



Regional Memorandum Order No. 003  
Series of 2016

**SUBJECT: POLICY ON SAFEKEEPING OF PERSONAL VALUABLES AND  
BELONGINGS OF CLIENTS IN DSWD-NAYON NG KABATAN**

**I. RATIONALE**

Mandated to promote and implement programs and services on Social Protection, the DSWD operates and maintains residential care facilities all over the country to ensure safety and protection of vulnerable and disadvantaged individuals, groups and families needing temporary shelter and interventions during their period of crises.

With 24/7 operation, a residential care facility receives from time to time referrals of clients whether walk-in or rescued that significant during their admission are their valuables and belongings in their possessions that cannot be entrusted to anyone in the absence of their family and/or relatives. As such, the Admitting Social Worker and/or Executive on Duty need to decide to take these valuables and belongings for temporary safekeeping.

Nayon ng Kabataan is a residential care facility under the management of the Department of Social Welfare and Development with its mission to care, protect and rehabilitate those Children in Need of Special Protection, regardless of origin, social status and economic conditions.

Records show that for the past five years, receipts of clients' valuables and belongings mostly from:

1. Victims of child labor who received sufficient amount of remuneration after settlement with their employer.

That, as reported said payment was not properly managed that resulted to borrowing for personal use by some co-clients and staff and/or kept secured by staff but no record given to clients thus maliciously concluded that said staff is/are corrupt.

2. Repatriated minors specifically from South East Asia and Middle East that when admitted have baggage of clothing, jewels, valued items for "pasalubong", personal documents and gadgets that oftentimes they refused to entrust and surrender for safekeeping.



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That, report of loss of their valuables and belongings often recorded due to stealing of co-clients in the cottage and such caused the owner to misbehaved by becoming troublesome, difficult to manage and uncooperative during helping interventions.

It is in this situation also that their gadgets are being used by other children for other purposes and intentions.

3. Rescued children victims of trafficking that when admitted there are valuables and belongings that are not recorded in the admission slip and/or in the discharge slip that hardly traced or identified staff with whom these valuables were entrusted.

In all these situations, Nayon ng Kabataan was investigated on an anonymous complaint regarding handling and management of clients' money despite the existing guidelines relative thereto. Valuables that left behind due to leaving without permission (LWP) of client/s and/or absence of staff with whom same was entrusted resulted to mongering, accusation and other unresolved issues due to lack of records or proofs.

Article II, Section 27 of the Constitutions provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption.

It is in this premise that effective measures and other mechanisms have to establish to ensure transparency and accuracy of transactions in the receipt and safekeeping of clients' valuables and belongings, thus this policy.

## **II. LEGAL BASE**

### **A. National Laws**

1. **Republic Act No. 9485**, otherwise known as "An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof, Section 2 –

*"that the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the state shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government".*

**2. Executive Order No. 292 - Instituting the "Administrative Code of 1987" - Title XVI, Chapter I, Section 3 -**

"which states that the functions of the different Departments shall be decentralized in order to reduce red tape, free central officials from administrative details concerning field operations, and relieve them from unnecessary involvement in routine and local matters. Adequate authority shall be delegated to subordinate officials. Administrative decisions and actions shall, as much as feasible, be at the level closest to the public".

**B. Department Orders**

1. **Administrative Order No. 15 Series of 2012** – Amended Administrative Order No. 11 Series of 2007 –Entitled Revised Standards on Residential Care Service – that provides ladderized standards on the operation of a twenty-four (24) hour residential care services for abandoned, abused, neglected or voluntary committed children, youth, women, persons with disabilities and older persons among others.
2. **Administrative Order No. 223 Series of 2002** – Guidelines in the Management of Financial Benefits, Assistance and Compensation from External Resources for Clients in Residential Centers and Institutions – which states in the General Policy that:  
  
"All compensation and financial assistance received by the officer under this Order except for donations and others under the provisions of the General Appropriation Act (GAA) and Commission on Audit (COA) rules and regulations, shall be secured, properly accounted for and used for the exclusive benefit of the residents concerned".
3. **Administrative Order No. 1** – Standard Operation for Center of Excellence in which provisions are specified in AO No. 15 where specific indicators per work areas are enumerated in ladderized system in Standards for Residential Care Service.

**III. OBJECTIVES**

Paramount is the best interest and welfare of residents of Nasyon ng Kabataan thus this policy aims to:

1. Ensure every right of residents on the safekeeping of their personal possessions accurate, complete and receipted once discharged from the center;
2. Maintain transparency in recording and reporting of clients' valuables and belongings at any given time.
3. Impose effective and efficient mechanisms that promote honesty and integrity with clients' satisfaction report relative to the handling and management of clients' valuables and belongings.



#### IV. DEFINITION OF TERMS

1. **Residential Care** - refers to a service delivery mode that provides 24-hour group care living as an alternative family care arrangement to residents whose needs cannot be adequately met by their families.
2. **Resident** - refers to client/s, child/children and or individuals, siblings or groups who are occupants or dwellers on a specific space or place of abode whether on temporary or permanent.
3. **Safekeeping** - refers to a mode or manner of securing and taking care of one's ownership for its safety and availability.
4. **Valuables & Belongings**- refer to personal possession of great value and importance of the owners such as documents, gadgets, jewels, and others.
5. **Executive on Duty** - refers to a senior staff of the center tasked to execute functions and decision makings in behalf of the Center Head.
6. **Officer of the Day** -refers to a Social Worker scheduled for the day to man, assist, facilitate, admit, coordinate, accept and/or administer any referrals in any form whether on phone calls, walk-ins or rescued needing assistance for that day of duty.

#### V. SCOPE & COVERAGE

This policy shall apply to all residents admitted for temporary shelter in Nayon ng Kabataan who at the time of admission and/or during the period of custodial care have in possession personal valuables and belongings that can be characterized as follows:

1. Important documents such as those but not limited to the Original Copy of Passport, Birth Certificate, School Records, Diplomas, Personal Identification Card, Bank Book, ATM Cards and others.
2. Gadgets such as cellphone, tablets, earphone, laptops and others
3. Cash both in Philippine and Foreign currency but not more than P1000.00
4. Personal accessories such as those of good value like jewels, watches, eye lens, bags/wallets and others.

#### VI. GENERAL POLICIES

1. The Officer of the Day (OD) and/or the Executive on Duty (EOD) shall be responsible and accountable in the receipt of valuables and belongings once surrendered by the clients/residents; and same shall be recorded accurately in the EOD Logbook;

2. Any staff of the center except the Officer of the Day and/or the Executive on Duty is not allowed to receive or secured any cash and valued possessions of the clients/residents thus said staff shall immediately surrender to the Officer of the Day and/or the Executive on Duty any entrustment made by the clients/residents of said cash and valuables for their safekeeping.
3. All clients/residents shall surrender their valuables and belongings upon admission subject to inspection and inventory and shall be properly receipted by the Officer of the Day and/or Executive on Duty;
4. The Officer of the Day and/or the Executive on Duty (EOD) shall immediately turn over all personal valuables and belongings surrendered by the clients/residents to the Social Welfare Officer III (SWO III) for initial safekeeping and/or to the Case Manager already assigned to the resident/s;
5. Lost and missing items recorded in the receipt copy of the client/resident shall be paid, replaced and/or demanded and shall be returned by and/or from those persons whose signatures are appearing in the receipts;
6. Clients/Residents who refused to give and/or surrender their valuables and belongings at the time of admission and/or during the period of custodial care shall definitely be responsible to secure their possessions that any loss it may occur during stay in the center shall not be the accountability of any staff;
7. All personal valuables and belongings of clients/residents as per inventory and receipt shall be returned in complete quantity, amount and quality during discharge with receipts duly signed by the clients/residents as witnessed by their parents, relatives and/or assisting LGU Social Workers;
8. Clients/Residents who left without permission (LWP) and with valuables on safekeeping by their Case Manager, the latter shall exert all efforts to locate their families and/or relatives and shall return all these valued possessions to clear the said Case Manager from this accountability;
9. In the event that absence of families and/or relatives of clients/residents who left without permission was established despite diligent efforts of the Case Manager, the latter is obliged to surrender said cash and valuables to the center's Property Custodian as documented for relief from said accountability;
10. A safety vault to secure all these valuables is necessary and shall be made available in the implementation of this policy;
11. Report of lost of these valuables due to robbery, disaster and/or neglect shall be submitted for administrative inquiries and action.



12. Any cash amount received from clients/residents during referrals/ admission and/or during their period of stay in the center shall comply with the provisions in the existing guidelines in the management of clients' money and financial assistance.
13. The Case Manager with valuables and belongings on safekeeping shall submit monthly status report and shall be made available at anytime a surprise inventory is conducted;
14. The Case Manager shall not use clients/residents' money and valuables for personal purposes or lend for other purposes that may put their integrity in question.
15. The SWO II shall conduct inventory of clients' valuables and belongings individually and periodically to the assigned Case Manager who shall prepare and submit report every quarter period that shall be the basis of the SWO III for consolidated monitoring report per semester.
16. The Center Head and/or the SWO III shall conduct on the spot or instant inventory of clients/residents' money and valuables on safekeeping of the Case Manager/s for monitoring as well as for check and balance;

## **VII. IMPLEMENTING PROCEDURES**

### **1. Admission**

- a. The OD/EOD shall conduct physical inspection on client/s and personal belongings to ensure that everything has been surrendered, inventoried, and recorded at the time of admission.
- b. The OD/EOD shall explain properly to the clients the reasons and purpose of securing their valuables and allow them to sign in the inventory receipts which shall served as their consent for the safekeeping of their valuables and belongings;
- c. The OD/EOD shall furnish copy of inventory receipt of the clients to the accepting Cottage House Parent for record and transparency that shall be registered in the cottage logbook.
- d. The OD/EOD shall immediately turn-over all these surrendered clients' valuables and belongings to SWO III who shall endorse to the assigned Social Worker for safekeeping and management;

### **2. Use of Personal Gadgets**

- a. Case Manager shall ensure access of clients to their mobile phones for the purpose of contacting their families and/or relatives as assessed and supervised during its used;

- b. Clients' personal gadgets, SIM card/s, and batteries shall be inspected with care so as to prevent from its malfunctioning and/or deterioration;
- c. Clients' personal gadgets and other accessories shall be immediately returned to their families and/or relatives that may relieve their Case Managers from accountability

3. Money in Cash/ATM Card

- a. Any cash amount and ATM of clients/residents shall be reported and included in the monthly monitoring report as provided in the guidelines in the managing of clients' money and financial assistance.
- b. To consider the bank requirements for deposits and maintenance, the Case Manager shall ensure that clients/residents bank accounts in cash book or ATM are monitored and updated so as to avoid its dormant.
- c. The Case Manager shall be accountable in the safekeeping of clients/residents' cash money amounting only to ONE THOUSAND PESOS (P1000.00) that the clients/residents can personally withdraw from the Case Manager at anytime they may intend to use it;
- d. The cash amount on the safekeeping of the Case Manager shall be recorded and filed in the case folder with required details as described in the attached template;

4. Documents

- a. Clients/residents documents such as birth certificate, passport, school records whether they are originals and/or photocopied shall be secured with utmost care, preserved for future use and shall be made available and returned at any time clients/residents may use them or discharged from the center;
- b. Case Manager shall ensure that documents of clients/residents shall be secured with confidentiality and can only be used or presented for legal and official purposes only. Return of these documents shall be made only to the clients/residents and/or to their legitimate family or relatives.

5. Personal Belongings

- a. Clients/residents may not surrender their personal belongings such as bag, shoes, other accessories of less value provided that loss of these items while in their possession shall not be charged for payment of the center or made any of center's staff liable;



- b. Clients/residents belongings even of less value shall be given with utmost care, with list of inventory and receipted once received or returned to them;

## **VIII. INSTITUTIONAL ARRANGEMENT**

### **A. FIELD OFFICE**

1. Social Welfare Program Specialist (SWPS) to monitor the implementation of this policy and submit feedback report on findings and technical assistance provided to the center;
2. Finance Management Unit to conduct surprised inventory of clients/residents' money and valuables and provide technical support in the safekeeping and management of said items.
3. Regional Center/Institution Coordinator to review and evaluate effectiveness of the policy and as such shall recommend as a regional policy for all center/s residential care facilities.

### **B. NAYON NG KABATAAN**

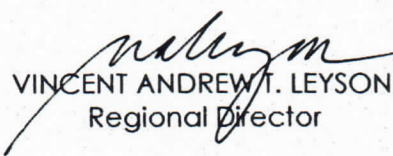
1. Submit monthly report on clients' money and financial report as prescribed in the existing guidelines.
2. Documents all activities done relative to this policy to monitor effective implementation of this policy at all levels in the center;
3. Orient other staff and clients of the center once implemented to ensure that their participation is encouraged and sustained.
4. Incorporate this policy in the center's Manual of Operation.

### **C. LGU-C/MSWDO**

1. Monitor the use of clients/residents' money, financial assistance and valuable for its intended purpose once discharged from the center.
2. Submit feedback/aftercare report on monitoring and supervision provided to clients to include status of clients' financial assistance.

## **IX. EFFECTIVITY**

This policy shall take effect immediately for implementation,

  
VINCENT ANDREW T. LEYSON  
Regional Director