

**Quality Control in an Era of Privatization:
An Examination of the Implementation of the RAF
Method in Residential Settings**

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More and more personal social services, in Israel as elsewhere, are being privatized. Local and central government agencies continue to finance these services, but their operation is entrusted to commercial interests and to non-profit service agencies. Critics of privatization warn of the possible detrimental effects on the quality of service. The key to success of a policy of privatization is effective supervision and quality control. All fields of social welfare have a history of supervision that combines consultation with control, but the quality control aspect of this type of supervision is often weak and unsystematic.

A few years ago the Ministry of Welfare and Social Affairs introduced to all residential settings under its aegis a quality control method developed by the Brookdale Institute, called the RAF method. This article reports on the results of an investigation of the implementation of the RAF method in residential homes for children, youth, the disabled and individuals with developmental disabilities. Application of the RAF method greatly enhanced the quality control aspects in the supervision of these homes. The method was successfully integrated into the work of the Ministry's cadre of supervisors. It was found that the RAF method requires constant upkeep and support, and is dependent on the availability of an efficient and user friendly infrastructure of computer networks.

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