the introduction of innovative developments in social work, resistance to the organizational changes, the

acceptance for the pseudo-activities, in the aspect of transformation of the social assistance institutions, connected with the activation practice.

- **The institution of social assistance and the social work in the transitional processes**

The observed and analyzed various limitations of professional activity of social employees and consultants, conditioned both with the attitudes of the social employees' community as well as the disintegration of local support systems directed my attention to a number of issues. In the first period of shaping my scientific interests I focused on the specifics of selected social issues and problems, on the strategies of their solution, with the particular share of social work and on the analysis of various social barriers, obstructing the inter-institutional and inter-sector cooperation in the local environment, in solving social issues. My initial interests in social issues and the strategies of their solution are continued:

Faliszek, S. Pawlas-Czyż, D. Trawkowska: *Social work and poverty. Social projects of the Social Work Study Course students of the SU*, [in:] E. Tarkowska (ed.): *Against the poverty. Issues, ideas, initiatives*. Scientific Press, Warsaw 2001.

K. Faliszek, D. Trawkowska: *Les aspects microstructuraux de la marginalisation sociale* [w:] Ch. Labonte-Roset, E. Marynowicz-Hetka, J. Szmagalski (ed.): *Social work education and practice in today's Europe. Challenges and the diversity of responses*. Śląsk Scientific Press, Katowice 2003

S. Pawlas-Czyż, D. Trawkowska: *The essence of interpersonal violence – social work with the victim and the perpetrator*. „Praca Socjalna” no. 4, 2002

K. Faliszek, D. Trawkowska: *Social context of the rehabilitation – on the example of Katowice*. [in:] A. Kotlarska-Michalska (ed.): *Social work areas in theory and practice*. UAM, Poznań 2002.

D. Trawkowska, A. Matyja: *Health status of the Silesian region's women* [in:] K. Wódz, J. Klimczak-Ziółek (ed.) *Economic restructuring and the situation of women in the Silesian region*. WSB, Dąbrowa Górnicza 2004.

D. Trawkowska: *Marginalization of disabled persons as a challenge for the formation of future social workers and non-governmental organizations leaders*, [in:] P. Sałustowicz (ed.), *Activation of local societies. Papers of the IV Conference Against Social Perplexity*. Human Rights Defender Office, Warsaw, 2005.

M. Raław, D. Trawkowska: *Single parenthood – between diagnosis and action*, Wydawnictwo Centrum Zasobów Ludzkich, Warszawa 2013, ISBN 978-83-61638-92-6.

M. Raław, D. Trawkowska: *Single mothers as a problem of social politics and social assistance – guidelines for social work*, [in:] A. Kotlarska-Michalska (ed.), *Women in social work*. Wydawnictwo Naukowe UAM, Poznań 2013, s. 679-700.

This group of texts includes also non-published expert's opinions and reports from diagnostics researches performed in Katowice (twice: in 2000 I've been analysing the support system for drug addicts and their families, in 2012 I've been examining the shape of local support systems and the support networks in the framework of the "Social issues diagnostics and the monitoring of the human resources development policy activation in Katowice" project), in Ruda Śląska (in 2008 I've been diagnosing the social issues and the municipal resources – authorial study on the issue of partial invalidity, multi-problem families profiting from the social assistance, the issues of integration of the local support systems and on the development of the recommendation for the municipal social assistance system, together with dr K. Faliszek). In 2010 I've done the diagnostics of issues and resources of the Oświęcim district, Chrzanów district and four communities located in Małopolska. These and other studies, in which I took part reinforced my interest in the issue of conditioning the efficiency/appearance of the strategy of social issues solving and the issues of integrating local support systems (the analysis of integration levels, integration mechanisms and the processes of disintegration).

In some of my publications I have thoroughly discussed the presence of barriers in solving the social problems:

D. Trawkowska: *Communication barriers during social issues solving – based on empirical studies in social assistance institutions*, [in:] K. Wódz, J. Wódz (ed.), *Social communication functions*. WSB, Dąbrowa Górnicza 2003, p.81-88.

D. Trawkowska: *Structural conditionings of difficulties with cooperation between social assistance centres and non-governmental organizations*, [in:] B. Kromolicka (ed.), *Social work in non-governmental organizations. From the issues of acting and educating*. Akapit Academic Press, Toruń 2005, p 79-97.

To more extent, the issue of barriers was emphasized in the texts on social economy development in Poland, which were created as a result of my participation in the project *In*

*search of Polish model of social economy – new Lisków development project: Barriers to Inter-Sector Cooperation. The Lublin Local Partnership* [in:] *Social Economy, Non – Profit Sector and Social Policy: Poland and Europe* (choice and editing by M. Rymysza, M. Dudkiewicz). Special English Edition of „The Third Sector” Quarterly. ISP, Warsaw 2008. My participation in this project was an impulse to undertake new issues, such as: involvement of social services, including the social assistance in the development of social entrepreneurship and development of environmental social work in Poland. Historical and modern aspects of social economy and entrepreneurial activity development in Poland and the involvement of public social services on this field were thoroughly described in the following publications:

D. Trawkowska: *Public social services versus the local societies’ problems*, [in:] T. Kaźmierczak (ed.), *In search of the strategy for grassroots stimulation of the rural societies’ development*. ISP, Warsaw, 2008.

D. Trawkowska: *The role of social assistance in the development of the social entrepreneurship of Polish countryside. From the experiences of the “New Lisków development” project*, [in:] P. Starosta, A. Michalska-Żyła (ed.), *The space and institutions in rural society. In the memory of Professor Waclaw Piotrowski. „Acta Universitatis Lodzianis. Folia Sociologica” 37, 2011, p. 49-73. ŁU Press.*

D. Trawkowska, E. Trawkowska: *”Good, better, Kadlubian” – Milk Cooperative of the Silesian Farmers in Kadlub* [in:] T. Kaźmierczak, K. Hernik (ed.), *Local society in action. Social capital. Social potential. Local governance*. IPA, Warsaw, 2008, p. 21-42.

D. Skwarska, D. Trawkowska: *A chance for countryside women – Nasutovian Social Enterprise* [in:] T. Kaźmierczak (ed.), *In search of the strategy for grassroots stimulation of the rural societies development*. ISP, Warsaw, 2008.

D. Trawkowska, D. Skwarska: *Productive community – Social Enterprise „Emaus” in Krężnica Jara* [in:] T. Kaźmierczak (ed.), *In search of the strategy for grassroots stimulation of the rural societies development*. IPA, Warsaw, 2008

In the light of the results of research performed in the *New Lisków development* project, local issues were defined by the local social services in a broader way, which included, beside the dysfunction entitling for taking advantage of the services’ support but also the reaction of the services which intensify the issue, hindering the solution.

The strategies for solving the social problem in rural societies were based on the known institutions and legally (statutorily) ordered actions. These two features solidified the barriers of innovation, which the local partnerships were to be in the project's intention. These partnerships encountered a number of social barriers limiting their efficiency, which are described more thoroughly in my text: *In search of Polish model of social economy – new Lisków development project*: D. Trawkowska: *Barriers to Inter-Sector Cooperation. The Lublin Local Partnership* [w:] *Social Economy, Non – Profit Sector and Social Policy: Poland and Europe*.

Social services, cooperating in the project were, cooperating in the project were internally divided, representing departmental interests. Their common feature was investing into the human capital of groups and societies. The operation of partnerships and the social entrepreneurships in this project, the functioning of social services and their approach to the development of entrepreneurship as a strategy for changes in the local societies have shed a new light on the issue of overcoming the departmental limits in the meaning and the practicing of social work – as a challenge for theory and practice. The project has enriched my knowledge on the social services' approach toward the idea of entrepreneurship as an example of social innovation and directed my attention toward the complexity of best practices' conditioning in the local support systems, what was utilized in my further diagnostics research.

My participation in the empirical studies on Polish model of economy and social economy, conducted by the Public Affairs Institute in Warsaw and the Institute of Social Services Development in Warsaw (with partners) in the framework of IW EQUAL fructified with the development of my interest in the issue of evaluation in social assistance and social work.

Other research experiences connected with diagnostics of social issues (e.g. the project entitled: „Diagnosis of social issues and monitoring of social Policy for the activation of human resources in Katowice” and the resulting publications: A. Bartoszek, K. Czekaj, K. Faliszek, A. Niesporek, D. Trawkowska: *Support institutions and the monitoring of social issues in Katowice – Best Practices Book*. Elamed Press in cooperation with UM Katowice and SU Press, Katowice 2012; A. Bartoszek, K. Czekaj, D. Trawkowska (ed.), *Diagnosis of the social issues and the monitoring of the social policy for the activation of human resources in Katowice*. SU, Katowice 2012), management of teams and the participation in the teams engaged in diagnosing the issues and resources of selected municipalities and districts of the



Upper Silesia and Małopolska, academic experiences and also various forms of cooperation with the non-governmental institutions and organizations acting on the field of social assistance have extensively contributed to strengthening my interests in the issues of evaluation in social assistance and the applied criteria: efficiency and accuracy of help towards individualities and families.

The main issues which I am focused on in my research studies on the evaluation are: evaluation as a challenge for social assistance, difficulties with the implementation of evaluation in social practice, utilization of the *Action Research* approach in diagnostic research, practical indications how to improve the accuracy and efficiency of activities towards families, how to develop local government's strategies for solving the social issues – all these are present in the following publications:

D. Trawkowska: *In search of an efficient model of social work with „unemployed clients” of the social assistance*, [in:] J. Staręga-Piasek (ed.), *Social economy, social work marketplace and the social assistance perspective*. IDSS, Warsaw 2007;

D. Trawkowska: *Social work models and their efficiency in solving the social problems in Poland*, [in:] S. Wróbel (ed.), *Modern government. Selected issues*. WSB Press, Poznań-Chorzow, 2009

D. Trawkowska: *In search of methods for improving the accuracy and efficiency of the social assistance activities*, [in:] A. Hryniewicka, J. Staręga-Piasek (ed.), *Various dimensions of efficiency in social assistance*. IDSS, Warsaw, 2011;

I. Rybka, D. Trawkowska: *Guidelines for creating the local governmental strategies for solving the social problems*, [in:] M. Grewiński, A. Karwacki (ed.), *Strategies in social politics*. Mazovian Social Assistance Centre, Warsaw [n.i.d.];

D. Trawkowska: *Social work in the local strategies of social problems solving – afterthoughts from the observation of practice*, [in:] M. Grewiński, A. Karwacki (ed.), *Strategies in Social Politics*, Mazovian Social Assistance Centre, Warsaw [n.i.d.];

D. Trawkowska: *Does the social assistance diagnose the caring-tutorial problems in the families? Issues with problems diagnostics* [in:] A. Żukiewicz (ed.), *Alternative parenthood in the theoretical and practical perspective*. Akapit Academic Press, Toruń 2011;

A. Bartoszek, K. Czekaj, D. Trawkowska: *Living conditions in the districts in the view of the inhabitants' social opinion and expectations towards the municipal authorities and the institutions of social assistance in Katowice*, [in:] A. Bartoszek, K. Czekaj, D. Trawkowska (ed.): *Diagnosis of social issues and monitoring of social Policy for the activation of human resources in Katowice*. SU, Katowice, 2012.

In specific, my interests in the diagnostics of social assistance and social work prompted me to start the reflections on the development chances in the activation approach in social assistance, which is thoroughly discussed in the following publications:

D. Trawkowska: *Between the theory and practice of activation. Theory and practice dilemmas in social assistance*, [in:] K. Piątek, K. Szymańska- Zybortowicz (ed.), *Professional social work. New paradigm or unfinished task?* Akapit Academic Press, Toruń 2011;

D. Trawkowska: *Interactive support structure and the activation approach. Does the activation approach have a chance?*, [in:] A. Bartoszek, K. Czekaj, D. Trawkowska (ed.): *Diagnosis of social issues and monitoring of social Policy for the activation of human resources in Katowice*. SU, Katowice 2012;

A. Bartoszek, K. Czekaj, D. Trawkowska: *Katowice's social problems diagnosis – from the stock taking, identification and dynamics of phenomena to the diagnosis and monitoring of the municipal social assistance. Conclusions and recommendations*, [in:] A. Bartoszek, K. Czekaj, D. Trawkowska (ed.), *Diagnosis of the social issues and the monitoring of the social policy for the activation of human resources in Katowice*. SU, Katowice 2012;

In the first of the texts I am posing and substantiating a question that the pseudo-actions in social assistance can be a result of discrepancy between the assumptions of activation theory and the result of discrepancy between the theoretical assumptions and the assumptions made at the level of activation practice. By short characteristics of the history of the social assistance's interest in activating the individuals, groups and local environments and utilizing the instruments, I perform the analysis of the "activation theory" in the aspect of resulting opportunities and limits for the activation practice and I indicate the dilemmas associated with the activation practice. The activation practice focused on the "integrants" (the term of A. Karwacki), preferring the short-term economical models of social work constitutes the barrier for utilizing the variety of social work. Analyzing the activation processes I pay attention to the characteristic features, such as lack of symmetry of support for the activating and the ones

being subject to the activation process, the omitted grantee of these processes, the typical targets at which the process is aimed. The second text created based on the empirical research, shows the relations of activation practice with the interactive support construction, being a result of current practice of social issues solving in a large city. I nominate the limits in development of activation approach in social assistance to be the features of inter-institutional and inter-sector cooperation, the solidity and the non-replacement of the developed interaction construction and in the non-legibility and lack of good operability of ideas and assumptions of active social policy model among the representatives of the municipal institutions and the non-governmental organizations. In the third text written together with A. Bartoszek and K. Czekaj, I am substantiating the necessity of spatial definition of social needs and shaping the practices to satisfy them on the level of city districts and the need for connecting the nursing care with the support and lifesaving in the models and strategies of care development.

One of the specifically interesting issues for me, which I managed to undertake during my observations and analyses of the transformations of social assistance institutions, was the issue of apparent activities in social assistance and social work. I have introduced the apparent activities to the discourse on social assistance with the means of the following paper (research report) based on my own research report:

D. Trawkowska: *Pseudo-actions in social assistance. A case (and affliction) of social work*, „Problemy Polityki Społecznej. Studia i Dyskusje” no. 10, 2007, p. 131-149.

Their symptoms, mechanisms, reasons and effects were analysed, among others, in:

D. Trawkowska: *Pseudo-activities in social assistance. Symptoms-mechanisms-results*. „Przegląd Socjologiczny” vol. LVIII, book 1, 2009, p. 129-148;

D. Trawkowska: *Pseudo-activities in social assistance centres – causes and effects*. „Praca Socjalna” no. 1, 2009, p. 3-25;

D. Trawkowska: *Social work with the family at the social assistance – effective or pseudo-instrument counteracting the exclusion of families using social assistance?*, [in:] K. Wódz, S. Pawlas- Czyż (ed.), *Social work versus new areas of social exclusion. Theoretical models, the needs of practice*. Akapit Academic Press, Toruń 2008, p. 95-108.

The interest in the apparent activities, which was sourced by my earliest professional experiences in the social assistance, was an impulse for undertaking in-depth analysis of the phenomena of prescriptive innovations in the social assistance system, which is expressed in

the subsequent studies on the concepts and indicators of good practices and the conditionings of good practices in local support systems, created with the contribution of social assistance:

D. Trawkowska: *On the determinants of the best practices in the local systems and support networks* [in:] A. Bartoszek, K. Czekaj, K. Faliszek, A. Niesporek, D. Trawkowska: Support institutions and the monitoring of social issues in Katowice – Best Practices Book. Elamed Press in cooperation with MU Katowice and SU Press, Katowice 2012.

I propose to define the unspecified notion of best practices in social help, applied mostly intuitively and, often also without any afterthought by the social workers and the social assistance managers, by indicating and analyzing the distant aftermaths for the groups engaged and taking interest in them. Defining best practices as the standard innovation, I am introducing it as a relatively new phenomenon to the discussion on the conditionings and development tendencies of social innovations in the social assistance institution. Subjecting the phenomenon of existing good practices and its conditioning in the local individual and family support systems and networks to the sociological analysis I take notice on the current and necessary – in the expert's opinion – forms of support, the existing forms of inter-institutional and inter-sector, the patterns of partners communications and the perceived barriers of the support. In my conclusion I emphasize the meaning of subjective accessibility of the support which is a huge social barrier for the people and families in need and at the same time a barrier strengthened by the processes taking place in the local support institutions. The institutions and the types of their mentality (in the definition of M. Douglas) shape the opinions of their employees on the sources of difficulties in the availability of the support. The experts included in the study, representing the social support networks and systems for various groups in need of the support in the area of Katowice located the sources of difficulties in the limited access to the support on the side of the ones in need and their environment, insufficient supply of necessary forms of support and cooperation exercised in the institutions. I would like to emphasize that the social worker's perceived barrier of subjective accessibility is not an gratuitous act, for its exposition constitutes important, hidden functions, helping the interested party in justifying the state of cooperation in solving the social issues in the city and shaping the mentality of environments professionally and socially engaged in the process of solving the social issues. In the direction which is undesirable and discordant with the rules of social work (acceptance for focusing on the "integrants", the approval for the selection the ones in need to the ones "worthy and not worthy the support"). Furthermore, the transfer of services based on the individualized forms of support strengthens

the focusing of public institutions on investing in human capital, which is one of the important barriers in the social work development.

The theme which I am consistently occupied with, ever since I started my professional career in the social assistance, is the assistance for multi-problem families. In specific, I am interested in the issues of prescriptive and functional integration of the local family support systems and the conditioning of the disintegration processes observed in these systems (assistance to the family incapable of care and nursing in the system of alternative care) and their consequences.

Systematic search of innovative solutions in the frameworks of local child and family support systems, created with many successes by some of the Upper Silesian social assistance centers and the county family assistance centers and also the centers' interest in the exchange of best practices in assisting the multi-problem families have immensely contributed to triple exchange of the experiences between the representatives of theory and practice. The exchange took place during three conferences organized by over a dozen social assistance centers from the Silesian region, in cooperation with the Social Policy Department of the SVO. I have published a monograph work which is an attempt of interdisciplinary view on changes occurring in the families and changes in the strategies of family support - D. Trawkowska (red.) *Social assistance for families. Interdisciplinary deliberations on public care for child and family*. Akapit Academic Press, Toruń 2011. I have written on the topics exposed in this volume regarding foster parenthood, in my earlier works:

D. Trawkowska: *Social care and its workers versus the social work issues with foster families*, [in:] M. Raclaw-Markowska (ed.), *Children and family help in local environment. Debate on the new system*. IPA, Warsaw 2005.

D. Trawkowska: *Successes and difficulties in creating the support system for children and families in Ruda Śląska* . „Problemy Opiekuńczo-Wychowawcze” no. 10, 2009, p. 29-40 and no. 1, 2010.

D. Trawkowska: *Social workers' attitude towards the reorganization of the care system* (part. I and II), „Problemy Opiekuńczo-Wychowawcze” no. 2, 2007 and no. 3, 2007, p.13-23 (in no. 2) and p. 11-17 (in no. 3)

The book: *Social assistance and its employees versus the issues of social work with foster families* was one of the first to take on the discussion on the condition of social work with

family, its features and opportunities, important from the viewpoint of the current family support issues, due to the changes in the system of alternative nursing and the introduction to the “work with family” system.

My interest in the process of transformation of the family support system and the substitute care resulted in the paper prepared together with dr M. Raław – M. Raław, D. Trawkowska: „*Route dependence*” – *social and legal contexts of resolving the act on supporting the family and the system of alternative care*, [in:] M. Andrzejewski (ed.), J. Andrzejewski, P. Ławrynowicz, M. Raław, D. Trawkowska, *Alternative care. The comments to the regulations of the family and care code and the law on supporting the family and the system of alternative care*. WoltersKluwer, Warsaw 2013 [in printing]<sup>1</sup>.

Except of the already indicated issues – potential of social work in assisting the family and various conditionings of its development in social assistance – I am describing the most important aims and the main strategies of operation of the social assistance towards families (preparing the families to accept the assistance, transfer of the social work service, creating and integrating the local family support systems), in relation to the earlier text:

D. Trawkowska: *Where are we heading to? Sociological analysis of activities undertaken towards multi-problematic families by the social assistance*. „*Teology i morality*”, vol. 7, 2010. Among others I take notice on the consequences of diverse dynamics of the main tasks towards the ones in need, realized by the social assistance. Together with dr M. Raław I would include in these consequences the commotions and unforeseen results for the activities’ programmers and the assistants (emergent effect) which I am analyzing in the respect of system organizations and the new organizational roles in the system of family support and alternative nursing.

I have described the issue of barriers in development of social work with family in social assistance in the following works:

D. Trawkowska: *Invisible or non-existing? Social work with family at social assistance.*, [in:] B. Matyjas, J. Biała (ed.), *Family as the environment for social work. Theory and Practice*. Świętokrzyska Academy Press, Kielce 2007.

D. Trawkowska: *Studies of failures during the social work with the family at the social assistance (The rejected. Analysis of the process of placing children in the care institutions [J.*

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<sup>1</sup> This article was published in magazine „*Social Work*” – por. Raław M., Trawkowska D. (2015). "Dependence on the trail" – social and legal consequences of the enactment of the Act on family support and foster care system. *Social Work*, no 2, p. 20-58.

Hryniewicz]; *From the replacement care into the adult life. Assumptions and reality* [ed. A. Kwak]. „Problemy Polityki Społecznej. Studia i Dyskusje” no. 11, 2008, p. 221-241.

D. Trawkowska: *Barriers of social work development in the social assistance in system perspective. An example of social work with family*, [in:] A. Michalska (ed.), *The advantages and disadvantages of living in the family and beyond the family*. „Roczniki Socjologii Rodziny. Studia Socjologiczne oraz Interdyscyplinarne”, UAM Academic Press, vol. XX, 2011, p. 185-208

and in other, already mentioned publications:

D. Trawkowska: *Social work with the family at the social assistance – effective or pseudo-instrument counteracting the exclusion of families using social assistance?*, [in:] K. Wódcz, S. Pawlas- Czyż (ed.), *Social work versus new areas of social exclusion. Theoretical models, the needs of practice*. Akapit Academic Press, Toruń 2008, p. 95-108.

D. Trawkowska: *„Friend or foe”? Social work and social workers and the issues of families reintegration*, [in:] A. Karwacki, H. Kaszyński (ed.), *Activation policy in Poland*. Wydawnictwo Naukowe UMK, Toruń 2008.

In cooperation with Prof. R. Szarfenberg, we have initiated a press debate in the “Social Policy Issues” magazine on the condition of social assistance and social work in Poland, which included experts from social centers and practitioners, has consolidated my interest in the transitions of social assistance institutions and social work, which was evidently described in the following texts:

R. Szarfenberg, D. Trawkowska: *What social assistance?*, „Problemy Polityki Społecznej. Studia i Dyskusje”, no. 13-14, 2010.

D. Trawkowska: *Was it a quantum leap or shall we rather speak of the “quantum leap that never happened”? Short summary of the debate in the framework of the Forum on the social assistance*. „Problemy Polityki Społecznej. Studia i Dyskusje”, no. 13-14, 2010.

D. Trawkowska: *Introduction. Changes in social assistance and social work – what is there to be afraid of and why shall we be afraid?* „Problemy Polityki Społecznej. Studia i Dyskusje”, no. 19, 2012, p. 125-128. [in printing]

My interests in the tendencies of transformations of the social care in Poland were focused on the selected issues. They included the question of accepting the prescriptive innovations in social assistance system (the sustainability of apparent actions, the approach to the activation paradigm), morphogenesis processes (innovation of activities, formation of new organizations and the role creation), institutions and group's overt and covert functions analysis and the descriptions and analyses of structural integration and disintegration processes of the local support systems, conditioning and barriers in social work development in the organizational framework of social assistance.

The issues of the specialists (consultants and social workers) presence in the professional roles, co-organization of debates on changes occurring in the social assistance system and family help, taking part in the research teams working on creating the standards for services and the models of institutions (system project 1.18) have intensified by interests in social work and its development and directed my awareness on the following issues: the opportunities and threats in utilizing the models and social work methods by the public social care and the development of supervision in social work and social assistance.

These topics were thoroughly described in the following works:

D. Trawkowska: *Institutional social work models in the activation of human resources – the required and the actual role*, [in:] A. Bartoszek, K. Czekaj (ed.), *Human capital activation – theory dilemmas versus the practice of small and medium cities*. GWSH Press, Katowice 2010.

D. Trawkowska: *Invisible or non-existing? The role of the team work in solving the homelessness issue*. „Forum. On homelessness without fear” 2011.

D. Trawkowska: *With what dowry do we head towards changes in attitudes and practices? A couple of remarks on the results of reinforcement in the development of the environmental method of social work in Poland*, [in:] B. Skrzypczak (ed.), *Organizing local society. Analyses, contexts, determinants*. LIS no. 1, 2011, SAI, Warsaw.

And in other articles related to the social issues and the strategies of their resolution, best practices in social assistance, barriers in family support, the conditionings of social work development in the field of social assistance and also in some of the compiled expert's opinions (full listing is included in the attachment), e.g.:



D. Trawkowska: *Social work in the local strategies of social problems solving – afterthoughts from the observation of practice*, [in:] M. Grewiński, A. Karwacki (ed.), *Strategies in Social Politics*, Mazovian Social Policy Centre, Warsaw [n.i.d];

D. Trawkowska: *Invisible or non-existing? Social work with family at social assistance.*, [in:] B. Matyjas, J. Biała (ed.), *Family as the environment for social work. Theory and Practice*. Wydawnictwo Akademii Świętokrzyskiej, Kielce 2007, p. 39-53

D. Trawkowska: *Barriers of social work development in the social assistance in system perspective. An example of social work with family*, [in:] A. Michalska (ed.), *The advantages and disadvantages of living in the family and beyond the family*. „Roczniki Socjologii Rodziny. Studia Socjologiczne oraz Interdyscyplinarne”, UAM AP, vol. XX, 2011.

D. Trawkowska: *Social work with the family at the social assistance – effective or pseudo-instrument counteracting the exclusion of families using social assistance?*, [in:] K. Wódz, S. Pawlas- Czyż (ed.), *Social work versus new areas of social exclusion. Theoretical models, the needs of practice*. Akapit Academic Press, Toruń 2008.

M. Raław, D. Trawkowska: *Lonely mothers – between the diagnosis and action*. IASS, Warsaw, [in printing].

The elaborations which constitute a critical afterthought of theory and practice of social work, finding an application as a tool for activating the marginalized human resources, justify the appropriateness of the term “human resources” in the analyses of human capital in social assistance. I am presenting the range of utilized methods and models of social work by the municipal and county social assistance centers, justifying the thesis that the dynamics of development and the practical utilization of various social work methods and models implemented by the public social assistance employees is closely connected to the investments into reinforcing the social capitals of this group, by development of team work in social help, but mainly through the strategies proposed and developed by the assisting organizations (SAC, CFAC). Strategies of strengthening the human capital proposed by the social assistance institution in Poland (changes in social work tuition and perfection system, dissemination of some of the social work patterns thanks to the HCOP projects, promoting the social entrepreneurship), confronted with the reality of formal organizations’ (SAC and CFAC) operation are superficial even in some cases counterproductive, strengthening the

disfunctionality of organizational structures in some area reinforcing the barriers of social work development in public social assistance. The additional issue here is the disorganization of standard and perfect structures of the social assistance employees environment, a phenomenon which is unfortunately not being put sufficient attention to, focusing on strengthening the selected professional skills and the partial restriction of the occupational environment issues, under the signboard of counteracting the professional burn-out of social workers. The roots of these issues, which are commonly addressed as “professional burn-out of social workers” are quite complex, nevertheless the significant role in their creation is played by difficult working conditions, eclectic organizational culture model, superficiality and the closing of interactive support structures and some adverse features of the environmental mentality of the social assistance employees. Interpreting various results of Katowice researches on social support institutions, I recognize them as important causative factors of partially hidden issue of social role stress, present in the discourse on the social assistance and social work under the signboard of professional burn-out.

Support of institutions, by systematic solutions enabling the investment in the social capital of the social workers and more thoroughly planned investments in human capital of other groups of social assistance workers, and in specific development of competences of the managerial staff (including the medium level managers) appears to be an acute strategy for building the social capitals of the communities, including the bridging capital, particularly important in activating and organizing local communities.

The non-governmental organizations and local social assistance centers’ interest in the activation and organization of local communities forced me to perform the sociological study of the conditionings of the development of environmental social work methods in Poland. In my analysis of the environmental shape of the social work I am utilizing the effect of reinforcement, observed in a long-run, described in the sociological literature by R. Budoun, showing the historical conditionings of shallowing and transformations of the environmental work and the modern roots of this phenomena, resulting from the activities of the publishers’ market and the contents available to the interested parties based on which the education and self-education on this method is performed in Poland. I am pointing on the valid role of formalized, common notions of what the social work is and what it is not, which is conveyed in the course of education and practical implementation of the social worker trade, to the possibilities of implementing the innovations in social assistance.

It is intentional that the social work as one of the strategies of solving the local social problems is not commonly and openly present in the local, strategic documents. By analyzing the scale and forms in which it is represented in local strategies of solving the social issues I am pointing out at its diagnostic function, enabling more complete description of social integration processes and local support systems for individuals and families taking advantage of social help, it may also serve as a good indicator of the quality of developed strategies, creativity of social services.

By analyzing the social work's presence in the organizational framework of social assistance, I take notice on the necessity of its support, which might be achieved in a number of ways. One of them is the larger-scale introduction of supervision and the preparation of the social workers to take advantage of and conduct the social work supervision. The development of supervision in social assistance and shaping the role of supervisor in social work was described in the following works:

D. Trawkowska: *Consulting and supervision in Upper-Silesian social assistance centres. Empirical study*. [in:] J. Szmagałski (ed.), *Social work supervision. Applications and dilemmas*. IDSS, Warsaw 2005, p.109-132

D. Trawkowska: *Supervision in social assistance in Poland. Selected theoretical and practical aspects*, [in:] M. Bąkiewicz, M. Grewiński (ed.), *Local social assistance system. Selected institutional and practical issues*. CNS Pedagogic University Press, Warsaw 2010, p. 244-264.

My interest in those issues was directly influence by my practical experiences – participation in developing the program of educating the social work supervisors (in cooperation with H. Gąsior and A. Włoch and the RCSA in Cracow) and the conducting of supervision in one of the largest social assistance centers in Poland, research performed among the consultants employed in the social assistance in the area of Silesian region (former Katowice region) and the participation in the project of developing the “Standard for social work supervision”:

transformations of integration levels, underrating of the standard level, shaping of new roles (assistant, supervisor, transformation of the social worker's role), functions of the apparent activities in social assistance and in social work in the context of transformation of the social assistance institution and the caregiving system to the child and family.

Expert's activity (participation in the research projects in the years 2000-2013, participation in the development of Social Policy Strategy of University of Silesia for the years 2006-2020 in the Framework of the Tuition and Professional Improvement of the Resources of Social Assistance Services Task Team in the years 2005/2006) and the cooperation with regional structures (in particular with the Regional Center for Social Assistance in Cracow, Regional Center for Social Assistance in Lodz, Regional Center for Social Assistance in Warsaw, Social Policy Department of Silesian Voivodeship Office, Social Policy Department of the Mazovian Voivodeship Office, Regional Labour Office in Cracow), intense cooperation with some of the social assistance centers and the county centers of family assistance (among others MSAC in Katowice, MSAC in Ruda Śląska, MFAC in Bytom, MSAC in Gdynia) and also with non-governmental organizations acting in the field of social help (IPA, WCASO), enabled me to develop the scientific interest with the social assistance and social help in close or direct contact with practice.