



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT - NATIONAL CAPITAL REGION**

## **CITIZEN'S CHARTER**

2021 (11<sup>th</sup> Edition)



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT - NATIONAL CAPITAL REGION**

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2021 (11<sup>th</sup> Edition)

## **I. Mandate:**

The DSWD is a national agency mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life (Executive Order No. 15 issued in 1998). It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003). These two issuances direct the DSWD to balance its *"enabling and implementing"* roles as it performs its crucial functions as one of the poverty alleviation agencies of the government.

## **II. Vision:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged

## **IV. Service Pledge:**

The DSWD Core Values of Respect for Human Dignity, Integrity and Service Excellence:

Maagap at Mapagkalingang Serbisyo  
Serbisyong Walang Puwang sa Katiwalian  
Patas na Pagtrato sa Komunidad

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## **Field Office – National Capital Region**

### **External Services**

## 1. Assistance to Individuals in Crisis Situation (AICS)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet the basic needs on the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychosocial service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

### Provision of Medical Assistance through Outright Cash

Medical Assistance is aimed at helping the clients for hospitalization expenses, medicines, medical treatment or procedures (implant, laboratories and alike) as well as provision of assistive devices. Amount of cash assistance can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker (MC 11, series of 2019).

<b>Office or Division:</b>	Crisis Intervention Section- On-Site	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the		Hospital



attending physician (issued within three months/ 1 Original and 1 Certified True Copy)				
<p>4. For payment of hospital bill: Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)</p> <p>For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)</p> <p>For medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)</p>		<p>Hospital's Billing Section/ Accounting Office</p> <p>Attending Physician from Hospital/ Clinic</p> <p>Dialysis Centers, Hospitals, Attending Physicians</p>		
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)		<p>Local Social Welfare and Development Offices where the client permanently/ temporarily resides</p> <p>Medical Social Services of the Hospital where the patient is currently confined/ undergoing medication/ laboratory procedures</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	<p>1.1 Give the logbook</p> <p>1.2 Check if details are properly written</p> <p>1.3 Initial review of</p>	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

	<p>client's documents</p> <p>1.4 Issuance of Checklist and Queuing Number</p> <p>1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)</p>			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1. Receive submitted requirements.</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers</p>	None	13 Minutes (from 2.1 to 2.7)	<i>Social Welfare Officer I or II</i> CIS-OS

	and validation)			
	2.3. Fill-out the Certificate of Eligibility			
	2.4. Accomplish Acknowledgment Receipt (AR)			
	2.5. While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)			
	2.6. Assist client's in signing the			

	<p>Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7. Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8. Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	<p>3.1 Sign the Certificate of Eligibility</p> <p>3.2 Review completeness of Documents</p> <p>3.3 Issue the signed Acknowledgement Receipt</p> <p>3.4. Release cash assistance to the client</p>	None	3 Minutes	<p><i>Social Welfare Officer III</i></p> <p><i>Special Disbursing Officer (SWO II or PDOI) CIS-OS</i></p>

4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	Admin. Assistant IV CIS-OS
	<b>TOTAL</b>		<b>20 minutes</b>	

## Provision of Burial Assistance through Outright Cash

Burial Assistance through Outright Cash aims to defray the funeral and related expenses, including but not limited to expenses in bringing the remains to the residence and/or burial site in accordance to the existing customary practices of the family especially among Indigenous People and Moro. Cash Outright can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker. (MC 11, series of 2019)

<b>Office or Division:</b>	Crisis Intervention Section- On-Site
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)	Barangay Hall
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy)  Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)	Local Civil Registry  Chieftain, IMAM or Hospital
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy)	Funeral Service Providers

For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy		Funeral Service Providers		
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		<p>Local Social Welfare and Development Offices where the client permanently/ temporarily resides</p> <p>Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

	Survey via Online (Tablet)			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p>	None	13 Minutes	<i>Social Welfare Officer I and II</i> CIS-OS

	<p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	<p>3.1 Sign the Certificate of Eligibility</p> <p>3.2 Review completeness of Documents</p> <p>3.3 Issue the signed Acknowledgement Receipt</p> <p>3.4. Release cash assistance to the client</p>	None	3 Minutes	<p><i>Social Welfare Officer III</i> CIS-OS</p> <p><i>Special Disbursing Officer</i> (SWO II and PDOI) CIS-OS</p>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV</i> CIS-OS
	<b>TOTAL</b>		<b>20 minutes</b>	



## Provision of Transportation Assistance through Outright Cash

This assistance is for the purchase or payment of transports (land/air/sea) tickets and/or expenses to enable the client to their home provinces permanently or seek further medical intervention in another place or attend to emergency concerns of a family member.

Procured ticket shall be issued to the client unless in instances when giving outright cash is more convenient. (MC 11, series of 2019)

<b>Office or Division:</b>	Crisis Intervention Section- On-Site			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
In absence of Barangay Certificate, Police Blotter Police Certification		Police Station		
In absence of both the Brgy Certification or any Police Documentation, justification of interviewing social worker and/or Social Case Summary Report		Interviewing Social Worker		
		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook  1.2 Check if details are properly written	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

	<p>1.3 Initial review of client's documents</p> <p>1.4 Issuance of Checklist and Queuing Number</p> <p>1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)</p>			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p>	None	13 Minutes	<i>Social Welfare Officer I / II</i> CIS-OS

	<p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Issuance of Agreed Assistance				

3.1 Ticket from the Authorized Service Provider (if ticket)	3.1.1 Coordinate amount of ticket to Service Provider  3.1.2 Determine actual date of travel  3.1.3 Book ticket based on actual number of passenger  3.1.4 Print-out copy of tickets  3.1.5 Advice client to proceed to Special Disbursing Officer for approval of the amount of ticket purchased	None	10 Minutes	<i>Social Welfare Officer I or II</i> CIS-OS
3.2 Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.2.1 Sign the Certificate of Eligibility  3.2.2 Review completeness of Documents  3.2.3 Issue the signed Acknowledgement Receipt  3.2.4. Release cash assistance to the client		3 Minutes	<i>Social Welfare Officer III / Head</i> CIS-OS  <i>Special Disbursing Officer</i> (SWO II and PDOI) CIS-OS
4. Picture Taking with proof of cash	4.1. Assist client during the picture	None	1 minute	<i>Admin. Assistant IV</i> CIS-OS

received	taking			
	<b>TOTAL</b>		<b>30 minutes</b>	

## Provision of Educational Assistance through Outright Cash

This assistance is for eligible students to help defray school expenses and/or cost of sending students/ children such as school fee, supplies, project, etc. (MC 11, series of 2019)

<b>Office or Division:</b>	Crisis Intervention Section – On-Site		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizen		
<b>Who may avail:</b>	<p>Priority will be given to parents and students who are enrolled to public schools and universities, technological and vocational schools</p> <p>Students with Single Parents, who are Person with Disabilities, Overseas Filipino / Repatriated and those who are assessed who ahs extreme needs</p>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall	
3. Enrollment Assessment Form or Certificate of Enrollment/ Registration for Elementary up to Senior High School (1 Original and 1 Certified True Copy)		School’s Registrar	
Registration Form and Statement of Account for College Students (1 Original and 1 Certified True Copy)		College/ University Registrar	
Certification that the students claiming/ children are Scholars in enrolled in Private Schools (1 Original and 1 Certified True Copy)		College/ University Registrar	

4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake	None	13 Minutes	<i>Social Welfare Officer I / II CIS-OS</i>

	<p>Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p>			
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook  1.2 Check if details are properly written  1.3 Initial review of client's documents  1.4 Issuance of Checklist and Queuing Number  1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

	to accomplish the Client's Satisfaction Survey via Online (Tablet)			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2,4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social</p>	None	13 Minutes	<i>Social Welfare Officer I and II</i> CIS-OS

[illegible]

## Provision of Medical Assistance through Issuance of Guarantee Letter

Guarantee Letter can be provided if based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 150, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

<b>Office or Division:</b>	Crisis Intervention Section – On-Site
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)	Barangay Hall
Medical Certificate/ Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital
3. For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital's Billing Section/ Accounting Office
For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Attending Physician from Hospital/ Clinic

For medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Dialysis Centers, Hospitals, Attending Physicians		
4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides  Medical Social Services of the Hospital where the patient is currently confined/ undergoing medication/ laboratory procedures		
For processing of payment (for service providers)				
1. Valid / unexpired Memorandum of Agreement (MOA)		Signed between DSWD-NCR and service provider; duly notarized		
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service		Service provider		
For claiming of cheque				
Additional requirement:  For cheque named to a business entity: <ul style="list-style-type: none"><li>• Authorization letter</li></ul> For individuals other than the payee: <ul style="list-style-type: none"><li>• Special Power of Attorney (SPA)</li><li>• identification card of the payee</li></ul>		Head of business entity represented  Lawyer of the payee Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook  1.2 Check if details are properly written	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS

	<p>1.3 Initial review of client's documents</p> <p>1.4 Issuance of Checklist and Queuing Number</p> <p>1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)</p>			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p>	None	15 Minutes	<i>Social Welfare Officer I or II</i> CIS-OS

	<p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Prepare Guarantee Letter</p> <p>2.9. Sign the Certificate of Eligibility and affix initials on Guarantee</p>		<p>2 minutes</p> <p>1 minute</p>	<p><i>Section Head /SWO III CIS-OS</i></p>
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	Letter			
3.1. Receive the Guarantee Letter Acknowledgement Receipt	3.1. Release the signed Guarantee Letter (GL)  3.2. Sign the Acknowledgement Receipt	None	2 minutes	<i>SWO I / SWO II</i> CIS-OS
4. Present the GL to the billing section of the medical facility	4.1. credit the amount of assistance stipulated on the bill for the client  4.2. render the service required / requested by the client  4.3. Prepare Statement of Account (SOA)  4.4. Submit SOA with attachments required for processing of payment  4.5. Prepare Disbursement Voucher and ORS  4.6. Sign DV/ORS   4.7. Submit to DV/ORS to for	None	2 Minutes  (time depends on the procedure/ service requested)  5 minute  20 minutes  5 minutes  30 seconds  10 minutes	Billing Section of Medical Facility  Medical Facility  Billing Section of Medical Facility  Billing Section of Medical Facility  <i>Admin Aide IV</i> CIS-OS  <i>SWO III/ Head</i> CIS-OS  <i>Chief / OIC</i> PSD  <i>Admin Aide IV</i> CIS-OS



	funding			
	4.8. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		10 minutes	<i>Admin Aide IV</i> FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.10. Review and affix signature		5 minutes	<i>Admin Officer V</i> FMD Budget
	4.11. Tracking of signed documents			
	4.12. Review the completeness of supporting documents.		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.13. Process and make necessary Accounting Entry		5 minutes	<i>Admin Aide IV</i> FMU
	4.14. Prepare two (2) copies of BIR Form 2306 and		10 minutes	<i>Admin Aide IV</i> Accounting Section

	2307.			
	4.15. Set-up Journal Entry Voucher (JEV).		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.16. Review and approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.17. Tracking of signed documents		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.18. Segregate payment thru ADA or cheque		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.19. Prepare Payment		5 minutes	<i>Admin Aide IV</i> Accounting Section
	a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy		30 minutes	<i>Admin Aide IV</i> Accounting Section
	b. for payment thru cheque: cheque, soft copy and ACIC		5 minutes	<i>Admin Aide IV</i> FMU
	4.20. Route ADA or cheque for		5 minutes	<i>Admin Aide IV</i> Cash Section

	<p>signatures of heads of the following:</p> <p>a. Cash section</p> <p>b. Accounting Section</p> <p>c. Chief- Finance Division ( Php 1-500K</p> <p>d. Assistant Regional Director for Administration ( Php 501M- 5M)</p> <p>e. Regional Director (Php 5M -50M)</p> <p>4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank</p> <p>4.22a. Inform the payee that ADA has been completed / submitted to the bank</p> <p>4.21b. Inform the payee of the availability of cheque</p>		<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Assistant II</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p>
<b>For service providers / clients receiving payment thru cheque</b>				
4. Present / identification documents	4.1. Check presented valid Identification Card, authorization letter and special power of attorney in case claimant is other than the name of payee	None	5 minutes	<i>Admin Assistant II</i> Cash Section

	4.2. Retrieve DVs and cheque		10 minutes	<i>Admin Assistant II</i> Cash Section
5. Sign in disbursement voucher (name, signature, date) and in warrant records (name, signature, date)	5.1. Give the DV and logbook for logging of details and signature of claimant  5.2. hand-over the cheque	None	10 minutes	<i>Admin Assistant II</i> Cash Section
<b>TOTAL : Client to receive the GL Process until payment thru cheque</b>			<b>23 minutes 3 hours, 4 minutes, 30 seconds</b>	
<b>Process until payment thru ADA</b>			<b>3 hours, 22 minutes, 30 seconds</b>	
This does not include waiting time				

## Provision of Burial Assistance through Issuance of Guarantee Letter

Guarantee Letter can be provided if, based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 25, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

Office or Division:	Crisis Intervention Section – On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
2. Barangay Certificate of Residency with		Barangay Hall	

Brgy. Seal (1 Original, 1 photocopy)	
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy), or  Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)	Funeral Service Providers  Chieftain, IMAM or Hospital
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy), or  For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy	Funeral Service Providers  Funeral Service Providers
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation	Local Social Welfare and Development Offices where the client permanently/ temporarily resides  Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death
<b>For processing of payment (for service providers)</b>	
1. Valid / unexpired Memorandum of Agreement (MOA)	Signed between DSWD-NCR and service provider; duly notarized
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service	Service provider
<b>For claiming of cheque</b>	
Additional requirement:  For cheque named to a business entity: <ul style="list-style-type: none"> <li>• Authorization letter</li> </ul>	Head of business entity represented

For individuals other than the payee:		Lawyer of the payee Payee		
<ul style="list-style-type: none"> <li>• Special Power of Attorney (SPA)</li> <li>• identification card of the payee</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS
	1.2 Check if details are properly written			
	1.3 Initial review of client's documents			
	1.4 Issuance of Checklist and Queuing Number			
	1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)		2 minutes	
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements	None	15 Minutes	Social Welfare Officer I and II CIS-OS
	2.2. Conduct intake interview using the General Intake			

	<p>Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p>			
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	<p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Preparation of Accomplished Guarantee Letter</p> <p>3.1 Sign the Certificate of Eligibility and affix initial on Guarantee Letter</p>		2 minutes	Social Welfare Officer I and II CIS-OS
3.Receipt of Guarantee Letter and Acknowledgement Receipt	<p>3.1. Release the signed Guarantee Letter (GL)</p> <p>3.2 ssue the signed Acknowledgement Receipt</p>	None	2 minutes	SWO I / SWO II CIS-OS
4. Present the GL to the billing section of the medical facility	<p>4.1. credit the amount of assistance stipulated on the bill for the client</p> <p>4.2. render the service required / requested by the client</p> <p>4.3. Prepare Statement of Account (SOA)</p> <p>4.4. Submit SOA with attachments required for processing of</p>	None	<p>2 Minutes</p> <p>(time depends on the procedure service requested)</p> <p>5 minute</p> <p>20 minutes</p>	<p>Billing Section of Medical Facility</p> <p>Billing Section of Medical Facility</p> <p>Billing Section of Medical Facility</p>



	payment			
	4.5. Prepare Disbursement Voucher and ORS		5 minutes	<i>Admin Aide IV</i> CIS-OS
	4.6. Sign DV/ORS		30 seconds	<i>SWO III/ Head</i> CIS-OS  <i>Chief / OIC</i> PSD
	4.7. Submit to DV/ORS to for funding		10 minutes	<i>Admin Aide IV</i> CIS-OS
	4.8. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		10 minutes	<i>Admin Aide IV</i> FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.10. Review and affix signature		5 minutes	<i>Admin Officer V</i> FMD Budget
	4.11. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMD Budget  <i>Admin Aide IV</i> FMU  <i>Admin Aide IV</i> Accounting Section

	4.12. Review the completeness of supporting documents.		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.13. Process and make necessary Accounting Entry		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.14. Prepare two (2) copies of BIR Form 2306 and 2307.		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.15. Set-up Journal Entry Voucher (JEV).		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.16. Review and approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents		10 minutes	<i>OIC/Head</i> Accounting Unit
	4.17. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> Accounting Section
				<i>Admin Aide IV</i> FMU
				<i>Admin Aide IV</i> Cash Section
	4.18. Segregate payment thru ADA		5 minutes	<i>Admin Aide IV</i> Cash Section

	<p>or cheque</p> <p>4.19. Prepare Payment</p> <p>a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy</p> <p>b. for payment thru cheque: cheque, soft copy and ACIC</p> <p>4.20. Route ADA or cheque for signatures of heads of the following:</p> <p>a. Cash section</p> <p>b. Accounting Section</p> <p>c. Chief- Finance Division ( Php 1-500K</p> <p>d. Assistant Regional Director for Administration ( Php 501M- 5M)</p> <p>e. Regional Director (Php 5M -50M)</p> <p>4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank</p>		<p>30 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p>	<p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Assistant II</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p> <p><i>Admin Aide IV</i> Cash Section</p>
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	4.22a. Inform the payee that ADA has been completed / submitted to the bank		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.21b. Inform the payee of the availability of cheque		5 minutes	<i>Admin Aide IV</i> Cash Section
<b>For service providers / clients receiving payment thru cheque</b>	<b>TOTAL</b>		<b>20 Minutes</b>	
4. Present / identification documents	4.1. Check presented valid Identification Card, authorization letter and special power of attorney in case claimant is other than the name of payee	None	5 minutes	<i>Admin Assistant II</i> Cash Section
	4.2. Retrieve DVs and cheque		10 minutes	<i>Admin Assistant II</i> Cash Section
5. Sign in disbursement voucher (name, signature, date) and in warrant records (name, signature, date)	5.1. Give the DV and logbook for logging of details and signature of claimant  5.2. hand-over the cheque	None	10 minutes	<i>Admin Assistant II</i> Cash Section
<b>TOTAL : Client to receive the GL Process until payment thru cheque</b>  <b>Process until payment thru ADA</b>  This does not include waiting time			<b>23 minutes</b> <b>3 hours, 4 minutes, 30 seconds</b>  <b>3 hours, 22 minutes, 30 seconds</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Upon entry, clients at Crisis Intervention Section On-Site will be provided with orientation on the use of Online Client Satisfaction Survey Form which they shall fill-out to assess their experience and inputs on the process of availing the assistance.</p> <p>Section's Mamamayan Muna Desk Officer and Interviewing Social Workers will personally assist the client in filling-out the online survey form and to be monitored online by the designated staff</p> <p>Contact info: 8735-5413/ 3493-7907 Email: ncris2020@gmail.com</p>
How feedbacks are processed	<p>On a daily basis, the designated staff shall account the number of respondents and summarize their level of satisfaction and feedbacks with the services of the Section.</p> <p>Result of the survey/ feedback will be shared to the staff at the end of the day to inform them of the areas of concerns and those requiring immediate attention/ response.</p> <p>Those feedback requiring immediate response will be responded within three (3) days upon receipt of the said document addressed to the involved offices as well as to the client herself/ himself</p> <p>Summarized result of the survey with analysis will be submitted to the Field Office-NCR on a quarterly basis.</p>
How to file a complaint	<p>Client who wanted to file a complaint can send email thru the Section Official Electronic Mail Address and/ or through the Regional Director's Office.</p>

	<p>Complaints can also be filed via telephone. There will be a dedicated social worker on a daily basis to attend to the various concerns of callers concerning the services of the Section.</p> <p>Contact Info: 8735-5413/ 3493-7907 Email: nrcis2020@gmail.com</p>
How complaints are processed	<p>Client's complaint will be attended by the Designated Mamamayan Desk Officer on a daily basis.</p> <p>If the client's complaint need immediate response, it will be forwarded to the Section Head for appropriate response.</p> <p>Section Head will forward said complaint with attached response to the FO-NCR for further inputs and approval</p> <p>Once approved, it will be sent to the complainant for her/ his information and reference of the action taken by the Section.</p> <p>Unless the complaint required investigation, said document, together with all the supporting documentation will be forwarded to FO-NCR for reference and appropriate action.</p> <p>Contact Info; 8735-5413/ 3493-7907 Email: nrcis2020@gmail.com</p>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 1.2 Assistance to Individuals in Crisis Situation - Offsite Serbisyo (CIS-OS)

Crisis Intervention Section – Offsite Serbisyo is provision of integrated services to individual and families in crisis situation in the form of direct financial assistance to ensure immediate relief from the unexpected situation such as crises and emergencies.

<b>Office or Division:</b>	Crisis Intervention Section – Offsite Serbisyo		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C –Government to Citizens		
<b>Who may avail:</b>	Person in Crisis Situation, Transients, Repatriates, Deportees, abandoned Individual, Student in Crisis, Former Rebels, Killed-in-Action/Wounded-in-Action (KIA/WIA)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Medical Assistance</b>			
1. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides	
2. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital	
For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital’s Billing Section/ Accounting Office	

<p>If for medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)</p> <p>If for medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)</p>	<p>Attending Physician from Hospital/ Clinic</p> <p>Dialysis Centers, Hospitals, Attending Physicians</p>
<b>Burial Assistance</b>	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
3. Death Certificate	Hospital / Local Civil Registry
4. Funeral Contract	Funeral Service Providers
<b>Educational Assistance</b>	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
School ID of the student/beneficiary	School where the student is enrolled
3. Enrolment Assessment Form or Certificate of Enrolment/Registration	School where the student enrolled
<b>Transportation Assistance</b>	
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay



		among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
3. Police Certification (for victim of pick pocket, illegal recruitment etc.)		Police Station		
4. Social Case Summary Report		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
<b>Cash Assistance</b>				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
Depending on the Circumstances				
3.a. Certification of the Fire Protection		Bureau of Fire Protection		
b. Passport, Travel Documents, Certification of OWWA		Department of Foreign Affairs/ Overseas Workers Welfare Administration (OWWA)		
c. Certification for rescued clients		CSWDO/Workers attended during rescued operation		
d. Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children		PNP / CSWDO who attended the rescue operations		
<b>Food Assistance</b>				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required	1.1. Review completeness and	None	1 minute	SWO // CIS-Offsite

	accuracy of documents received			
	1.2. Verify clients records in Crisis Intervention Monitoring System (CrIMS)	none	2 minutes	<i>Social Welfare Aide/Encoder</i> CIS-Offsite
	1.3. Conduct interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers, validation, counselling and referral, if necessary)	None	30 minutes	<i>SWO II</i> CIS-Offsite
	1.4. Review and Approve the Certificate of Eligibility	None	2 minutes	<i>SWO III / OIC</i> CIS-Offsite
2. Receive the Assistance	2.1. Disburse / Release the assistance	None	3 minutes	<i>SWO II / Special Disbursing Officer</i> CIS-Offsite
	2.2. Encode Client's Information and amount of assistance provided to CrIMS	none	5 minutes	<i>Social Welfare Aide/Encoder</i> CIS-Offsite
<b>Total</b>			<b>43 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	At the initial contact with the Section's staff – administrative staff, a client satisfaction survey form shall be provided with an explanation how to accomplish said form. Client shall drop the accomplished form into a box at the office after completing transaction with the section.
How feedbacks are processed	On a daily basis, the focal person accounts, summarizes and rafts response to feedbacks needing actions and / or responses. Draft response together with the summary of feedback received shall be forwarded for review and input of FO management. Response to clients shall be relayed via email or phone call. Should they need to follow-ups, the section can be reached thru 8-7330010 to 18.
How to file a complaint or Send commendation	To file a complaint against the staff, the client can send the following details to Authority to <a href="mailto:foncr@dswd.gov.ph">foncr@dswd.gov.ph</a> : <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complain</li> <li>- Evidences</li> </ul>
How complaints are processed	The focal person shall verify and investigate the complaints and prepare draft response for review and input of Field Office Management. The client will be informed via email or phone call.
Contact Information:	
Anti-red Tape Authority (ARTA)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS)
Presidential Complaints Center (PCC)	8888

## 2. Securing Travel Clearance for Minors Travelling Abroad

The Department of Social Welfare and Development is mandated to provide special protection to children from all forms of abuse, exploitation, trafficking and/or sale or any other practice prejudicial to their development. Thus, a child shall not be allowed to travel alone or be accompanied by a person other than the parent or the legal guardian to a foreign country without a travel clearance issued by the DSWD.

Office or Division:	Minors Travelling Abroad Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	<p>Filipino minors who are below eighteen (18) years old who will travel abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.</p> <p><b>Persons allowed to file application for travel clearance</b></p> <ol style="list-style-type: none"><li>1. Minor's parent/s or legal guardian;</li><li>2. Minor's travelling companion;</li><li>3. A duly authorized representative of the parent/s supported by an authorization letter and valid ID of representative.</li></ol>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Time Applicant:			
1. Duly accomplished application form.		DSWD Field Offices/ downloadable from the internet thru <a href="https://ncr.dswd.gov.ph/about-us/citizens-charter/travel-clearance-for-minors/">https://ncr.dswd.gov.ph/about-us/citizens-charter/travel-clearance-for-minors/</a>	
2. Original and Photocopy of minor's Birth Certificate		Philippine Statistics Authority (PSA)	
3. Marriage Certificate of the minor's parents if legitimate child. If unmarried parents, Certificate of No Marriage (CENOMAR) of the mother (Original and Photocopy)		Philippine Statistics Authority (PSA)	
Death Certificate of the deceased parent (if applicable), original and			





sports agency (for sports competition)	
3. Signed invitation from the sponsoring agency/ organization abroad with itinerary of travel and list of participants and duration of the activity / travel	Organization abroad
<b>For Filipino minor migrating to another country</b>	
1. Visa petition approval	Parent who petition the minor
<b>For a minor under Foster Care</b>	
1. Notarized affidavit of undertaking indicating the purpose of travel, destination, duration of travel and a provision stating the commitment of the Foster Parent on the personal appearance of child and foster parent to the Regional Director or his/her duly authorized representative, within 5 days upon return to the country.	Foster parent/s
2. Notarized affidavit of consent from the Regional Director or authorized representative.	Regional director or the authorized representative
3. Foster Placement Authority (Original and Photocopy)	Foster parent/s
4. Foster Care License (Original and Photocopy)	Foster parent/s
5. DSWD Certification of Child Declaring Legally Available for Adoption (CDCLAA) except those under Kinship Care wherein their parents did not relinquish the minor for adoption.	Concerned DSWD field office
6. Return tickets	Foster parent/s
<b>For Filipino minor going abroad for medical purposes:</b>	
1. Medical abstract of the minor	Attending physician
2. Recommendation from the attending physician that such medical procedure is not available in the country.	Attending physician
<b>For Filipino minor going abroad for inter-country adoption:</b>	
1. Placement Authority issued by the ICAB	Inter-Country Adoption Board
2. Authority to Escort issued by the ICAB	Inter-Country Adoption Board

<b>For a minor/s whose parent/s are seafarers:</b>				
1. Certification from the manning agency attesting to the parent's employment	Manning agency			
2. Photocopy of the Seaman's book	Parent who is seafarer			
<b>For Filipino minor under Legal Guardianship:</b>				
1. Certified true copy of Court Order on Legal Guardianship	Legal guardian			
<b>For abandoned minor with alleged missing parent, if parents are married, the following shall be the requirements:</b>				
1. Social Case Study Report executed by a licensed social worker of the Local Government Unit (LGU)	Local Government Unit (LGU)			
2. Blotter report from either the Local Police or barangay certification from the locality or the last known address of the alleged missing spouse	Local police or barangay			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s or known relative/s.	Parent			
<b><i>Note: Additional supporting documents may be required by the social worker upon interview depending on the nature of travel.</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the screening area of MTAS for registration	1. Provide service sequence number, CSS form, and application form to applicant	None	7 minutes	Social Welfare Officer II MTAS
2. Fill-out and submit the application form and all applicable documents as required	2. Check and review the completeness of details provided in the application form and the submitted	None	7 minutes	Social Welfare Officer II MTAS



	documents.			
3. Proceed to Social Welfare Officer of MTAS for interview and assessment	<p>3.1. Validate and assess veracity of information provided by the applicant to establish the reasons of securing the travel clearance and prepares assessment report</p> <p>3.2. Review and sign the documents as assessed by the social worker</p> <p>3.3. If <b>approved</b> issue payment slip</p> <p>If <b>disapproved</b>, social worker will conduct the following:</p> <ul style="list-style-type: none"> <li>✓ Counseling of the applicant focused on the reason of disapproval of the application.</li> <li>✓ Notify nearby</li> </ul>	None	25 minutes or depends on the case of the applicant	<p><i>Social Welfare Officer II</i> MTAS</p> <p><i>Officer In-Charge / Head</i> MTAS</p> <p><i>Social Welfare Officer II</i> MTAS</p>

	<p>DSWD FO on the disapproved application for monitoring and reference.</p> <p>✓ Preparation of notice of disapproval to PSB/BI/DFA</p> <p>✓ Include name of the minor in the monitoring and watch list.</p> <p>If <b>exempted</b>, issue Certificate of Exemption</p>			Admin Aide IV MTAS
4. Submit Payment Slip / Order of Payment	<p>4.1. Validate order of payment and other attachments</p> <p>4.2. Write details on the receipt</p>	None	5 minutes	Admin Officer I Cash Section
<p>5.1. Pay the amount stipulated on the official receipt.</p> <p>5.2. Sign on the receipt</p>	<p>5.1. Collect the Cash</p> <p>5.2. Issue Official Receipt</p>	<p>P300.00 valid for One (1) year</p> <p>P600.00 valid for Two</p>	5 minutes	Admin Officer I Cash Section

		(2) years		
6. Present Receipt to MTAS Social Worker	6.1. Issue claim stub  6.2 Prepare the Travel Clearance Certificate  6.3. Sign the Blue Card	None	30 minutes	<i>Social Welfare Officer II</i> MTAS  <i>Admin Aide IV</i> MTAS  <i>SWO III/ OIC</i> MTAS  <i>Regional Director</i> FO-NCR
7. Receive / claim the travel clearance certificate	7. Release the travel clearance certificate	None	3 minutes	Admin Aide IV MTAS
<b>TOTAL</b>		Php 300.00 / Php 600.00	<b>1 hour, 12 minutes</b>  This does not include waiting time	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the feedback form and drop into the box or send to <a href="mailto:travel.foncr@dswd.gov.ph">travel.foncr@dswd.gov.ph</a></p> <p>MTAS Contact Info: 8-310-1435 / 8-733-0010 to 18 local 210</p>
How feedbacks are processed	The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.
How to file a complaint	<p>To file a complaint against the a staff of MTAS, provide the following details via email:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complaint</li> <li>- Evidences</li> <li>- Name of the person being complained</li> </ul> <p>Send the complaints to <a href="mailto:travel.foncr@dswd.gov.ph">travel.foncr@dswd.gov.ph</a></p>
How complaints are processed	The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

### 3. Provision of Supplementary Feeding Program

Republic Act No. 11037 otherwise known as the "Masustansyang Pagkain para sa Batang Pilipino Act: of 2018 mandates the Department of Social Welfare and Development (DSWD) and the Department of Education (DEpED) to implement the Supplementary Feeding Program (SFP) and the School-Based Feeding Program respectively to address under nutrition among Filipino children.

The Supplementary Feeding Program (SFP) is the provision of food in addition to the regular meals to target children ages 2-5 years old enrolled in the Child Development Center (CDCs) and Supervised Neighborhood Play (SNPs) as part of the DSWD's contribution to the early childhood care and development (ECCD) program of the government.

<b>Office or Division:</b>	Special Project Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Children Beneficiaries Served in Day Care Centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Project Proposal		C/MSWDO		
1 Memorandum of Understanding		C/MSWDO		
Master list of children Beneficiaries		C/MSWDO		
Nutritional Status		C/MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the documentary requirements	1. Prepare the Cycle Menu for the implementation of SFP	None	Within 2 working days	Nutritionist Dietitian II Nutritionist Dietitian I
	2. Prepare the recipe of the menu	None	Within 1 working day	Nutritionist Dietitian II Nutritionist Dietitian I
	3. Specify the raw materials in preparation on the bidding process.	None	Within 2 working days	Nutritionist Dietitian II Nutritionist Dietitian I
	4. Receive all documents	None	2 minutes	SFP Administrative Assistant - II

	4.1. Record the incoming documents 4.2. Endorse the out – going documents to the OIC of the Section			
	5. Review and evaluate project proposals and Memorandum of Understanding submitted by LGUs required for the implementation of Supplementary Feeding Program for children.	None	10 minutes	<i>Officer In – Charge Focal Person Social Welfare Officer – II Nutritionist – Dietitian – II Nutritionist – Dietitian – I Project Development Officers - I</i>
	6. Submit the Memorandum of Understanding of LGUs to Officer In – Charge of the Section for affix initial 3.1. Log - in the documents to the logbook.	None	3 minutes	<i>Administrative Assistant - II</i>
	7. Submit the Memorandum of Understanding to the Division Chief of the Protective Services Division for signature. 5.1. Log – in	None	3 minutes	<i>SFP Administrative Assistant II Administrative Assistant I</i>

	the documents			
	8. Submit the Memorandum of Understanding to the Office of the Assistant Regional Director for Operations for signature. 5.1. Log – in the documents.	None	3 minutes	<i>Administrative Aide IV SFP Administrative Assistant II</i>
	9. Receive the approved Memorandum of Understanding from Regional Director's Office 9.1. Log in the incoming documents	None	3 minutes	<i>Administrative Assistant - II</i>
	10. Notarization of Memorandum of Understanding in partnership of partner LGUs.	None	5 minutes	<i>Legal Office SFP Administrative Assistant II</i>
	11. Prepare the Terms of Reference (TOR) 11.1. Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS. 11.2. Submit the Terms of reference to the Division Chief for the approval, inputs,	None	5 minutes  3 minutes  3 minutes	<i>Focal Person  SFP Administrative Assistant II Officer In – Charge  SFP Administrative Assistant II</i>

	<p>comments and affix signature.</p> <p>11.3. Receive the approved Terms of Reference from the Division Chief and submit the Terms of Reference to Officer In – Charge, Assistant Regional Director for Operations for signature.</p> <p>11.4. Receive the approved Terms of Reference from the Regional Director's Office.</p>		<p>3 minutes</p> <p>3 minutes</p>	<p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p>
	<p>12. Prepare the Purchase Request of the Cycle Menu for the bidding process</p> <p>12.1 Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS.</p> <p>12.2. Submit the Purchase Request to the Division Chief for the approval, inputs, comments and</p>	None	<p>Within 5 working days</p> <p>3 minutes</p> <p>3 minutes</p>	<p><i>Nutritionist Dietitian I</i></p> <p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p>



	<p>affix signature.</p> <p>12.3. Receive the approved Purchase Request from the Division Chief and submit the Purchase Request to Officer In – Charge, Assistant Regional Director for Operations for signature.</p> <p>12.4. Receive the approved Purchase Request from the Regional Director's Office.</p>		<p>3 minutes</p> <p>3 minutes</p>	<p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p>
	<p>13. Consolidate the approved documents such as:</p> <ul style="list-style-type: none"> <li>✓ Purchase Request</li> <li>✓ Mother Project proposal</li> <li>✓ Work and Financial Plan</li> <li>✓ Project Procurement Management Plan</li> <li>✓ Terms of Reference</li> </ul> <p>13.1. Log in the documents for the record and</p>	None	<p>Within 30 minutes</p> <p>10 minutes</p>	<p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p>

	submit the documents 13.2. Submit the consolidated documents to Bids and Awards Committee for the bidding process		10 minutes	<i>SFP Administrative Assistant II</i>
	14. Prepare the Purchase Order  14.1. Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS. 14.2. Submit the Purchase Order to the Division Chief for the affix initial/ signature. 14.3. Receive the approved Purchase Order from the Division Chief	None	5 hours  3 minutes  3 minutes  3 minutes	<i>Focal Person SWO – II ND – II ND – I PDO – I</i>  <i>SFP Administrative Assistant II</i>  <i>SFP Administrative Assistant II</i>  <i>SFP Administrative Assistant II</i>
	15. Prepare Requisition and Issuance Slip and Acceptance and Inspection	None	5 minutes	<i>Focal Person SWO – II ND – II ND – I PDO – I</i>
	16. Monitor and inspect the delivery of food commodities on	None	Within 1 working day	<i>Focal Person SWO – II ND – II ND – I</i>

	the identified drop off points			<i>PDO – I</i>
	<p>17. (After the delivery of food commodities) facilitate the payment of food commodities with the following attached documents:</p> <ul style="list-style-type: none"> <li>✓ Disbursement Voucher</li> <li>✓ Sales Invoice</li> <li>✓ Delivery Receipt</li> <li>✓ Statement of Account</li> <li>✓ Requisition and Issue Slip (RIS)</li> <li>✓ Inspection and Acceptance</li> <li>✓ Purchase Order</li> <li>✓ Obligation Request and Status</li> <li>✓ Certificate of Availability of Funds</li> <li>✓ Contract</li> <li>✓ SFP Mother Proposal</li> <li>✓ Work and Financial Plan</li> <li>✓ Project Procurement Management Plan</li> </ul>	None	30 minutes	<p><i>Focal Person</i>  <i>SWO – II</i>  <i>ND – II</i>  <i>ND – I</i>  <i>PDO – I</i></p>

	✓ Purchase Request			
	18. Consolidate the following documents: ✓ Disbursement Voucher ✓ Sales Invoice ✓ Delivery Receipt ✓ Statement of Account ✓ Requisition and Issue Slip (RIS) ✓ Inspection and Acceptance ✓ Purchase Order ✓ Obligation Request and Status ✓ Certificate of Availability of Funds ✓ Contract ✓ SFP Mother Proposal ✓ Work and Financial Plan ✓ Project Procurement Management Plan Purchase Request 18.1. Record the documents in Special Project	None	5 minutes	<i>SFP Administrative Assistant – II</i>
			3 minutes	<i>SFP Administrative Assistant – II</i>

	Section Log Book 18.2. Submit the documents for payment in Finance Management Division		3 minutes	<i>SFP Administrative Assistant - II</i>
	19. Monitoring and provision of technical assistance to LGUs	None	120 feeding days	<i>Focal Person SWO – II ND – II ND – I PDO – I</i>
	20. Validation/Consolidation of Master List and Nutritional Status Upon Entry, after 60 days and after 120 days per LGU	None	As per schedule	<i>Nutritionist – Dietitian II Nutritionist – Dietitian I</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	You can send feedback report to this email address <a href="mailto:cbsu_ncr@yahoo.com">cbsu_ncr@yahoo.com</a> and <a href="mailto:combs.foncr@dswd.gov.ph">combs.foncr@dswd.gov.ph</a> or call at telephone 733-0010 loc. 116 or written platform send to DSWD-NCR #389 San Rafael St. Legarda, Sampaloc, Manila and & the client will fill-up the Client's Satisfaction Survey Form.
How feedbacks are processed	<p>Everyday the email account of the Section were being check and all the communication, queries and clarification were printed for the information and appropriate action of the Section Head within one to three days period.</p> <p>Immediate assignment to the social workers for appropriate action.</p> <p>Action/s taken were provided to the concerned or source of feedback report especially there is response expected from the Section.</p>
How to file a complaint	Send the complaint thru email, <a href="mailto:cbsu_ncr@yahoo.com">cbsu_ncr@yahoo.com</a> phone call at telephone number 733-0010 loc. 116 or written platform send to DSWD-NCR #389 San Rafael St. Legarda, Sampaloc, Manila
How complaints are processed	<p>Send the complaint thru email, phone call, or written platform. All the complaints will be printed by the Administrative staffs for eventual endorsement to the Section Head for validation, and investigation.</p> <p>Involved staff will be requested to explain her/his side. Whatever the result, if it is not resolved within the Section, this will be elevated to the Division Chief for technical assistance.</p>
Contact Information:	
Anti-red Tape Authority	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

(ARTA)	Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS)
Presidential Complaints Center (PCC)	8888
Community Based Services Section	733-0010 loc. 116, or 09322098164- Sun/Smart & 09650543087 Globe

#### 4. Provision of Assistance to Senior Citizens through Social Pension

The application for Social Pension Program involves Evaluation of Application, Assessment and Interview and endorsement to Local Government Unit specifically to City Social Welfare and Development (CSWDO) and Office of the Senior Citizen Affairs (OSCA).

<b>OFFICE/ DIVISION</b>	Social Pension Program Management Officer (SPPMO)/ Protective Services Division (PSD)			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	Government to Citizens			
<b>WHO MAY AVAIL</b>	Sixty Years old (60) and above senior who are: Frail, sickly, or with disability; No pension from the Government Service System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Arm Forces and Police Mutual Benefits Association, Inc., any other insurance company; No permanent source of income; and No regular support from family or relatives for his/her basic needs.			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Senior Citizen Identification Card (ID) With 2 photocopies		Office of the Senior Citizen Affairs Office (OSCA)		
Application form		Social Pension Program Management Office		
1x1 pic		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of authentic and valid Office of the Senior Citizen (OSCA) Identification Card at the assigned Officer of the day (OD) of the Social Pension Project Management	1.Review of the OSCA ID presented by the applicant	None	1 minute	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>  <i>Project</i>



Office	1.1 Checking of the applicant's personal information in the Social Pension Database to determine if the client is an existing social pensioner		5 minutes	<i>Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
	1.2 If existing, client will be immediately informed on the schedule of cash pay-out		5 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
2. Provide accurate and factual information during the intake interview of the OD of the Social Pension Project Management Office	2. If not existing social pensioner, conduct intake interview with the applicant and fill-out the Social pension Application form with 1x1 picture in order to evaluate and assess the eligibility of the applicant in the social pension program	None	15 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
	2.1 Inform the applicant regarding the endorsement of the complete Social Pension Intake Sheet and the attached photocopy of OSCA ID to their		4 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>

	<p>respective LGU for revalidation and scheduling of home visit</p> <p>2.2.The application form with 1x1 picture of all the walk-in applicant will be consolidated and will be forwarded by OD to the respective Focal Person to officially endorse the name of the applicant to LGU for their reference</p> <p>2.3. Received endorsement of hard and soft copy of master list from LGU</p> <p>2.4 Name matching and duplicity checking of submitted masterlist</p> <p>2.5 Conduct home visit/ validation on senior citizen in</p>		<p>5 minutes</p> <p>3 minutes (with waiting time depends on the submission of LGU)</p> <p>3 working days</p> <p>30 minutes per client (Duration of validation may</p>	<p><i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i></p> <p><i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i></p> <p><i>Admin Asst. III, Admin Aide IV (Database) SPPMO</i></p> <p><i>PDO I/II, Social Welfare Officer II, Admin Assist.III, Admin Aide IV SPPMO</i></p> <p><i>PDO I/ II, Admin Assist.III, Admin Aide IV SPPMO</i></p> <p><i>Admin Assist. III,</i></p>
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	coordination with CSWD and OSCA		vary depending on the number of Senior Citizen applicant)	<i>Admin Aide IV (Database) SPPMO</i>
	2.6 Encode Social Pension General Intake Sheet		3 minutes per form	
	Note: In case the data reflected on the Social Pension general intake sheet is incomplete re-validation thru home visit will be conducted again		3 working days	<i>Admin Assist. III, Admin Aide IV (Database) SPPMO</i>
	2.7 When all the data is complete upon encoding, the database will consolidate the encoded list for duplicity, ensure the accuracy of the information		5 minutes	<i>Admin Assist. III, Admin Aide IV (Database) SPPMO</i>
	2.8 The consolidated list will be forwarded to DSWD Central Office for eligibility checking		4 hours	<i>PDO I/ II, Social Welfare Officer II SPPMO</i>
	2.9 Received Clean list from DSWD Central		3 working days	<i>Admin Assist. III, Admin Aide IV</i>

	office and conduct counter checking of downloaded list  Note: If client is not eligible, the focal person will inform the Senior Citizen on the result of validation thru letter  2.10 If client is eligible based on the clean list, Senior Citizen will be included on the waiting list subject to availability of the slot		5 minutes	(Database) SPPMO
	<b>TOTAL</b>	<b>NONE</b>	<b>9 days, 5hrs, 26 minutes</b>	

Upon approval of application and inclusion in the Social Pension Program, the eligible and indigent senior citizen will now proceed to availment of semestral stipend.

CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
<b>Beneficiaries:</b> Senior Citizen Identification Card (Original with 2 photocopy)	Office of the Senior Citizen Affairs (OSCA) LGU
<b>Authorized Representative:</b>	
1. Senior Citizens ID (Original with 2 photocopy)	Office of the Senior Citizen Affairs
2. Original copy of Authorization Letter with Signature/thumb mark of pensioner	Pensioner
3. Picture of Pensioner and Authorized Representative holding the latest newspaper ( must be taken on or before pay-out)	Pensioner

4. Valid Government issued ID of Authorized representative (original & 2 photocopy)*		SSS,GSIS, DFA, PHILPOST, PRC, TIN		
<b>*The validator shall request additional requirements depending on the case for further verification</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation and submission of the Requirements to the assigned validator  Note: ensure to submit all needed documentary requirements for validation.	1. Review and thorough checking of the completeness of requirements and accuracy of information of pensioner vis-à-vis payroll.  Note: If the requirements are complete.	None	5 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
	1.1 Incomplete requirements, inform the pensioner of the lacking documents  Note: In case of discrepancies in RAO vs. ID's, Certificate will be Issued by the OSCA from LGU		3 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
2. Sign-in to payroll and documents that requires their signature and or thumb mark	2. With complete requirements, let the pensioner sign the payroll and other documents. Issue stub & copy of validated documents to the	none	5 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO

	pensioner.			
3. Proceed to SDO/Paymaster for receipt of stipend	3. Rechecking of the validated documents. Release the stipend.	none	3minutes	<i>Special Disbursing Officer/ Paymaster</i>
4. Proceed to the picture-taking area	4. Take a photo of the social pensioner holding his/her OSCA ID and pension.  The photo will be uploaded to the database of Social Pension Information System	None	2 minutes	<i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i>  <i>Admin Asst. III, Admin Aide IV (Database) SPPMO</i>
	<b>TOTAL</b>	<b>None</b>	<b>18 minutes</b>	

## 5. Provision of Centenarian Gift to Centenarians

Republic Act 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100, 000.00, Letter of Felicitation and Posthumous Plaque of Recognition, at the national level.

<b>Office or Division:</b>	Protective Services Division/ SPPMO		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C-Government to Citizen		
<b>Who may avail:</b>	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Living Centenarians:</b>			
1 Original Birth certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
1 photocopy			
Original Philippine Passport		Department of Foreign Affairs (DFA)	
1 photocopies			
Original Identification cards		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)	
1 photocopies			
<b>In the absence of Birth Certificate or passport the following requirement should be submitted</b>			
1 Original Marriage Certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
1 photocopy			
Original Birth Certificates of children		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
1 photocopy			
Original copy of Affidavits executed by at least two (2) disinterested persons		Lawyer (either public or private)	

1 Certified true copy Old School records or Employment records  1 photocopy	School or Employment agency
Original copy of Baptismal and/or Confirmation records  1 photocopy	Parish church and other religious denomination
Original copy of Medical and/or Dental examination  1 photocopy	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
<b>For Deceased Centenarians:</b>	
Original copy of Death certificate  1 photocopy	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Original copy of Identification card of the nearest surviving relative  1 photocopy	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
1 Original copy of Certificate of live birth or Marriage Certificate of the nearest surviving relative  OR  Original copy of Baptismal and/or Confirmation records  1 photocopy	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)     Parish church and other religious denomination
Original Copy of Special Power of Attorney	Lawyer (either public or private)
Original Copy of Warranty and Release from Liability	DSWD Field Offices
<i>*Documents stated in the living centenarians, shall also be required to be submitted by</i>	



*the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect, if any*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the required documents	None	Depends on the set fees of the agency where the pertinent documents be secured	depends on the - ----	<i>Centenarian or Centenarian surviving relatives</i>
2. Submit permanent documents and fill-out the forms to the Local Government Unit either through the City/Municipality Social Welfare and Development Office (C/MWDO) or Office for Senior Citizens Affairs (OSCA) or to DSWD Field Office all	2. the City/Municipality Social Welfare and Development Office or Office for Senior Citizens Affairs or DSWD Field Office verify the authenticity and veracity of the submitted Documents of the centenarian applicants  Note: C/MWDO submit the documents to DSWD Field Office	None	20 minutes	Centenarian or Centenarian surviving relatives  C/MWDO and OSCA Staff  <i>DSWD FO Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II, Social Welfare Officer III</i>
			10 minutes	C/MWDO and OSCA Staff
			30 minutes	<i>DSWD FO</i>

	Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II will conduct home visit to the centenarian to verify the warm living body of the Centenarian applicant and take a photo of the centenarian applicant	None	30 minutes	Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II, Social Welfare Officer III
	2.2 Assigned Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II prepared feedback report of the home visit address to Division Chief, Assistant Regional Director for Operation and Regional Director	None	3 working days	Assigned Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II  Project Development Officer II, Admin Aide IV, Admin Assistance III

	<p>2.3 Processing of Obligation Request Status and DV for the issuance of cheque amounting to One Hundred thousand Pesos (Php100,000.00)</p> <p>2.4 Awarding of Cheque to Centenarian Applicant</p>	None	10 minutes	<p><i>Assigned Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II</i></p>
TOTAL		None	<b>3 working days 1 hour and 40 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Please let us know we have served you by sending your feedback and suggestion through email ( <a href="mailto:foncr@dswd.gov.ph">foncr@dswd.gov.ph</a> ) and telephone numbers 733-0010 local 105 or 5-310-0735.
How feedbacks are processed	The Admin Assistant II will consolidate all the feedback and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the Feedback of the Clients to the Staff and to the management for Office improvement.
How to file a complaint	Please let us know we have served you by sending your complaint through email ( <a href="mailto:foncr@dswd.gov.ph">foncr@dswd.gov.ph</a> ) and telephone number 87330010 loc 105 Or 5-310-0735.
How complaints are processed	The Admin Assistant II will consolidate all the Complaint and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the complaints of the Clients to the SPPMO Staff and to the management for proper action
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 6. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

RA 9523 also known as An Act Requiring a Certification from the Department of Social Welfare and development (DSWD) to Declare a Child Legally Available for Adoption as a Prerequisite for Adoption Proceedings, Amending for this Purpose certain provisions of RA 8552, otherwise known as Domestic Adoption Act of 1998, Presidential Decree No. 603 otherwise known as the Child and Youth Welfare Code.

RA 9523 is an expeditious alternative method of protection and assistance to every child who is abandoned, surrendered or neglected so that the child's full emotional and social development are enhanced for their best interest and welfare.

As such, with the influx of children being administratively declared legally available for adoption by the Department in lieu of the judicial process, there is a need to put in place the necessary guidelines, policies and procedures for the petitioners' guidance and information paving the way for the expeditious issuance of the needed Certification declaring that a child is legally available for domestic adoption under RA 8552 and inter-country adoption under RA 8043.

Moreover, applicants for voluntarily committed children shall secure a Certification to declare a child as legally available for adoption but will no longer be required to undergo posting and necessary publication.

<b>Office or Division</b>	Adoption Resource and Referral Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Governments Government to Citizens	
<b>Who May Avail:</b>	Local Government Units (LGUs), Residential Care Facilities (RCF) and Child Caring/ Placing Agencies (CCAs/CPAs)	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
<b>A. Abandoned, Foundling, Neglected and Dependent Children</b>		
1. Letter from the petitioner addressed to Field Office Regional Director		Petitioner may be: <ul style="list-style-type: none"> <li>• Head of a Child Caring/ Placing Agencies or institution managed by the National Government or Local Government Unit;</li> </ul>

	<ul style="list-style-type: none"> <li>• Head or Executive Director of a licensed or accredited Child Caring/ Placing Agencies; or</li> <li>• A Provincial City or Municipal Social Welfare and Development Officer</li> </ul>
2. Notarized Petition	Petitioner
3. Child Study Report (with Social Worker's PRC Licensed No. and Validity Date)	Petitioner
4. Written Certification from radio/television (aired in three different dates)	Radio Station/ TV Network
5. One (1) Original Newspaper Publication (copy of the whole page of the newspaper where the case was published of affidavit of publication)	Any newspaper agency in general circulation
6. Either one (1) of the following: <ul style="list-style-type: none"> <li>• Police Blotter/ Report;</li> <li>• Barangay Certification</li> <li>• Certified True Copy of tracing report issued by Philippine National Red Cross (PNRC)</li> </ul>	Police Station/ Barangay/ PNRC (where the child was found or abandoned)
7. Returned Registered Mail or copy of the letter with Registry Receipt	Philippine Post Office
8. Birth Certificate/ Certificate of Foundling (Certified True Copy from Local Civil Registry or SECPA copy)	Local Civil Registry (LCR) or Philippine Statistics Authority (PSA)
9. Child Profile Form (for foundling children)	Petitioner
10. Recent whole body photograph of the child (colored)	Petitioner
11. Photograph of the child upon admission/ abandonment (colored)	Petitioner
12. Copy of Notice of Petition	DSWD – NCR - Adoption Resource and Referral Section (ARRS)
13. Certificate of Posting	Provincial City or Municipal Social Welfare and Development Office
14. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)	Registered and Licensed Physician
<b>B. Surrendered Children</b>	
1. Letter of Application addressed to Field Office Regional Director	Petitioner may be: <ul style="list-style-type: none"> <li>• Agencies or institution managed by the National Government or Local Government Unit;</li> </ul>

	<ul style="list-style-type: none"> <li>• Head or Executive Director of a licensed or accredited Child Caring/ Placing Agencies;</li> <li>• A Provincial City or Municipal Social Welfare and Development Officer</li> </ul>
2. Child Study Report (with Social Worker's PRC Licensed No. and Validity Date)	Petitioner
3. Notarized Deed of Voluntary Commitment (DVC) and copy of the valid ID used by the child's birthparent/s/relative/s	Petitioner and child's birthparent/s/relative/s
4. Birth Certificate (Certified True Copy from Local Civil Registry or SECPA)	Local Civil Registry (LCR) or Philippine Statistics Authority (PSA)
5. Recent whole body photograph of the child (colored)	Petitioner
6. Photograph of the child upon relinquishment/ admission to agency (colored)	Petitioner
7. Certificate of Authority for a Notarial Act (CANA)	Regional Trial Court signed by the Executive Judge/Vice-Executive Judge/any office authorized signatories
*Per DSWD Administrative Order No. 12 series of 2011 or the Guidelines for the issuance of the DSWD Certification Declaring A Child Legally Available for Adoption (CDCLAA), additional documents may be required to support the report/ case of the child if it is for the best interest of the child to be issued with CDCLAA.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Abandoned, Foundling, and Dependent Children</b> The following procedures shall be undertaken for abandoned or dependent child to be able to secure the Certification after three (3) continuous months of abandonment or dependence.				
1. Petitioner files a petition for issuance of CDCLAA together with two (2) sets of complete supporting documents (original and photocopy).	1.1. The ARRS review and examine if the Petition is sufficient in form and in substance together with other documentary requirements. The duplicate set	None	Within three (3) working days upon receipt thereof.	<i>Administrative Aide IV, Social Welfare Officer IIs, Officer-in-Charge ARRS, Division Chief PSD, Assistant Regional Director</i>

	<p>(photocopy) of documents shall be maintained at the DSWD Field Office.</p> <p>The Petition shall have a control number which shall be assigned by the ARRS indicating the region and year when the Petition was filed before a number.</p>			
	<p>1.2. The Petition should be sufficient in form and substance otherwise it shall be returned to the petitioner without prejudice to its re-filing. The petitioner should re-file the Petition immediately upon correction of inconsistencies/ completion of required documents.</p>	None	Within three (3) working days upon receipt of the Petition.	<p><i>Administrative Aide IV, Social Welfare Officer IIs, Officer-in-Charge ARRS, Division Chief PSD, Assistant Regional Director</i></p>
	<p>1.3. The Petition shall be forwarded to the Regional Director, who shall order the posting through the City/Municipal Social Welfare Development Office</p>	None	Within three (3) working days upon receipt of the Petition.	<p><i>Regional Director</i></p>



	<p>(C/MSWDO) to post the Notice of the Petition. The Child Caring/Placing Agencies may hand-carry the order of posting to the concerned C/MSWDO.</p> <p>1.4. The Notice of Petition shall be posted for information of any interested person in conspicuous areas in the city/ municipality where the child was found such as but not limited to the city/ municipality hall, health center, barangay hall, police station and post office.</p> <p>The Notice of Petition shall be legible with 2x2 photograph of the child upon admission/ abandonment in a legal size paper. The content of the notice shall have translation in local dialect to ensure that the public in the locality understands the content of the notice. For sibling</p>	None	Five (5) consecutive days upon receipt of the order.	<i>City/Municipal Social Welfare Development Office (C/MSWDO)</i>
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	<p>group, only one Notice of Petition shall be prepared.</p> <p>1.5. Certificate of Posting shall immediately be issued by the authority who effected the actual posting. Such certificate of posting shall be submitted to the local Social Welfare and Development Office which will transmit the same to the Regional Director after the five (5) day period of posting has been completed. Fastest means such as proximity mail, fax or e-mail shall be maximized or the Child Caring Agencies may pick up and hand – carry the certificate of posting to the Regional Director to ensure compliance with the prescribed period for the issuance of the certificate of posting.</p> <p>1.6. The Regional Director</p>	<p>None</p> <p>None</p>	<p>Within the day after the period of posting.</p> <p>Within five (5) working days</p>	<p><i>City/Municipal Social Welfare Development Office (C/MSWDO)</i></p> <p><i>Regional</i></p>
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	<p>upon finding merit in the Petition shall render his/her recommendation on the Petition.</p> <p>1.7. The Regional Director forwards the same with original supporting documents to the DSWD – Central Office.</p>	None	<p>from completion of posting.</p> <p>Within two (2) working days from the time he/she signs the recommendation</p>	<p><i>Director</i></p> <p><i>Regional Director</i></p>
	<b>TOTAL</b>		<b>19 working days</b>	
<p><b>B. Neglected Children</b></p> <p>The following procedures shall be undertaken within three (3) months after the judgement by the court granting the involuntary commitment.</p>				
<p>1. Petitioner files a petition for issuance of CDCLAA together with the original copy of the Court Order re: Termination of Parental Authority and Certified True Copy of other supporting documents presented in court may be done within three (3) months provided that no adoption matching shall take place within the said period.</p>	<p>1.1. The ARRS review and examine if the Petition is sufficient in form and in substance together with other documentary requirements. The duplicate set (photocopy) of documents shall be maintained at the DSWD Field Office.</p> <p>The Petition shall have a control number which shall be assigned by the ARRS indicating the region and year</p>	None	<p>Within three (3) working days upon receipt thereof.</p>	<p><i>Administrative Aide IV, Social Welfare Officer IIs, Officer-in-Charge ARRS, Division Chief PSD, Assistant Regional Director</i></p>

	when the Petition was filed before a number.			
	1.2. The Regional Director shall render his/her recommendation on the Petition.	None	Within two (2) working days.	<i>Regional Director</i>
	1.3. The Regional Director shall transmit the same to the DSWD – Central Office.	None	Within two (2) working days from the time the Regional Director signs the recommendation	<i>Regional Director</i>
	<b>TOTAL</b>		<b>Seven (7) working days</b>	

### **C. Voluntarily Committed/ Surrendered Children**

The following procedures shall be undertaken within three (3) months after the signing of the Deed of Voluntary Commitment (DVC) by the parent/s or legal guardian to be able to secure the Certification.

1. Petitioner files an application for issuance of CDCLAA together with two (2) sets of complete supporting documents (original and photocopy). Filing may be done within the three (3) months after the signing of the DVC, provided that the child has not yet been matched to Prospective Adoptive Parents (PAPs),	1.1. The ARRS shall review and examine the Application together with other documentary requirements. The duplicate set (photocopy) of documents shall be maintained at the DSWD Field Office.  If the documents submitted to support the Application for issuance of Certification is	None	Within three (3) working days upon receipt thereof.	<i>Administrative Aide IV, Social Welfare Officer IIs, Officer-in-Charge ARRS, Division Chief PSD, Assistant Regional Director</i>
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	<p>lacking in form and substance, same shall be returned immediately to the applicant without prejudice to its re-filing.</p> <p>1.2. If the documents submitted are sufficient in form and substance, the Regional Director shall render his/her recommendation on the Application and the completeness of supporting document.</p> <p>1.3. The Regional Director shall transmit the same to the DSWD – Central Office.</p>	<p>None</p> <p>None</p>	<p>Within two (2) working days.</p> <p>Within two (2) working days from the time the Regional Director signs the recommendation</p>	<p><i>Regional Director</i></p> <p><i>Regional Director</i></p>
	<b>TOTAL</b>		<b>Seven (7) working days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS/FCS staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> <li>During Online Adoption/Foster Care Forum to the which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answered CSMF are collected by the Statistician.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to ARRS/FCS Staff on the raised complaints thru a meeting. The</li> </ul>

	<p>ARRS/FCS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <ul style="list-style-type: none"> <li>• Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>• Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 7. Processing of Adoption Applications

Adoption, in its context is a professional service to protect the child's rights welfare. It is a social work intervention to ensure that family life can be restored to a child deprived of his / her biological family. This is provided for under RA 8552 of the Domestic Adoption Act of 1998.

Related guidelines and policies are in place that ensures systematic and effective implementation of child placement thru adoption. Several efforts were initiated by the Department to review the adoption process towards policy enhancement to fast track the placement of children legally available for adoption. MC 7 series of 2015 which amended AO No. 11 series of 2009 or the Omnibus Guidelines on the Domestic Adoption Process was issued to provide guidance in executing the amended policies and procedures in domestic adoption. One of the significant changes is the return of the matching conference to the Field Office of the Department. However, the Guidelines do not provide for the conduct of inter-regional matching for domestic adoption. The child is cleared immediately for inter-country adoption (ICA) if not matched at the regional level, which denotes that not all efforts are done to the match the child to a Filipino couple. This is not compliant to the subsidiary principle of the Hague Convention of 1993.

Further, post-placement supervisory period prior to the issuance of Consent to Adoption by the Department was not indicated, which is a key to prevention of adoption disruption, as it determines the adjustment and emotional readiness of both adopter/s and adoptee in stabilizing their filial relationship.

Citing the above rationale, MC 7 was amended by MC 13 known as 2020 Omnibus Guidelines on Domestic Adoption. MC 13 is the basis of this process.

<b>Office or Division</b>	Adoption Resource and Referral Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Governments Government to Citizens	
<b>Who May Avail:</b>	Local Government Units (LGUs), Child Caring/ Placing Agencies (CCAs/CPAs) and DSWD – NCR – Adoption Resource and Referral Section (ARRS)	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
<b>C. Abandoned, Foundling, Neglected and Dependent Children with issued Certification Declaring the Child Legally Available for Adoption</b>		



<b>(CDCLAA)</b>	
15. Letter from the petitioner addressed to Field Office Regional Director	LGUs, CCAs/ CPAs
16. Child's Profile	LGUs, CCAs/ CPAs
17. Child Study Report (with Social Worker's PRC Licensed No. and Validity Date)	LGUs, CCAs/ CPAs
18. Two (2) copies of Birth Certificate/ Certificate of Foundling (SECPA copy)	LGUs, CCAs/ CPAs
19. Photograph of the child (colored and taken at least three (3) months)	LGUs, CCAs/ CPAs
20. Photocopy of Certification Declaring the Child Legally Available for Adoption (CDCLAA)	LGUs, CCAs/ CPAs
21. Medical Certificate/ Health and Medical Profile (updated within six (6) months or more recent)	Registered and Licensed Physician
22. Psychological Evaluation Report (if child is five (5) years old and above)	Registered and Licensed Psychologist
23. Consent to Adoption (if 10 years old and above)	Child
<b>D. Surrendered Children with issued Certification Declaring the Child Legally Available for Adoption (CDCLAA)</b>	
8. Letter of Application addressed to Field Office Regional Director	LGUs, CCAs/ CPAs
9. Child's Profile	LGUs, CCAs/ CPAs
10. Child Study Report (with Social Worker's PRC Licensed No. and Validity Date)	LGUs, CCAs/ CPAs
11. Notarized Deed of Voluntary Commitment (DVC) and copy of the valid ID used by the child's birthparent/s/relative/s	LGUs, CCAs/ CPAs
12. Two (2) copies of Birth Certificate (SECPA copy)	Local Civil Registry (LCR) or Philippine Statistics Authority (PSA)
13. Photograph of the child (colored and taken at least three (3) months)	LGUs, CCAs/ CPAs
14. Certificate of Authority for a Notarial Act (CANA)	Regional Trial Court signed by the Executive Judge/Vice-Executive Judge/ any office authorized signatories
15. Medical Certificate/ Health and Medical Profile (updated within six (6) months or more recent)	Registered and Licensed Physician

16. Psychological Evaluation Report (if child is five (5) years old and above)	Registered and Licensed Psychologist
17. Consent to Adoption (if 10 years old and above)	Child
<b>E. Prospective Adoptive Parents (PAPs)</b>	
1. Home Study Report	DSWD-NCR-ARRS, Accredited CPAs (Kaisahang Buhay Foundation and NORFIL Foundation)
2. Authenticated birth certificate	Philippine Statistics Authority (PSA)
3. Marriage Contract/ Certificate in SECPA copy or Authenticated Divorce papers with copy of court decision and Certificate of Finality (for cases of foreign PAPs) by their Consulate, Annulment Decree with Certificate of Finality, Declaration of Nullity or Legal Separation Documents (for Filipino applicants)	Philippine Statistics Authority (PSA), Prospective Adoptive Parents (PAPs)
4. Written Consent to the Adoption by the legitimate child and adopted sons/ daughters and illegitimate son/ daughters if living together with the PAPs, at least 10 years of age.	Prospective Adoptive Parents (PAPs)
5. Physical and Medical Evaluation/ Certification	Registered and Licensed Physician
6. Psychological Evaluation Report (if necessary)	Registered and Licensed Psychologist
7. National Bureau Investigation (NBI) or Police Clearance	National Bureau Investigation (NBI) or Police Station
8. Latest income tax return or any other documents showing financial capability (e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities etc.)	Bureau of Internal Revenue (BIR), Bank, Employer of Prospective Adoptive Parents
9. Three (3) Character of Reference who have known the PAPs for more than three years (e.g. the local church/ Minister, the employer and a non-relative of the immediate community)	Prospective Adoptive Parents (PAPs)

10. 3x5 inch – sized photos of the PAPs and his/her immediate family members (taken within the last three months from the date of submission of PAPs)	Prospective Adoptive Parents (PAPs)
11. Affidavit of Temporary Custody	Prospective Adoptive Parents (PAPs)
12. Certificate of Attendance in adoption seminar/ forum	DSWD-NCR-Adoption Resource & Referral Section, Kaisahang Buhay Foundation, NORFIL Foundation
<b>*Additional Requirements for Foreign Nationals</b>	
1. Certification of Legal Capacity to Adopt	Consular Office/ Central Authority on Inter – Country Adoption or any government agency which has jurisdiction over the child and family matters
2. Certificate of Residence in the Philippines	Bureau of Immigration (BOI) or Department of Foreign Affairs (DFA)
3. Two (2) Characters of Reference from non-relatives who knew the PAPs in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those that resided in the Philippines for more than 15 years	Prospective Adoptive Parents (PAPs)
4. Police Clearance from all places of residence in the past two years prior to residing in the Philippines	Consular Office of the PAPs' country
*Per Republic Act No. 8552 (Domestic Adoption Act of 1998) and DSWD Memorandum Circular No. 13 Series of 2020 (2020 Omnibus Guidelines on Domestic Adoption), additional documents may be required to support the report/ case of the PAPs/ child.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Administrative Phase</b>				
<b>A. Development of Prospective Adoptive Parents</b>				
2. Attendance of Prospective Adoptive Parents (PAPs) to an adoption forum or	1. Provide orientation and issuance of Certificate of	None	One (1) working day.	<i>Social Welfare Officers I &amp; II of ARRS/ Social Worker of CPAs/ PAPs</i>

Seminar at DSWD Field Office or Accredited Child Placing Agencies (CPAs).	Attendance.  PAPs that are outside jurisdiction of Field Office are allowed to attend the adoption forum.			
2. Submission of Prospective Adoptive Parents (PAPs) with the duly filled Application Form and complete documentary requirements.	2. Enter into the databank the date when the case of PAPs was received and other information (name of the PAPs, date of birth, age, civil status, origin/Field Office & type of adoption) and among others.	None	Within the first two (2) months upon receipt of the case of the PAPs.	<i>Administrative Aide IV of ARRS</i>
	2.1. Conduct personal interview with the PAPs/ family members and significant others.	None	-do-	<i>Social Welfare Officers I &amp; II of ARRS</i>
	2.2. Prepare a Home Study Report of the PAPs and based on all information gathered.	None	-do-	<i>Social Welfare Officers I &amp; II of ARRS</i>
	2.3. For independent placement cases, adoptive applicant that	None	-do-	<i>Social Welfare Officers I &amp; II of ARRS</i>

	<p>has not yet filed their petition in a family court shall be assessed by the managing social worker in terms of PAPs' and child's eligibility for adoption. Their circumstances shall also be assessed in terms of fulfilling the rights and needs of the child while under their care. In case of unfavorable findings, the child shall be removed immediately from the family. If favorable, the managing social worker shall assist the PAPs and manage the case from presentation to local matching conference to finalization of the petition for adoption in court.</p> <p>For cases referred by the Family Court to DSWD either for issuance of CDCLAA and/or Certificate of Consent to</p>			
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	<p>Adoption, conduct an assessment of the case and recommend for the issuance or non-issuance of the said document/s.</p> <p>A certified true copy of the documents submitted by the PAPs to the court may be accepted by ARRS on cases when petition has been filed in court prior to the Department's engagement.</p>			
<b>TOTAL</b>			<b>Two (2) months</b>	
<b>B. Children with Issued CDCLAA</b>				
3. The Child Caring/ Placing Agencies and City/ Municipal Social Welfare Development Office (C/MSWDO) shall submit to DSWD Field Office the Child Study Report (CSR) with recommendation for permanent placement of the child through adoption together with the documentary requirements (1 set of original and 1 set of photocopy).	3. Received the child's dossier for Regional Matching Conference.	None	<p>Within 15 working days from receipt of CDCLAA.</p> <p>For cases needing registration of Foundling Certificate in the Local Civil Registrar, this shall be facilitated within 30 days upon receipt of the</p>	<i>Administrative Aide IV of ARRS</i>

			DSWD CDCLAA and thereafter, secure a SECPA copy from the PSA.	
<b>TOTAL</b>			<b>15 working days</b>	
<b>C. Regional Matching and Issuance of Inter – Country Adoption Clearance</b>				
4. Submission of child and PAPs' dossiers to the DSWD Field Office with the documentary requirements (1 set of original and 1 set of photocopy).	4.1. Enter into the databank the name and information of child/ren/family/ies and review case/home study reports and other documentary requirements and make assessment and recommendation on the case.	None	Two (2) days upon receipt of the child and PAPs dossier	<i>Matching Secretariat of ARRS</i>
	4.2. Inform the concerned residential care facility/ Child Caring Agency/ Child Placing Agency/ Local Government Unit on the comments through an official letter or memorandum in case of discrepancies/ inconsistencies of information in the Child/Home Study Report or	None	Within three (3) days from the receipt of the dossier	<i>Matching Secretariat of ARRS</i>

	<p>any of the requirements.</p> <p>4.3. Submission of the requested/required documents by the social worker. In case the required documents will not be available within the prescribed period of submission, a status report on the action taken by the case manager shall be submitted by the agency/facility to the Regional Director.</p> <p>Dossier of child/ren and PAPs received by the Field Office beyond seven (7) working days prior to the scheduled matching conference shall be tabled in the next scheduled matching.</p>	None	Within 15 days from receipt of the memorandum or letter from DSWD	<p><i>Social Welfare Officers I &amp; II of ARRS/ Social Workers of CCAs &amp; CPAs/ Social Workers of C/MSWDO</i></p>
	<p>4.4. Prepare roster of children and PAPs available for Regional Matching</p>	None	Five (5) days before the matching conference	<p><i>Matching Secretariat of ARRS</i></p>



	<p>Conference, if the Child/Home Study Report and documentary requirements are sufficient in form and in substance.</p> <p>4.5. Inform and invite the Social Worker managing the case/s through an official letter or memorandum to the Head of Agency/Office regarding the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p> <p>If the managing social worker would not be available to present the case, the immediate supervisor or any representative who has the knowledge on the case/s shall be authorized by the Head of the Agency to present the case in the matching</p>	None	At least three (3) days prior to the schedule of matching	<p><i>Matching Secretariat of ARRS</i></p>
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	<p>conference.</p> <p>4.6. Inform/invite the members of Regional Child Welfare Specialist Group (RCSWG) to the matching conference. If the principal of RCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference.</p> <p>Ensure a quorum of the RCWSG members (3 members out of 5) together with an ARRS staff as the secretariat to proceed with the matching conference.</p>	None	At least three (3) days before the matching conference	<i>Matching Secretariat of ARRS</i>
	<p>4.7. Provide the RCWSG members advance copies of dossiers of children/PAPs for their review.</p>	None	At least five (5) working days before the matching schedule	<i>Matching Secretariat of ARRS</i>
	4.8. Conduct the Regional Matching Conference.	None	At least twice a month, but not exceeding four times a	<i>Matching Secretariat of ARRS/ Social Workers of DSWD-NCR-</i>

			month	ARRS, LGUs, CCAs/ CPAs/ Regional Child Welfare Specialist Group (RCWSG)
	4.9. The Field Office shall provide the Central Office through electronic mail the result of the Regional Matching Conference including the names of the children and PAPs that were matched for monitoring purposes	None	Two (2) days after the said Regional Conference	Matching Secretariat of ARRS
	4.9. If matched to a child/ren, inform the PAPs on the result of the matching conference.	None	One (1) working day	Social Welfare Officers I&II of ARRS/ Social Workers of C/MSWDO & CCAs/CPAs
	Facilitate the signing of Certificate of Matching for children matched by the RCWSG members immediately after the matching conference and endorse the same to the Regional			Matching Secretariat of ARRS/ RCWSG

	<p>Director or his/her duly authorized representative for his/her approval.</p> <p>The result of the matching shall only be final upon approval of the Regional Director.</p> <p>4.10. If not matched at the Regional level after the two (2) presentations, facilitate Regional Clearance for children not matched by the RCWSG members right after the matching conference and endorse to the Regional Director or his/her duly authorized representative for his/her approval.</p> <p>Endorse the case of child/ren and PAPs for Inter – Regional Matching Conference in DSWD-Central</p>	None	Upon approval by the Regional Director	<i>Matching Secretariat of ARRS/ Regional Director</i>
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	<p>Office.</p> <p>4.11. All relative intercountry adoption cases shall not be presented in the Regional Matching Conference and shall be issued with Regional Clearance based on a favorable assessment and recommendation by the social worker managing the case.</p>			
<p>5. The PAPs read the child's dossier matched to them and submit acceptance or non-acceptance letter of the PAPs.</p> <p>Likewise, the CCAs/ CPAs shall read the PAPs dossier matched to them and submit the same.</p>	<p>5.1. Received the acceptance or non-acceptance letter of the PAPs.</p> <p>5.2. If accepted the child matched to the PAPs, the social worker shall endorse the Acceptance Letter of the PAPs to ARRS as basis for issuance of Pre-Adoption Placement Authority (PAPA). The PAPA shall be issued by the Field Office Director or</p>	<p>None</p> <p>None</p>	<p>One (1) working day</p> <p>Within two (2) days from the receipt of the acceptance from the PAPs</p>	<p><i>Social Welfare Officers I&amp;II of ARRS/ Social Workers of CPAs</i></p> <p><i>Matching Secretariat of ARRS/ Regional Director</i></p>

	<p>his/her authorized representative.</p> <p>5.3. If any party decline/opposes the proposed placement of the child to the PAPs as recommended by the RCWSG, the secretariat shall inform the social worker managing the case of the PAPs or child to submit a written explanation. Acceptability on the reason/s of the any party shall be based on the evaluation of the Regional Director or his/her duly authorized representative and shall communicate its decision to the PAPs/ opposing party through the Field Office.</p> <p>PAPs or any party who choose not to accept the child/ren matched to them for a valid reason will still be considered. For</p>	None	Within two (2) days after receipt of notice on the result of matching	<p><i>Matching Secretariat of ARRS/ Regional Director/ RCWSG</i></p>
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	any party who have refused twice, their presentation will be indefinitely put on hold pending reassessment of their case.			
6. Entrustment of the child to the PAPs.	<p>6.1. The physical transfer of the child from the DSWD residential facilities/ CCAs/ CPAs. The schedule of the actual transfer of the child to the PAPs shall be agreed upon by the concerned parties.</p> <p>Before the actual schedule of transfer of the child to the PAPs, the managing social worker should advise the PAPs to have at least two (2) consecutive visits or two (2) days stay in the residential care facility/CCA with the child matched to them to establish familiarity, bonding and rapport.</p>	None	Within 10 days from receipt of the PAPA duly confirmed by the PAPs	<i>Social Welfare Officers I&amp;II of ARRS/ Social Workers of CCAs/CPAs</i>

	<p>6.2. Upon placement of the child to the PAPs, the managing social worker of the PAPs shall conduct the necessary monthly monitoring to assist the adoptive family and the child in their emotional adjustment and readiness for the adoption. A documentation report on the post-placement supervisory period shall be prepared by the managing social worker after every visit for submission to the Department. After a thorough assessment of satisfactory adjustment where bonding and rapport has taken place between the child and PAPs, a final supervisory report and recommendation for issuance of a Certificate of Consent to</p>	None	Minimum of three (3) months	<i>Social Welfare Officers I&amp;II of ARRS/ Social Workers of CPAs</i>
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	<p>Adoption shall be prepared by the social worker for approval of the Department.</p> <p>The managing social worker is responsible in monitoring the placement on a monthly basis. The post – placement supervisory visit period may be shortened, lengthened or waived as the case may be and a petition for adoption may be filed immediately as recommended by the managing social worker.</p> <p>6.3. Facilitate the issuance of Certificate of Consent to Adoption approved/signed by the Field Office Regional Director. The Final Post – Placement Supervisory Report shall be attached to the said document, which will be submitted to the court for the</p>	None	One (1) day	<p><i>Matching Secretariat of ARRS</i></p>
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	finalization of the adoption.			
<b>TOTAL</b>			<b>300 working days</b>	
<b>II. Legal Phase</b>				
7. File Petition for Adoption of the minor in court by the PAPs through their legal counsel.	7.1. The PAPs shall immediately cause the filing of the Petition for Adoption in the court with jurisdiction of their residence with the assistance of the PAPs' social worker.	None	Within 30 days upon receipt of the Certificate of Consent to Adoption	<i>Social Welfare Officers I&amp;II of ARRS/ Social Workers of CPAs/ PAPs/ lawyer</i>
	7.2. As so required by the court, the managing social worker of the PAPs shall attend to court hearings and ensure the Issuance of Adoption Decree and Certificate of Finality and the subsequent filing of an Amended Birth Certificate, of which copy shall be duly secured and must be filed to complete the documents prior to closure of the case. Further, child's managing social worker	None	One (1) working day	<i>Social Welfare Officers I&amp;II of ARRS/ Social Workers of CPAs/ PAPs/ Matching Secretariat</i>

	<p>shall ensure coordination with PAPs' managing social worker for a copy of Adoption Decree, Certificate of Finality and Amended Birth Certificate to form part of the child's case folder for the closure of the case. Likewise, the Department shall be provided with copies of said documents for case monitoring purposes.</p> <p>There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of</p>			
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	<p>possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the Department.</p> <p>7.3. File manifestation in court in case of disruption of the child's placement or in case of unsatisfactory findings of the DSWD/CPA social worker and recommend appropriate action for the best interest and welfare of the child.</p>			
<b>TOTAL</b>			<b>Two (2) working days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS/FCS staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> <li>During Online Adoption/Foster Care Forum to the which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answered CSMF are collected by the Statistician.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to ARRS/FCS Staff on the</li> </ul>

	<p>raised complaints thru a meeting. The ARRS/FCS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <ul style="list-style-type: none"> <li>• Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>• Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 8. Process of RA11222: Rectification of Simulated Birth Records

RA 11222 or An Act Allowing the Rectification of Simulated Birth Records and Prescribing Administrative Adoption Proceedings for the Purpose” was signed into law on February 21, 2019. The law provides for a simpler and less costly adoption proceedings for children whose birth records were simulated but were treated by the prospective adoptive parents as own child. It affords opportunity for these prospective adoptive parents to come out in the open and correct the birth records of the child under their care without fear of being prosecuted either criminally, civilly or administratively as the law grants amnesty, provided they will file the necessary application. By availing of the privilege granted by the law, the existing parent-child relationship between them will be legalized.

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<b>Office or Division</b>	Adoption Resource and Referral Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Governments Government to Citizens	
<b>Who May Avail</b>	<b>Prospective Adoptive Parents/Petitioners</b> (who simulated a child’s birth record, consistently considered and treated said child as his or her or their own daughter or son, provided that the child has been under his or her or their care and custody for at least three (3) years prior to the effectivity of the Act, <b>Social Welfare and Development Office/LGU</b> of the city where the child resides, <b>DSWD – NCR</b> – Adoption Resource and Referral Section (ARRS).	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

1. Authenticated copy of simulated birth record of the child and authenticated copy of birth record of the adopter (s).	Philippine Statistics Authority (PSA)
2. Affidavit of admission, if the simulation of the birth was done by third person.	
3. Certification issued and signed by the Punong Barangay attesting that: <ul style="list-style-type: none"> <li>• The petitioner (s) is/are bona fide residents of barangay;</li> <li>• The child has been living with petitioner (s) for at least three (3) years prior to March 29, 2019. The 3-year living with or under the custody" clause means that the child must be living with the petitioner (s) or under his, her or their custody since March 29, 2016 or earlier.</li> <li>• The petitioner (s) is/are indigent, if applicable.</li> </ul>	Barangay where the PAPs resides
4. Notarized Affidavits of at least two (2) disinterested persons, who reside in the same barangay where the child resides, attesting that the child has been living with the petitioner/s for at least three (3) years prior to the effectivity of the Act.	Identified two (2) disinterested persons
5. Original copy of CDCLAA issued by DSWD, except if the prospective adoptee is an adult or a relative of the adopter (s) within fourth degree of consanguinity or affinity.	DSWD-NCR-ARRS
6. Oldest and recent photographs of the prospective adoptee and the petitioner (s) taken within the last three (3) months prior to the filing of the petition.	Prospective Adoptive Parent (s), SWDO/LGU
7. Certificate of Attendance by the Petitioner (s) in Pre-Adoption Fora and Seminar,	DSWD-NCR-ARRS, Accredited CPAs (Kaisahang Buhay Foundation and NORFIL Foundation)
8. Marriage Contract, Decree of Annulment, Declaration of Nullity of Marriage or Decree of Legal Separation (if applicable)	Philippine Statistics Authority (PSA), Prospective Adoptive Parent (s)
9. Latest Physical and Medical Evaluation	Registered and Licensed Physician
10. Psychological Evaluation Report (if applicable)	Registered and Licensed Psychologist
11. National Bureau Investigation or Police Clearance	National Bureau Investigation (NBI) or Police Station.
12. Latest income return or any other documents showing financial capability (e.g Certificate of employment, Bank Certificate or Statement of Assets and Liabilities etc.)	Bureau of Internal Revenue (BIR), Bank, Employer Prospective Adoptive Parent (s).
13. Issued copy of the Negative Certification of Birth, to serve as basis in the late registration and issuance of rectified birth record (if applicable).	Philippine Statistics Authority (PSA)



14. Certified True Copy of the receipts as proof of payment of the Socialized Fees in SWDO and/or DSWD Field Office. (this requirement is on case to case basis and if the petitioner (s) is/are assessed by the social worker as not indigent)	SWDO/LGU, DSWD-NCR-ARRS
15. Affidavit (s) of Consent from appropriate person or persons as indicated in Section VII (Whose Consent is Necessary).	Consent from appropriate person
<b>*Additional Requirements (if in case one of the adopter (s) is a foreign national married to a Filipino)</b>	
1. Certificate of Residence in the Philippines for at least three (3) continuous years prior to the filing of the petition and maintains such residence until the Order of Adoption is issued.	Bureau of Immigration (BOI) or Department of Foreign Affairs (DFA)
2. Certification by his or her diplomatic or consular office or any appropriate government agency that he or she has the legal capacity to adopt in his or her country, and that his or her government allows the adoptee to enter his or her country as his or her adopted son or daughter.	Consular Office of the PAPs country
*Per Republic Act No. RA 11222 (Simulated Birth Rectification Act) and DSWD Memorandum Circular No. 16 Series of 2020 (Guidelines on the Simulated Birth Rectification Act), additional documents may be required to support the report/case of the PAPs/ child.	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Filing of the Petition</b>				
1. The petition together with complete supporting documents must be filed with the Social Welfare and Development Office (SWDO) of the Municipality where the child currently resides.	1. The SWDO shall examine the petition and the attached supporting except the receipt/s, psychological evaluation of the adopter (s) and the authenticated copy of Negative Certification of Birth, with seven (7) days from the receipt thereof to determine if it is sufficient in form and substance.  If the SWDO finds the petition	Socialized fees in amount not exceeding One Thousand Pesos (1,000), Provided with Sangguniang Bayan Resolution.	Ten days (10)	SWDO Social Worker/PAPs.

	<p>insufficient, the SWDO shall return the same to the petitioner (s) with a written explanation insufficiency. The petitioner may refile the petition after complying with the said findings.</p> <p>If the SWDO finds the petition sufficient in form and substance, the SWDO shall forward the petition and the supporting documents within three (3) days to the Regional Director of DSWD Field Office where the SWDO is situated.</p>			
<b>TOTAL</b>			<b>Seven (7 days)</b>	
<b>Administrative Proceeding Phase</b>				
1. Submission of the Social Welfare and Development Office (SWDO) with the duly filed Petition and complete documentary requirements.	1. Enter into the databank the date when case was received and other information.	Amount of One Thousand Pesos (1,000) shall be the amount collected by the Field Offices starting October 1, 2020 based from the Memorandum dated July 14, 2020.		Social Welfare Officer II of ARRS/Social Worker

	<p>Conduct personal interview with the child, child's biological mother or relatives, PAPs, family members and relatives.</p> <p>a. Prepare Social Case Study Report based on all data gathered.</p>	<p>None</p> <p>None</p>	<p>Twenty (20) days upon receipt of the Petition with the supporting documents by the Field Office.</p> <p>-do-</p>	<p>Social Welfare Officer II of ARRS/Social Worker</p> <p>Social Welfare Officer II of ARRS/Social Worker</p>
2. Submission of the SCSR together with the Petition and the supporting documents and mandatory personal appearance of the child and the petitioners to the Regional Director.	<p>2.1. The Regional Director will review the SCSR together with the Petition and the supporting documents to know the identity of the child and the petitioner (s) including the motivation to adopt is personally determined by him through the documents and the mandatory conference.</p> <p>2.2 The handling Social Worker will facilitate the Mandatory Conference.</p> <p>2.3 The Regional</p>	<p>None</p> <p>None</p>	<p>5 days from the receipt of the report from the handling social worker.</p> <p>-do-</p>	<p>Social Welfare Officer II of ARRS/Social Worker /Regional Director</p> <p>Social Welfare Officer II of ARRS/Social Worker /Regional Director</p> <p>Social Welfare Officer II of ARRS/Social</p>

	Director shall then prepare the recommendation on the petition.	None	within five (5) days	Worker /Regional Director
<b>TOTAL</b>			<b>one (1) month</b>	
3. Submission of the SCSR together with the Petition and the supporting documents and recommendation on the petition to DSWD Central Office.	<p>3.1. The secretary shall act on the petition.</p> <p>If the Secretary determines that the adoption shall redound to the best interest of the child, an Order of Adoption shall be issued.</p> <p>The Secretary shall issue a Certificate of Finality (COF) after the lapse of the 15-day period from the receipt of Order of Adoption by the Petitioner. The COF shall be transmitted to the parties in the same manner as the Order of Adoption.</p>	None	Within thirty (30) days upon receipt of the recommendation from the Regional Director	DSWD Secretary
<b>TOTAL</b>			<b>one (1) month</b>	
<b>*However if the facts and circumstances do not warrant the granting of the petition, an Order of Denial shall be issued by the Secretary and transmitted to the petitioner(s) in the same manner as the Order of Adoption.</b>				
1.Submission Motion for Reconsideration (MR) to the Office of the Secretary, furnishing the DSWD Field Office where the Petition was filed.	<p>1. The Secretary will rule the Motion for Reconsideration.</p> <p>In case the denial of MR, petitioner(s) may resort to appeal before the Office of the President (OP).</p>	None	15 days upon receipt of Motion for Reconsideration.	DSWD Secretary

	Depending on the grounds for denial, the order shall be without prejudice to the re-filing of the Petition with SWDO in accordance to the rules.			
<b>TOTAL</b>			<b>Fifteen (15) days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS/FCS staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> <li>During Online Adoption/Foster Care Forum to the which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answered CSMF are collected by the Statistician.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to ARRS/FCS Staff on the raised complaints thru a meeting. The ARRS/FCS staff will come up with an agreed decision on improving the</li> </ul>

	<p>services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <ul style="list-style-type: none"> <li>• Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>• Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 9. Securing Foster Care License (FCL)

Foster Care License (FCL) is issued upon thorough assessment to the Prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance to the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office or Division	Foster Care Section (FCS)/ Protective Services Division (PSD)		
Classification	Highly Technical		
Type of Transaction	Government to Citizens		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Copy of Original Duly Accomplished Application Form		Foster Care Section (FCS)	
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)	
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)	
1 Copy of Original Medical Certificate issued at least 6 months		Public or Private Clinics/Hospitals	
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)		Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer	
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance		National Bureau of Investigation (NBI) / Philippine National Police (PNP)	
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character		Barangay where the applicant/s reside	



3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant
1 Photocopy of Certificate of Attendance at Foster Care Forum	Foster Care Section (FCS)
1 Copy of Original Recommendation Letters from Three (3) Character References	Applicant
1 Copy of Original Consent of each child (10 y/o and above)	Applicant
<b>Additional Requirements for Alien Applicants:</b>	
1 Photocopy of Certificate of Residence in the Philippines issued by the Bureau of Immigration or the Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years	Applicants *Bureau of Immigration/Department of Foreign Affairs
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship	Applicant
1 Original Copy of Certificate of Travel Records  Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application	Bureau of Immigration (BI)
1 Original Copy of the dAffidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License	Applicant
Such other documents that the Department/Agency/Local	Applicant

Government Units may require				
Note: Other document/s may be required is/are necessary on the case management of intensive cases				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Foster Care Forum	1.1. Provide orientation on R.A. No. 10165 or Foster Care Act of 2012	None	2 hours	<i>Social Welfare Officer III or Social Welfare Officer II</i> FCS
	1.2. Issue Certificate of Attendance to Foster Care Forum	None	5 minutes	<i>Administrative Aide IV</i> FCS
2. Filling-up of Application Form and Submission of Documents	2.1. Receive the application form and complete documentary requirements from the client	None	5 minutes	<i>Administrative Aide IV</i> FCS
	2.2. Inclusion of application in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV</i> FCS
	2.3. Review of application and delegation of case to the Social Welfare Office	None	3 minutes	<i>Section Head</i> FCS
	2.4. Review and acknowledge	None	10 minutes	<i>Social Welfare Officer II</i> FCS

	application and submitted documentary requirements			
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of home visit to the applicant's abode, collateral interviews, coordination with barangay	None	4 hours	<i>Social Welfare Officer II</i> FCS
	3.2. Preparation of Home Study Report	None	Within 20 days	<i>Social Welfare Officer II</i> FCS
	3.3. Submission of Home Study Report	None	1 minute	<i>Social Welfare Officer II</i> FCS
	3.4. Inclusion of submission in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV</i> FCS
	3.5 Review and recommending for approval by the Section Head	None	1 day	<i>Section Head</i> FCS
	3.6. Inclusion of submission in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV</i> FCS
	3.7. Review and approval of the Division Chief	None	1 day	<i>Division Chief</i> PSD

	3.8. Submission of approved Home Study and pre-signed Foster Care License	None	1 minute	<i>Social Welfare Officer II</i> FCS
	3.9. Inclusion of submission of pre-signed FCL in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV</i> FCS
	3.10. Recommending Approval of the Section Head	None	1 hour	<i>Section Head</i> FCS
	3.11. Inclusion of submission in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV</i> FCS
	3.12. Recommending Approval of the Division Chief	None	1 hour	<i>Division Chief</i> PSD
	3.13. Inclusion of submission in data base then forward to the Assistant Regional Director for	None	3 minutes	<i>Administrative Aide IV</i> FCS
		None	1 hour	<i>Assistant Regional Director for Operations</i>

	Operations			
	3.14. Recommending Approval of the Assistant Regional Director for Operations	None	3 minutes	<i>Administrative Aide IV FCS</i>
	3.15. Inclusion of submission in data base then forward to the Regional Director	None	1 hour	<i>Regional Director</i>
		None	1 minute	<i>Social Welfare Officer II FCS</i>
	3.16. Approval of the Regional Director	None	3 minutes	<i>Administrative Aide IV FCS</i>
	3.17. Preparation of Letter endorsing copy of the FCL to the applicant	None	15 minutes	<i>Section Head FCS</i>
	3.18. Inclusion of submission of letter in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	3.19. Initial of the			<i>Division Chief</i>

	Section Head	None	15 minutes	PSD
		None	3 minutes	<i>Administrative Aide IV FCS</i>
	3.20. Inclusion of submission of letter in data base then forward to the Division Chief			
	3.21. Initial of the Division Chief	None	15 minutes	<i>Assistant Regional Director for Operations</i>
	3.22. Inclusion of submission of letter in data base then forward to the Assistant Regional Director for Operations	None	3 minutes	<i>Administrative Aide IV FCS</i>
		None	30 minutes	<i>Regional Director</i>
	3.23. Initial of the Assistant Regional Director for Operations			
	3.24. Inclusion of submission of letter in data base then forward to the Regional			

	Director			
	5.9. Approval of the Regional Director			
	<b>TOTAL</b>	<b>None</b>	<b>22 days, 11 hours and 34 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS/FCS staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> <li>During Online Adoption/Foster Care Forum to the which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answered CSMF are collected by the Statistician.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to ARRS/FCS Staff on the raised complaints thru a meeting. The ARRS/FCS staff will come up with an</li> </ul>



	<p>agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <ul style="list-style-type: none"> <li>• Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>• Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 10. Securing Foster Placement Authority (FPA)

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance to the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

<b>Office or Division</b>	Foster Care Section (FCS)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	Government to Government Government to Business Entity			
<b>Who May Avail</b>	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs) and Local Government Units (LGUs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Original Copy of Child Case Study Report		Residential Care Facility, Child Caring Agencies, Child Placing Agencies and Local Government Units where the child is admitted/originated		
1 Original Copy of Health and Medical Profile with Immunization Records		Public or Private Clinics/Hospitals		
1 Original Copy of Birth Certificate/Foundling Certificate/Child's Profile		Philippine Statistics Authority (PSA)		
Recent Photograph		Residential Care Facility, Child Caring Agencies, Child Placing Agencies and Local Government Units where the child is admitted/originated		
1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist		
1 Photocopy of School Records for Children in School Age		School where the child is enrolled		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of	1.1. Receive	None	5 minutes	<i>Administrative</i>

Child Study Report and other supporting documents	dossier of the child from the concerned Agency			<i>Aide IV</i> FCS
	1.2. Inclusion of application in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV</i> FCS
	1.3. Review and endorse dossier of Children to the Matching Secretariat	None	1 hour	<i>Section Head</i> FCS
	1.4. Review and assess the substance of Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None	2 days	<i>Matching Secretariat</i> FCS
	1.5. Preparation of Acknowledgement Letter and Inform the concerned Agency on the	None	2 hours	<i>Matching Secretariat</i> FCS

	schedule of Matching Conference or on the comments, if necessary			
	1.6. Inclusion of submission of letter in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	1.7. Review and initial by the Section Head	None	1 hour	<i>Section Head FCS</i>
	1.8. Inclusion of submission in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV FCS</i>
	1.9. Review and initial of the Division Chief	None	1 hour	<i>Division Chief PSD</i>
	1.10. Inclusion of submission in data base then forward to the Assistant Regional Director	None	3 minutes	<i>Administrative Administrative Aide IV FCS</i>
	1.11. Review and initial of the Assistant Regional	None	1 hour	<i>Assistant Regional Director for Operations</i>

	Director for Operati ons			
	1.12. Inclusion of submission in data base then forward to the Regional Director	None	3 minutes	<i>Administrative Aide IV FCS</i>
	1.13. Approval of the Regional Director	None	1 hour	<i>Regional Director</i>
	1.14. Endorse to Records Section and furnish copy of received Acknowledgement Letter to Matching Secretariat	None	5 minutes	<i>Administrative Aide IV FCS</i>
2. Participation on the Matching Conference	2.1. Invite foster care matching committee	None	1 day	<i>Matching Secretariat FCS</i>
	2.2 Prepare roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet and visual presentation of cases to be presented in the matching	None	1 day	<i>Matching Secretariat FCS</i>

	conference			
	2.3. Photocopy and sending out of documents of children/foster parents to the foster care committee members	None	1 day	<i>Matching Secretariat FCS</i>
	2.4. Introduce foster care matching committee members, foster care matching secretariat and social workers participating in conference	₱7,000.00 honorarium for each member who is not an employee of the DSWD	10 minutes	<i>Matching Secretariat, FCS/ Regional Child Welfare Specialist Group, FCS/Case Managers, RCFs/CPAs/CCAs</i>
	2.5. Brief visual presentation of each case of foster parents and children	None	4 hours	<i>Social Worker handling the case RCFs/CPAs/CCAs</i>
	2.6. Provide comments, observations and inputs on the case presented	None	2 hours	<i>Foster Care Committee FCS</i>
	2.7. Deliberate the matching of children and foster parents	None	1 hour	<i>Matching Secretariat, FCS/ Regional Child Welfare Specialist Group, FCS/Case</i>

	based on the needs of the child and the capacity/resources of the foster parents			<i>Managers, RCFs/CPAs/CCAs</i>
	2.8. Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	10 minutes	<i>Matching Secretariat, FCS/ Regional Child Welfare Specialist Group, FCS</i>
	2.9. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.10. Initial of the Section Head	None	1 hour	<i>Section Head FCS</i>
	2.11. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.12. Initial of the Division Chief	None	1 hour	<i>Division Chief PSD</i>

	2.13. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Assistant Regional Director for Operations	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.14. Initial of the Assistant Regional Director	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.15. Approval of the Resolution and Matching Certificate of Regional Director	None	1 hour	<i>Regional Director</i>
	2.16. Prepare official letter to the concerned office/agency of the cases matched and on the recommendations of foster care committee for appropriate action	None	1 hour	<i>Matching Secretariat FCS</i>
	2.17. Inclusion of submission of letter in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.18. Initial of the	None	1 hour	<i>Section Head FCS</i>



	Section Head			
	2.19. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Division Chief	None	3 minutes	Administrative Aide IV FCS
	2.20. Initial of the Division Chief	None	1 hour	Division Chief PSD
	2.21. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Assistant Regional Director for Operations	None	3 minutes	Administrative Aide IV FCS
	2.22. Initial of the Assistant Regional Director for Operations	None	1 hour	Assistant Regional Director for Operations
	2.23. Inclusion of submission of Resolution and Certificate of Matching in data base then forward to the Regional Director	None	3 minutes	Administrative Aide IV FCS
	2.24. Approval of the Regional Director	None	10 minutes	Regional Director
				Administrative

	2.25. Endorse to Records Section furnish copy of received Acknowledgement Letter to Matching Secretariat	None	5 minutes	<i>Aide IV FCS</i>
	2.26. Submission of Acceptance Letter from Foster Parents as basis for issuance of Foster Placement Authority	None	1 day	<i>Foster Parent/s RCFs/ CPAs/ CCAs</i>
	2.27. Submission of pre-signed Foster Placement Authority (FPA)	None	1 minute	<i>Social Welfare Officer II FCS or RCFs/CPAs/CCA s</i>
	2.28. Inclusion of submission of pre-signed FPA in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.29. Recommending Approval of the Section Head	None	1 hour	<i>Section Head FCS</i>
	2.30. Inclusion of submission in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.31. Recommending	None	1 hour	<i>Division Chief PSD</i>

	Approval of the Division Chief			
	2.32. Inclusion of submission in data base then forward to the Assistant Regional Director for Operations	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.33. Recommending Approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.34. Inclusion of submission in data base then forward to the Regional Director	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.35. Approval of the Regional Director	None	1 hour	<i>Regional Director</i>
	2.36. Preparation of Letter endorsing copy of the FPA to the applicant	None	5 minutes	<i>Social Welfare Officer II FCS</i>
	2.37. Inclusion of submission of	None	3 minutes	<i>Administrative Aide IV FCS</i>
		None	1 hour	<i>Section Head FCS</i>

	letter in data base then forward to the Section Head	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.38. Initial of the Section Head	None	1 hour	<i>Division Chief PSD</i>
	2.39. Inclusion of submission of letter in data base then forward to the Division Chief	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.40. Initial of the Division Chief	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.41. Inclusion of submission of letter in data base then forward to the Assistant Regional Director for Operations	None	3 minutes	<i>Administrative Aide IV FCS</i>
	2.42. Initial of the Assistant Regional Director for Operations	None	1 hour	<i>Regional Director</i>
	2.43. Inclusion of submission of letter in data base then forward to the Regional Director			

	2.44. Approval of the Regional Director			
	<b>TOTAL</b>	<b>None</b>	<b>7 days, 5 hours, 51 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS/FCS staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> <li>During Online Adoption/Foster Care Forum to the which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answered CSMF are collected by the Statistician.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to ARRS/FCS Staff on the raised complaints thru a meeting. The ARRS/FCS staff will come up with an agreed decision on improving the</li> </ul>

	<p>services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <ul style="list-style-type: none"> <li>• Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>• Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 11. Provision of Resource Person for TA/RA

Based on the Executive Order No. 15 Series of 1998 where the functions and operations of the DSWD have been devolved to the Local Government Units, the Department has been transformed from being a direct service deliverer to a technical assistance provider. It is the mandate of the DSWD to provide technical assistance to Local Government Units (LGU), Non-Government Organization (NGO), National Government Agencies (NGA), People's Organizations (PO) and other members of the civil society in effectively implementing the programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life.

In relation to this, the Department adopted this mandate through the Administrative Order No. 44 Series of 2002 or the Guidelines in the Provision of Technical Assistance and Resource Augmentation to DSWD Intermediaries. Technical Assistance are activities through which DSWD imparts technical and organizational skills and know-how to a local government unit, another agency or organization, groups or individuals, specially where the latter seek for such with the ultimate aim of standardizing and upgrading delivery of basic social services.

Office or Division:	Capacity Building Section – Protective Services Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	LGUs, NGOs, NGA, POs, Academe and other private organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter of intent addressed to Mr. Vicente Gregorio B. Tomas, Regional Director of DSWD-NCR</li> </ul>		To be prepared by the Requesting Party		
<ul style="list-style-type: none"> <li>Program of Activities</li> </ul>		To be prepared by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Partner/ intermediaries send the letter request to the	A. <u>Coordination Process</u>  1. Office of the	None	3 mins	ORD Staff



Regional Director (ORD) two (2) weeks before the conduct of the activity.	Regional Director (ORD) forwarded the letter request/ invite to the Capacity Building Section (CBS)			
	2. CBS received the document and properly logged in the Incoming/ Tracking Logbook	None	2 mins	AA IV - CBS
	3. Documents forwarded to Head-CBS for review, instructions and proper assignment of staff	None	2 mins	AA IV - CBS
	4. Head-CBS reviews the training invitation, assesses with supervisory notes and instructions to CBS Technical Staff or Focal Person	None	3 mins	TS III/ Head CBS
	5. Document returned to AA IV for proper recording in the Tracking Logbook	None	2 mins	AA IV - CBS
	6. Document	None	1 min	AA IV - CBS

	forwarded to CBS technical staff			
	<p>7. Documents reviewed and acted based on request:</p> <p>7.1. Email/ Telephone/ Text coordinatio n with the requesting office</p> <p>7.2. Coordinatio n with the immediate supervisors of Core Group of Specialists CGS/ possible RP</p> <p>7.3. Confirmatio n with concern CGS/ possible RP</p> <p>7.4. Confirmatio n of identified RP with the requesting office through phone call/text</p>	None	<p>5 mins</p> <p>10 mins</p> <p>10 mins</p> <p>25 mins</p>	CBS Technical Staff/ SWO II

	<p>7.5. Preparation of communication to the CGS/ RP addressed to the Head, confirmation letter to the requesting office and request/ drafting of RSO/RAO</p> <p>7.6. For declined requests, a regret letter will be drafted and routed for approval of the Regional Director and send to the requesting party.</p>		<b>18 mins</b> (for declined request only)	
	8. CBS staff submit the RSO, memo and letter to the Head-CBS for review and approval	None	1 min	CBS Technical Staff/ SWO II
	9. Head-CBS reviews the documents	None	5 mins	TS III/ Head CBS

	10.Encoding of instructions from CBS Head	None	1 min	AA IV - CBS
	11.Returns back to CBS staff if there are comments/inputs	None	1 min	AA IV - CBS
	12.Enhancement of documents based on inputs/ comments	None	3 mins	CBS Technical Staff/ SWO II
	13.Submit the enhanced communication/ documents to Head-CBS	None	1 min	CBS Technical Staff/ SWO II
	14.Reviews and approves the enhanced communication/ documents	None	3 mins	TS III/ Head CBS
	15.Give the enhanced and approved communication to AA IV	None	1 min	TS III/ Head CBS
	16.Records the enhanced communication/ documents and forward to PSD Chief	None	1 min	AA IV - CBS
	17.PSD Chief reviews and approves the communication	None	2 mins	PSD Chief

	n/ documents			
	18. Return the documents to CBS	None	1 min	AA - PSD
	19. Receives and records the documents received	None	2 mins	AA IV - CBS
	20. Forward the documents to ARDO's Office	None	1 min	AA IV - CBS
	21. Receives and tracks the documents	None	1 min	AA – ARDO's Office
	22. Reviews and approves the documents	None	2 mins	ARDO
	23. Return the documents to CBS	None	1 min	AA – ARDO's Office
	24. Receives and records the documents received	None	1 min	AA IV - CBS
	25. Forward the documents to the ORD for approval	None	1 mins	AA IV - CBS
	26. Receives and tracks the documents	None	1 mins	AA - RDO
	27. Reviews and	None	3 mins	RD

	approves the documents			
	28. Returns the approved documents to CBS	None	1 min	AA - ORD
	29. Receives the approved/ signed copy of documents	None	1 min	AA IV – CBS
	30. Send-out approved documents to Records Section for onward delivery of documents to respective recipients	None	3 min	AA IV – CBS
	31. Encode in the database of resource persons the details of the capability building activity and the name of staff who was endorsed to act as RP to partner intermediaries and stakeholders	None	2 mins	CBS Technical Staff/ SWO II
	<p>B. <u>Teambuilding and RP Preparations</u></p> <p>32. Call for teambuilding meeting together with</p>	None	<i>(Within the next succeeding 7 days after the identification of RP)</i>	CBS Technical Staff/ SWO II; Identified RP and Requesting Party

	RP and requesting party to discuss the details of the activity.			
	<b>TOTAL</b>	<b>NONE</b>	<b>113 minutes or 1 hour and 53 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Feedback can be personally submitted/forwarded to the Office of the Regional Director or sent through the office' email address.
How feedbacks are processed	Feedbacks are forwarded to the Division Chief by the Regional Director for further action
How to file a complaint	Complaint can be filed either at the Office of the Regional Director of DSWD – NCR or it can be directly filed at HRMMS of said office for action
How complaints are processed	A memorandum (with attached copy of the complaint) is issued to the concerned staff of a unit/section being complained requiring an answer/explanation on the complaint. If the complaint is found meritorious, an investigation will be conducted by a team formed by the Office. Findings of the investigation with recommendation of the team is forwarded to the Regional Director for approval. The complainant (person or agency) is informed in writing with attached tracking slip indicating action to be undertaken by the unit on the action taken on the complaint.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



## 12.1 Case Management at Elsie Gaches Village

Elsie Gaches Village (EGV) is a residential care facility for persons with intellectual / mental impairment who were abandoned, neglected or abused by their own family and community.

The EGV serves clients who are ages seven (7) to fifty-nine (59) years old (male/female) with mental or intellectual impairments covering the following categories:

- i. Abandoned: a person who has no proper parental care, guardianship or whose parent has already left or deserted him/her for a period of at least three (3) continuous months; or
- ii. Neglected: A person whose basic needs have been deliberately unattended or inadequately attended within a period of three (3) continuous months

<b>Office or Division:</b>	Elsie Gaches Village (EGV) – Social Service/ Protective Services Division (PSD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens G2N - Government to Non- Government
<b>Who may avail:</b>	Government and non-government agencies, private individuals (concerned citizen), hospitals, POs
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Referral letter ( 1original copy of referral letter signed by the C/MSWDO Head and head of the referring agency)  2. Social Case Study Report (1 original copy signed by the Social Welfare Officer and Head of the agency)	<ul style="list-style-type: none"> <li>• M/CSWDO of place of origin Head of Non-Government Agency Concerned citizen</li> <li>• Municipal/City Social Welfare Office of the locality</li> <li>• Government or Private Medical Officer who examined the child/ person with</li> </ul>

3. Medical Abstract (1 copy of originally signed Medical Certificate)  4. Police Blotter and/or Barangay Blotter Report (for foundling cases)- 1copy of originally signed Police Blotter and Barangay Blotter by Police Officer and /or Barangay Chairperson where the client was reported missing and found in the area of jurisdiction  5. Psychological Evaluation (if available) – 1 original copy of signed Psychological Evaluation Report 6. Psychiatric Evaluation (if available)	intellectual disability <ul style="list-style-type: none"> <li>Police Precinct where the child/client was found and /or Barangay Office where the client was found and blotted/reported.</li> <li>Government or Private Psychologist</li> <li>Government or Private hospitals or clinic</li> </ul>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Pre-Admission Phase</b> Referral of cases with Intellectual Disability and other neurodevelopmental disorders through mails, phone calls and electronic mails – The client with Intellectual Disability without family or whose family is economically incapable to provide for his/her basic is accessed and referred to the residential care for facility (EGV) for proper disposition or temporary shelter.				
1. Submission and Receipt of documents	1.1. Retrieval of documents from the electronic mail (if sent through electronic mail).	None	15 minutes	<i>Administrative Aide IV EGV</i>
	1.2. Receipt and stamping of documents upon receipt of documents through postal mail.	None	5 minutes	<i>Administrative Aide IV EGV</i>
	1.3. Record the incoming documents	None	5 minutes	<i>Administrative Aide IV</i>

	in the logbook.			EGV
	1.4. Forward the incoming documents to the Center Head/OIC for action.	None	5 minutes	<i>Administrative Aide IV</i> EGV
	1.5. Receipt and review of documents for appropriate action/directions.	None	5 minutes	<i>Center Head/OIC</i> EGV
	1.6. Endorse documents to Admin Service for tracking and endorsement to the SWO III for action as per directions from the Center Head/OIC.	None	5 minutes	<i>Administrative Aide IV</i> EGV
	1.7. Prepare acknowledgment letter to the referring party on the receipt of documents and schedule of pre-admission conference to further discuss and evaluate eligibility of client for admission to EGV.	None	10 Minutes	<i>Social Welfare Officer III</i> EGV
	1.8. Endorsement of acknowledgement letter to Admin Service for tracking and signature of the center Head/OIC.	None	5 minutes	<i>Social Welfare Officer III, and Administrative Aide IV</i> EGV
	1.9. Endorsement of	None	5minutes	<i>Administrative Aide IV and</i>

	acknowledgement letter for signature of the Center Head/OIC			Center Head/OIC EGV
	1.10. Mailing of the acknowledgement letter to the referring party.	None	45 minutes	Administrative Aide IV EGV
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 4 minutes</b>	
<b>II. Admission Phase</b> The client with intellectual disability and other neurodevelopmental disorder is found eligible and accepted and/or admitted in the residential care facility (EGV) for proper disposition and rehabilitation.				
<b>Office or Division:</b>		Elsie Gaches Village (EGV) – Social Service/ Protective Services Division (PSD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2B - Government to Citizens G2N – Government to Non- Government Organizations		
<b>Who may avail:</b>		Persons with Intellectual Disability and other neurodevelopmental disorders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Admission Slip – 1 xerox copy of admission slip signed by the Social Welfare Officer II and or Executive-on Duty duly signed and approved by the Center Head/OIC.</li> <li>2. Referral letter – 1 xerox copy of the referral letter provided to the referring party</li> <li>3. General Intake Sheet – 1 original intake sheet accomplished upon admission to the facility.</li> <li>4. Social Case Study Report – 1 Xerox copy of the Social Case Study Report provided to the referring party and/or client</li> </ol>		<ul style="list-style-type: none"> <li>• Social Service of EGV</li> <li>• Social Service of EGV</li> <li>• Social Service</li> <li>• Municipal/City Social Welfare Office</li> <li>• Private or government doctor who examined the client</li> <li>• Government or private Psychologist</li> </ul>		

<p><b>5.</b> Medical Abstract – 1 original copy of the Medical Abstract Report of client.</p> <p><b>6.</b> Psychological Evaluation – 1 original copy of the Psychological Report.</p> <p><b>7.</b> Police and/or Barangay Blotter Report (for foundling cases)- 1 original copy of the Police and/or Barangay Report</p> <p><b>8.</b> Laboratory Examination Results (CBC, Chest X-ray, Urinalysis, Stool Examination, etc.)- 1 original copy of laboratory examinations undergone by the client.</p> <p><b>9.</b> Referral / Endorsement to Allied Services- 1 original copy of inter-office communication to allied services of EGV</p> <p><b>10.</b> Psychological Assessment- 1 original copy of the Psychological Evaluation of client</p> <p><b>11.</b> Dental Assessment – 1 original copy of Dental Report of client</p> <p><b>12.</b> Medical/ Health Profile of client- 1 original copy of the Health and Medical Profile of client</p> <p><b>13.</b> Birth Certificate of client (if available) – 1 original copy of Birth Certificate of client.</p> <p><b>14.</b> Intervention Plans – 1 original copy of Intervention Plans of client signed by members of the Rehabilitation Team</p> <p><b>15.</b> Observation Reports-</p>	<ul style="list-style-type: none"> <li>• Police Station and Barangay Hall where the client was found</li> <li>• Government or Private clinic/ hospital where client was brought for laboratory examination</li> <li>• Social Service of EGV</li> <li>• Psychological Service of EGV</li> <li>• Dental Service of EGV</li> <li>• Medical Service of EGV</li> <li>• Philippine Statistics Authority</li> <li>• Multidisciplinary Team of EGV</li> <li>• Multidisciplinary Team of EGV</li> </ul>
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1 original copy of client's behavioral observation report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client is admitted or accepted in the residential facility (EGV) for rehabilitation and proper disposition.	2.1. Filling out of admission slip of client	None	5minutes	<i>Social Welfare Officer II- Officer of the Day</i> EGV
	2.2. Conduct of Intake interview and filling out of the General Intake Sheet	None	1 hour	<i>Social Welfare Officer II-Officer of the Day, Executive on Duty</i> EGV
	2.3. Orientation on house rules and regulations of the facility/ center.	None	30 minutes	<i>SWO II –SWO Officer of the Day</i> EGV
	2.4. Conduct inventory /list of client's personal belongings upon admission	None	30minutes	<i>SWO II/ Officer of the Day</i> EGV
	2.5. Record the admission of client in the Admission Logbook of the Social Service	None	10 minutes	<i>SWO II- Officer of the Day</i> EGV
	2.6. Endorsement of the client to the Medical Service for physical examination	None	20 minutes	<i>Medical Officer III, Nurse-on-duty, SWO II- Officer of the Day</i> EGV
	2.7. Approval / Confirmation of the admission of client	None	10 minutes	<i>Center Head</i> EGV
	2.8. Preparation of	None	30minutes	<i>SWO II/ Officer of</i>

	referral/ endorsement documents to Allied Services			<i>the Day EGV</i>
	2.9.Dessimation of referral/ endorsement documents to Allied Services	None	15 minutes	<i>SWO II-Officer of the Day EGV</i>
	2.10.Conduct of Psychological Assessment as basis for cottage assignment	None	1 hour	<i>Social Welfare Officer II- Officer of the Day, Psychologist I EGV</i>
	2.11. Conduct of initial Physical Examination	None	30 minutes	<i>Medical Officer III and Nurse on Duty EGV</i>
	2.12. Conduct of Dental checkup / Dental Age Assessment.	None	1 hour	<i>Dentist II EGV</i>
	2.13. Endorsement of client to Cottage	None	10 minutes	<i>SWO II- Officer of the Day, Houseparents EGV</i>
	2.14. Formulation of Intervention Plans of client	None	30 minutes	<i>Social Welfare Officer II and multidisciplinary team EGV</i>
	2.15.Request for the Parenting Capability Assessment of client (if with family or relative)	None	10 minutes	<i>Social Welfare Officer II and Center Head EGV</i>
<b>TOTAL</b>		<b>None</b>	<b>6 hours, 50 minutes</b>	
<b>III. Monitoring and Evaluation Phase</b> Post Evaluation of client - The client is monitored and evaluated as to the impact of programs and services provided for him/ her to achieve complete rehabilitation while in the residential care facility. It also determines client's				

readiness for family and community reunification.				
<b>Office or Division:</b>		Elsie Gaches Village (EGV) – Social Service and Allied Service/ Protective Services Division (PSD)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Persons with Intellectual Disability and other Neurodevelopmental disorders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Parenting Capability Assessment Report (for those with families and relatives) – 1 original copy of the Parenting Capability Assessment Report</li> <li>2. Discharge Slip- 1 original copy of signed and approved Discharge clearance and Slip of client</li> <li>3. Letter of Aftercare to the LGU- 1 original copy of the Aftercare Letter</li> <li>4. Closing Summary- 1 original copy of the Closing Summary of client</li> <li>5. Aftercare Report from the LGU after 3 months and onwards- 1 original copy of the aftercare report from the LGU</li> </ol>		<ul style="list-style-type: none"> <li>• Municipal/City Social Welfare Office of place of origin</li> <li>• Social Service of EGV</li> <li>• Social Service of EGV</li> <li>• Social Service of EGV</li> <li>• Municipal/City Social Welfare Office of place of origin</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Evaluation of the client	3.1. Prepare letter for request for the Parenting Capability	None	20 minutes	<i>Social Welfare Officer II, Social Welfare Officer III EGV</i>



	Assessment of client's family and relatives.			
	3.2. Endorsement of request letter to the Center Head for signature	None	5minutes	<i>Administrative Officer IV, Center Head EGV</i>
	3.3. Mailing of request letter to the LGUs for PCAR and schedule of pre-discharge conference.	None	45 minutes	<i>AAIV EGV</i>
	3.4. Conduct of Pre-Discharge Conference	None	1 hour	<i>Center Head, Social Welfare Officer III, Social Welfare Officer II EGV</i>
	3.5. Facilitate Discharge of client with favorable Parenting Capability Assessment Report.	None	1 hour	<i>Social Welfare Officer II EGV</i>
	3.6. Filling out of Discharge clearance and slip	None	30 minutes	<i>Social Welfare Officer II, Center Head, Unit/Service Heads and supervisors EGV</i>
	3.7. Prepare request for after care services and monitoring to client and family.	None	15 minutes	<i>Social Welfare Officer II EGV</i>
	3.8.Mailing of the Aftercare Service and Monitoring request to the LGU	None	45 minutes	<i>Administrative Aide IV EGV</i>
	3.9. Prepare closing summary for signature of SWO III and approved by the	None	1 hour	<i>Social Welfare Officer II, Social Welfare Officer III and Center Head EGV</i>

	Center Head			
	3.10. Filing of documents and case folder of client for documentation and reference.	None	2 minutes	<i>Social Welfare Officer II</i> EGV
<b>TOTAL</b>		<b>None</b>	<b>5 hours, 42 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send Feedback	<p>Answer the client feedback form and drop it at the designated drop or suggestion box of the Center located at the Security Guard House of the Center.</p> <p>The landline Contact Number of the Center is 88076023 and cellphone Number 09669711941 or through electronic mail at email address: <a href="mailto:egv.foncr@dswd.gov.ph">egv.foncr@dswd.gov.ph</a></p>
How Feedbacks are processed?	<p>Every Monday morning the Administrative Aide of the Center will open the drop /suggestion box and records all feedbacks in the logbook for endorsement to the Center Head/ OIC for action within three (3) after the receipt of the feedback.</p> <p>Response or actions taken to the feedback is relayed to the client or complainant within the day upon receipt of the complaint.</p>
How to file a complaint	<p>Answer or fill out the client Complaint Form and drop it at the designated drop/ suggestion box in the Security Guard House of the Center.</p> <p>Complaints can also be relayed through telephone call with complete information as follows:</p> <ul style="list-style-type: none"> <li>• Name of the person/staff being complained:</li> <li>• Incident :</li> <li>• Evidence:</li> <li>• Name of Complainant:</li> <li>• Address&amp; Contact Number of Complainant:</li> </ul>
How Complaints are being processed	<p>The Center Head /OIC opens the complaints endorsed to her attention every Monday or daily basis when necessary. She evaluates the complaints.</p> <p>Upon evaluation, the Center Head/OIC shall start</p>

	<p>the investigation and forward the complaint to the person or staff concerned for appropriate action or explanation.</p> <p>The center head/OIC will prepare a report after the investigation and submit a report to the Regional Director for information and appropriate action.</p>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 12.2 Case Management Process at Golden Reception and Action Center for Elderly and other Special Cases

Golden Reception and Action Center for the Elderly and other Special Cases (GRACES) is a 24/7 assessment / diagnostic and residential care facility that provides residential care to abandoned, neglected, unattached, and homeless Filipino Senior Citizens who are 60 years old and above.

GRACES serves Senior Citizens or persons who are considered lost, abandoned, neglected or unattached.

<b>Office or Division:</b>	Golden Reception and Action Center for Elderly and other Special Cases (GRACES)/ Protective Services Division (PSD)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Government Government to Citizens	
<b>Who may avail:</b>	NGAs/ LGUs/NGOs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>Referral</b> are those who came directly to the center to seek assistance and professional help.</p> <p><b>Walk-In Cases</b> includes clients who have been referred by DSWD, LGU Social Workers, Philippine Orthopedic Center – Department of Rehabilitation, Private Organizations, Church Groups and Concerned Individuals, among others.</p>		
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party	Office of the Referring Party	
2. Police/Barangay Blotter Report	Police Station/Barangay Hall	
3. 1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office	Local Government Unit (LGU) (Must be prepared by a Registered Social Worker)	
4. 1 Original Medical Cert	Hospital / Any accredited medical facility	
5. 1 Original copy Medical Exam Results: Urinalysis, Fecalalysis, CBC, X-ray Film and Result, Drug Test	Hospital / Any accredited medical facility	
6. Psychological Assessment	National Center for Mental Health/Psychometrician	

7. Updated Whole Body Picture	Referring Party			
8. Dental Records	Hospital / Any accredited medical facility			
9. Other pertinent documents to establish client's identity i.e. Birth Certificate, Residence Certificate, Government Issued IDs	Referring Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. ADMISSION</b>				
<b>8.</b> Prior coordination to the Center and submission of the required referral documents	1. Referring party should be informed on the documentary requirements	None	5min	<i>Officer of the Day/SWO of the Day</i> GRACES
	2. Received document through e-mail for tracking			<i>Admin Aide-IV</i> GRACES
	3. Endorsement to SWO V/Center Head for review and directions	None	5min	<i>Admin Aide-IV</i> GRACES
	4. Endorsement to SWO III with direction and for the schedule of pre-admission	None	2mins	<i>SWO V/Center Head</i> GRACES
	5. Endorsement to SWO II for schedule of discussion of the case	None	3mins	<i>SWO III/Supervising Social Worker</i> GRACES
	6. Prepare notice of the meeting to Rehab Team Meeting and letter to referring party.  *In cases of no need of pre-	None	3mins	<i>SWO II</i> GRACES

	admission/ completion of document SWO-Of the- Day will contact immediately and advise the referring party on the directions			
	7. Circulate notice of the meeting for pre- admission	None	10 mins	<i>Admin Aide IV</i> GRACES
2. Attendance to Pre-admission Conference	1. If subject for pre admission, conduct of Pre-Ad Meeting with Rehab Team Meeting and referring party	None	1 hour	<i>Center Head and</i> <i>RTM Committee</i> GRACES
	2. Prepare and submit confirmation of agreements, ways forward and other commitments.	None	30 mins	<i>SWO II</i> GRACES
	3. Forward to SWO III for review and inputs	None	2 mins	<i>AA-IV</i> GRACES
	4. Review and provide inputs on the draft confirmation of agreements	None	5 mins	<i>SWO III</i> GRACES
	5. Forward to SWO III for revision and inclusion of inputs	None	30 mins	<i>SWO II</i> GRACES
	6. Endorsement	None		<i>Admin Aide-IV</i>

	to SWO III for signature		2 mins	GRACES
	7. Sign enhanced confirmation of agreements and forward to AA for tracking	None	1 min	<i>SWO III</i> GRACES
	8. Receipt and forward enhanced confirmation of agreement to SWO V for approval	None	1 min	<i>AA-IV</i> GRACES
	9. Approval of the confirmation of agreements	None	1 min	<i>SWO V/Center Head</i> GRACES
3.Receive confirmation of agreements/ For compliance if with lacking admission documents	3.Mailing of approved confirmation of agreements	None	3 mins	<i>AA-IV</i> GRACES
4. Confirm schedule of admission process	1. If for admission, inform the referring party of the scheduled of admission	None	3mins	<i>SWO II</i> GRACES
	2. If not inform the referring party thru official letter the reason of disapproval of the referral.	None	5 mins	<i>SWO II</i> GRACES
5. Appearance during the admission and submission of lacking documents	5.Fill up admission slip and facilitate admission process	None	30 mins	<i>Officer of the Day/SWO II</i> GRACES



6. Social Preparation and Assignment of cottage	6. Orientation of Centers Policies and Provision of Welcome Kit	None	30 mins	House Parent III/Social Worker GRACES
<b>TOTAL</b>		<b>None</b>	<b>4 hours, 19 minutes</b>	
<b>B. WHILE AT THE CENTER</b>				
1. The case of newly admitted subjected to Rehab Team Meeting	1. Review of necessary documents by the allied service and come-up intervention Plan	None	1 Hour	Rehab Team (SWO and Allied Service, Center Head) GRACES
2. Familiarization to Staff and Social Worker-In charged	1. Cottage visit to Establish Rapport and conduct activity as follows:  a) Initial Psych Assessment b) Nutritional Assessment c) Medical Assessment	None	30 Mins (a week after admission)	SWO, Houseparent II GRACES
3. Undergo Series of Interview	1. Draft Initial Social Case Study Preparation (with initial intervention plan)	None	8 Hours (a week after the admission)	SWO III/ GRACES
	2. Review of the initial case study by the Supervising Social Worker	None	1 minute	SWO III GRACES
	3. Draft of Tracing Letter to Local Government Unit for possible location and validation of family.	None	15 minutes	SW GRACES O II
	4. Request for	None	15 minutes	SWO II

	Family Assessment Capability if relatives are found			GRACES
	5. Referral to other Services for provision of necessary Intervention	none	5minutes	<i>SWO II/ HP II</i> GRACES
<b>C. RE-ADMISSION</b>				
1. Receipt of documents of the resident for re-admission	1.Review the document and reason for re-admission of the resident	None	3 minutes	<i>Social Worker</i> GRACES
	1.1 Send letter to referring party for schedule of Case Conference	None	5 minutes	<i>Liason/ AAIV</i> GRACES
	1.2 Conduct Case Conference with referring party and allied service to discuss the reason of re-admission of the resident	None	1 Hour	<i>Allied Service</i> GRACES
	1.3Preparation minutes of Case Conference	None	10 minutes	<i>Social Worker</i> GRACES
	1.3.1 Submitted minutes of the Case Conference to Supervising Social Worker for review and inputs	None	2 minutes	<i>Social Worker and SWO III</i> GRACES
	1.3.2 Revised the Minutes of the Case Conference	None	5 minutes	<i>Social Worker</i> GRACES

	1.3.3 Submitted minutes of Case Conference reviewed by SWO III to Center Head for further recommendation	None	5 minutes	<i>Social Worker and AAIV GRACES</i>
	1.4 Received the Minutes of case conference with recommendation and coordinate with referring party	None	1 minute	<i>Social Worker In Charge GRACES</i>
	<b>8.2</b> If Eligible for re-admission			
	1.5.1 Preparation of confirmation letter that the resident is for re-admission	None	5 minutes	<i>Social Worker In Charge GRACES</i>
	1.5.2 Sending confirmation letter thru email to referring party schedule of admission	None	3 minutes	<i>AAIV GRACES</i>
	1.5.3 Proceed to admission process	None	5 minutes	<i>Allied Service GRACES</i>
	1.6 If not Eligible for re-admission			
	1.6.1 Preparation of confirmation of agreement and reason for non-admission of the resident	None	5 minutes	<i>Social Worker GRACES</i>
	1.6.2 Sending	None	3 minutes	<i>Admin Aide IV</i>

	letter that disapproved the re-admission of the client thru email address to referring party.			GRACES
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 56 Minutes</b>	
<b>D. REQUEST FOR ISSUANCE OF PASS</b>				
1. Request of resident to go out in the center and/or referral to Hospitals and other partner agencies	1. Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	2. Fill-Up and Preparation of Out On Pass Form	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3. Getting the Vital Signs of the resident c/o Medical Service	None	5 mins	<i>Medical Officer III/Nurse II</i> GRACES
	4. Approval and signature of the Center Head	None	1 mins	<i>Center Head</i> GRACES
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	
<b>E. ESCORTING OF CLIENTS</b>				
1. For Processing of Necessary Document outside in the Center	1. Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	2. Fill-Up and Preparation of Out On Pass Form	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3 Getting the Vital Signs of the	None	5 mins	<i>Medical Officer III/Nurse II</i>

	resident c/o Medical Service			GRACES
	4 Approval and signature of the Center Head	None	1 mins	<i>Center Head</i> GRACES
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	
<b>F. VISITATION</b>				
1. Secure visitor's pass from the center Management or the Field Office if necessary.	1. Coordinate the visit transaction to Houseparent On-Duty for preparation of the lolo/ lola.	None	3 minutes	<i>SWO I/ II/ III/ Officer of the Day</i> GRACES
	2. Fill-Up and Preparation of Visitors Slip Form	None	3 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	3. Approval and signature of the Center Head	None	1 mins	<i>Center Head</i> GRACES
	4. Visitors are only accommodated at the Visitor Area or at the Social Service Office	None	1 Hour	SWO II/Case Manager GRACES
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour, 8 minutes</b>	
<b>G. Handling Death Cases</b>				
1. Post mortem Body	1. Residents cadaver referred to Funeral Home for safe keeping and embalming	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge</i> GRACES
2. Cadaver will be pick up by partner funeral home	1. Endorsed information of deceased residents to Partner Funeral Home	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge or Nurse on Duty</i> GRACES

	<p><b>8.</b> Preparation of Initial Death Report duly signed by the Center Head with the following attachment</p> <p>2.1 Initial Death Report of Nurse on Duty signed by Medical Officer III</p> <p>2.2 Death Matrix signed by Medical Officer III</p>	None	30 minutes	<i>Social worker in charge and Nurse on Duty</i> GRACES
	<p><b>3.</b> Submission of Initial Death Report (with Attachment) for the Regional Director's Office and thru Regional Centers Coordinator both email and Hard copy</p>	None	1 day	<i>Social worker and Liason</i> GRACES
	<p><b>4.</b> Fill up complete information on Death Certificate signed by Medical Officer III, Social Worker and Nurse on Duty</p>	None	20 minutes	<i>Social worker and Medical Officer III and Nurse on Duty</i> GRACES
	<p><b>5.</b> Death Certificate will be</p>	None	5 minutes	<i>Social Worker and Embalmer</i> GRACES

	forwarded to partner funeral home for signature of Licensed Embalmer			
	6. Death Certificate will forwarded to City Medical officer for review and signature of Medical Officer	None	5 minutes	<i>Social Worker and City Hall Medical Officer III GRACES</i>
	7. Registration of Death Certificate to City Registrar	None	1 Hour	<i>Social worker and City Hall Personnel GRACES</i>
	8. Process payment for Entrance Fee and Wall Nitch	None	10 minutes	<i>Social worker and City Hall Personnel GRACES</i>
	9. Coordinates Partner Funeral and Cemetery for the schedule of Burial of the deceased resident	None	5 minutes	<i>Social Worker, Cemetery Personnel and Funeral Home Personnel GRACES</i>
	10 Facilitation of burial of the resident	None	1 Hour	<i>Social Worker and Cemetery Personnel GRACES</i>
	11. Preparation of Comprehensive Death Report	None	1 Hour	<i>Social Worker GRACES</i>
	12. Comprehensive Death Report submitted for comments and inputs of the Supervising Social Worker	None	20 minutes	<i>Supervising Social Worker/SWO III GRACES</i>

	(SWO III)			
	13. Comprehensive Death Report submitted for review and approval of the Center Head	None	20 minutes	<i>Center Head</i> GRACES
	14. Submission of Approved Comprehensive Death Report to FO with the following attachment  a) Registered Death Certificate  b) Medical Abstract signed by Medical Officer III	None	1 week after the internment of the deceased resident  (2 Hours Preparation)	<i>Liason</i> GRACES
<b>TOTAL</b>		<b>None</b>	<b>1 day, 7 hours, 8 mins</b>	
<b>H. DISCHARGE (RTF VIA TRACING LETTERS)</b>				
	1. Drafting of Communication Letters to LGUs upon identification of relatives of a resident.	None	15 minutes	<i>SWO II</i> GRACES
	2. Submission of the Letter to SWO III for inputs/comments	None	5 minutes	<i>SWO III</i> GRACES
	3. Submission of the Letter to the Center	None	3 minutes	<i>Center Head</i> GRACES



	Head for signature			
	4. Endorsement of the signed Communication Letter to the SWO II in charge	None	1 minute	<i>SWO II in charge</i> GRACES
	5. Forwarding of Communication letters to LGUs upon identification of relatives	None	30 minutes	<i>Laiason/AA IV</i> GRACES
	6. If positive feedback is received from the letter sent, the SWO II in charge will request a Family Capability Assessment of the family from the LGU	None	(2 Hours preparation) 1 week upon response	<i>LGU</i> GRACES
	6.1 If results of the Family Capability Assessment are encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as: 6.2 Transportation is shouldered by the family. Transportation is shouldered by the center	None	(8 Hours)         Within 1 week	<i>The family</i>         GRACES

	6.2 Pre-discharge conference will be conducted upon confirmation that the family will take the residents custody	None	1 hour	<i>SWO II in charge/ GRACES</i>
	6.4 Social Preparation is conducted to the resident prior to reintegration	None	24 hours	<i>SWO II in charges/HP on duty GRACES</i>
	7. After successful reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	(2Hours Preparation) Within 24 hours	<i>SWO II in charge/SWO III/Center Head GRACES</i>
	8. An aftercare letter is forwarded to the LGU to conduct visit and follow up on the resident's condition with the family.	None	(1Hour) Within 1 week	<i>LGU</i>
	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head GRACES</i>
<b>TOTAL</b>		<b>None</b>	<b>2 Hours and 33 Minutes</b>	

DISCHARGE (RTF VIA MEDIA EXPOSURE)				
	1. Collecting of Profiles of resident for trimedia exposure from all SWOs	None	15 minutes	<i>Media Exposure Focal GRACES</i>
	2. Profiles of residents are sent to a network/TV station for media exposure via email	None	10 minutes	<i>Media Exposure Focal GRACES</i>
	3. Request for proof of exposure from the network is requested	None	5 Minutes (1 week after exposure)	<i>Media Exposure Focal GRACES</i>
	4. If positive feedback is received Media Exposure, the SWO II in charge will request a Family Capability Assessment of the family from the LGU	None	1 day (1 week upon response)	<i>LGU</i>
	4.1 If results of the Family Capability Assessment is encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as: Transportation	None	1Hour	<i>Social Worker In Charge GRACES</i>

	is shouldered by the family. 4.2 Transportation is shouldered by the center		Within 1 week	
	5. Pre-discharge conference will be conducted upon confirmation that the family will take the residents custody	None	1 hour	<i>SWO II in charge</i> GRACES
	6. Social Preparation is conducted to the resident prior to reintegration	None	1 day	<i>SWO II in charges/HP on duty</i> GRACES
	7. After successful reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	1 day (Within 24 hours)	<i>SWO II in charge/SWO III/Center Head</i> GRACES
	8. An aftercare letter is forwarded to the LGU to conduct visit and follow up on the resident's condition with the family.	None	1 day (Within 1 week)	<i>LGU</i> GRACES

	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
<b>TOTAL</b>		<b>None</b>	<b>4 Days, 4 Hours and 10mins</b>	
<b>DISCHARGE (RTF VIA TTOC)</b>				
	1. Drafting of communication letter to be sent to other institutions which may have available slots for transfer of residents	None	20 minutes	<i>SWO II</i> GRACES
	2. Submission of the letter to the center head for signature and approval	None	5 minutes	<i>Center Head</i> GRACES
	3. Forwarding of Communication Letter to the target institution via mail	None	30 minutes	<i>Liaison/AA IV</i> GRACES
	4. If positive feedback from the target institution, and provided with the requirements needed prior to transfer the SWO III will inform his/her SWO IIs to	None	1 hour	<i>SWO III/Social Service</i> GRACES

	submit a list of prospect residents that meets the criteria for transfer			
	5. Preparation of documents needed from allied services for the transfer	None	1 week	<i>Allied Services</i> GRACES
	6. Request of case-conference with the receiving institution in order to filter the eligible residents via email	None	5 minutes	<i>SWO III</i> GRACES
	7. Upon agreed schedule, both parties will go over the list of possible residents for transfer	None	2 hours	<i>Senior Staff and the receiving institution</i> GRACES
	8. Social Preparation of the chosen residents for the transfer is conducted	None	5 Minutes (1 week prior to transfer)	<i>SWOs/HPs on duty</i> GRACES
	9. Turning over necessary documents for the transfer of case management to the receiving institution during agreed schedule	None	30 mins	<i>SWOs/Receiving Institution.</i> GRACES
	10. After successful	None	1 day	<i>SWO II in charge/SWO</i>

	transfer to other center, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head			<i>III/Center Head</i> GRACES
	11. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
<b>TOTAL</b>		<b>None</b>	<b>8 days, 3 hours, 21 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house or report immediately to the Officer of the Day/Executive On-Duty
How feedbacks are processed	The Officer of the Day will check the suggestion box daily and record all feedbacks received for consolidation
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house Or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Grievance Committee will regularly checks the suggestion box daily and validate each complaint
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



### 12.3 Case Management Process at Haven for Children

Haven for Children is a residential care facility designed to provide healing and empowerment to former street children who are exposed and recovering from substance abuse. Haven for Children hopes to equip them with intellectual, emotional, and productive skills to become individuals of worth, towards reuniting them with their families, and/or independent living.

The target beneficiaries of Haven for Children are male street children who are exposed and are recovering from substance abuse, whose ages are from 7 to 13 years old. They are engaged in begging, scavenging and other inappropriate activities in the streets.

Case Management is a process where the referring parties and the rehabilitation team of the center interacts with each other to put in order services towards the development and rehabilitation of the client.

Office or Division:	Haven for Children		
Classification:	Simple		
Type of Transaction:	Government to Government Government to Citizen		
Who may avail:	Referring Party  C/MSWDO NGO  Client Category:  Former male street children ages 7 to 13 years old recovering from substance abuse who are reached out from the streets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Pre-Admission Phase			
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party		City / Municipal Social Welfare and Development Office  Non-government Organization	
2. 1 Original copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and head of Office		City/Municipal Social Welfare and Development Office	

		Non-government Organization		
3. 1 Police Blotter Report		Local Police Station with jurisdiction over the locality / community where the child was reached out		
4. 1 Original copy of medical certificate and laboratory result of chest x-ray, urinalysis, stool, CBC, platelet count, drug test		Any government accredited medical facility		
5. 1 School Record (Form 137 and Form 138)		Former School of child		
6. 1 photocopy of Birth Certificate		Philippine Statistic Authority		
7. 1 photocopy of Baptismal Certificate		Any church-based offices that issue Baptismal Certificate		
Discharge Phase				
Parenting Capability Assessment Report (PCAR)		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Coordinate with the Center on the availability of slot and requirements	1. Provide information and/or details pertaining to available slots and documents for submission	None	5 minutes	SWO II/Officer of the Day HFC
2. Submit the referral documents	2.1. Record receipt of referral documents	None	2 minutes	Admin Aide IV HFC
	2.2. Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	Center Head / OIC HFC
	2.3. Prepare letter	None	5 minutes	Supervising

	to acknowledge the documents received and to invite the referring party for a pre-admission conference.			<i>Social Worker</i> HFC
	2.4. Review and/or sign acknowledgement letter cum invitation for pre-admission	None	1 minute	<i>Center Head / OIC</i> HFC
	2.5. Send letter to the referring party	None	5 minutes	<i>Admin Aide IV</i> HFC
3. Attend the pre-admission conference	3.1. Review documents and assess client's eligibility for admission	None	1 hour	<i>Rehabilitation Team</i> HFC
	3.2.a. If eligible, schedule date of admission	None	5 minutes	<i>Center Head /OIC</i> HFC
	3.2.b. if ineligible, explain the grounds and provide alternative options for the referring party	None	10 minutes	<i>Center Head/OIC</i> HFC
	3.3. Prepare confirmation of agreements	None	10 minutes	<i>Supervising Social Worker</i> HFC
	3.4. Review and/or sign the confirmation of	None	2 minutes	<i>Center Head/OIC</i> HFC

	agreements			
	3.5. Send the confirmation of agreements to the referring party	None	5 minutes	<i>Admin Aide IV</i> HFC
<b>TOTAL:</b> (this does not include waiting time)			<b>if eligible</b> <b>If ineligible</b>	<b>1 hour, 45 min</b> <b>1 hour, 40 min</b>
<b>Admission Phase</b>				
1. Present the child for admission	1.1. Accomplish Admission slip	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC
	1.2. Endorse client to respective services for the admission protocols	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC
<b>Total:</b> (this does not include waiting time)			<b>20 minutes</b>	
<b>Pre-Discharge Phase</b>				
1. Submit Parenting Capability Assessment Report (PCAR)	1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV</i> HFC
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC</i> HFC
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	<i>SWO II/Case Manager</i> HFC
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> HFC  <i>Center Head/OIC</i> HFC

	1.5. Transmit signed letter	None	5 minutes	<i>Admin Aide IV HFC</i>
<b>Total</b> (this does not include waiting time)			<b>17 minutes</b>	
<b>Discharge Phase</b>				
1.1. Attend Pre-discharge Conference	1.1. Present discuss the status of the child, development and those areas needing follow through actions	None	20 minutes	<i>Rehabilitation Team HFC</i>
1.2. Commit to tasks set for after care services	1.2. Set tasks /assignment and elicit commitment of the child / family / receiving LGU	None	20 minutes	<i>Supervising Social Worker HFC</i>
1.3. Sign the discharge slip	1.3. Sign Discharge Slip	None	10 minutes	<i>Rehabilitation Team HFC</i>
	1.4. Prepare confirmation of agreements	None	15 minutes	<i>SWO II/Case Manager HFC</i>
	1.5. Review and/or sign agreements	None	5 minutes	<i>Supervising Social Worker HFC</i>
	1.6. Transmit agreements to the receiving LGU	None	5 minutes	<i>Center Head/OIC HFC</i> <i>Admin Aide IV HFC</i>
<b>Total</b> (this does not include waiting time)			<b>1 hour, 15 min</b>	
<b>Termination Phase</b>				
1.1. Submit After Care Report	1.1. 1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV HFC</i>
	1.2. Initial review	None	2 minutes	<i>Center Head/OIC HFC</i>

	and endorse to Social Service for appropriate action			
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	SWO II/Case Manager HFC
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> HFC <i>Center Head/OIC</i> HFC <i>Admin Aide IV</i> HFC
	1.5. Transmit signed letter	None	5 minutes	
	1.6. Prepare termination documents for case archiving	None	20 minutes	SWO II/Case Manager HFC
<b>TOTAL</b> (this does not include waiting time)			<b>37 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house.
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received. Those issues and concerns will be subject for General Staff Meeting to look for the underlying problem and its solutions.
How to file a complaint	Complaints can be filed thru written or verbal report.
How complaints are processed	The Officer of the Day will attend to the report as soon as it is received. The complaint of the resident is discussed between the social worker on case and the concerned staff and/or resident.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 12.4 Case Management Process at Haven for Women

The Haven – National Center for Women is a 24-hour residential care facility which provides temporary shelter, care and protection to women who are victims of gender – based violence (abandoned, abused, maltreated and exploited) whose ages are from 18-59 years old, who need protective service, as well as other services that will promote healing and recovery.

It is also a substitute Home Care for Women that provide direct interventions to women victims of gender-based violence or those vulnerable to abuse and exploitation. Among the integrated / holistic services are (1) individual and group counseling, (2) medical and legal assistance, (3) self-awareness sessions that will build women victim-survivors' self-esteem, (4) stress reduction / crisis management sessions, (5) livelihood / entrepreneurship development, (6) spiritual enrichment and (7) other activities along social-cultural activities.

It is designed to cater or serve the clients for protection and security purposes.

### I. Pre-Admission Phase

Women, who seek assistance or referred by Local Government Units (LGUs), Non-Governmental Organizations (NGOs), Government Organization's (GOs) and Law Enforcement, Peoples Organization or from other concerned citizens as well as those who were rescued, shall be assessed by the Social Worker to establish eligibility for admission. Review of documentary requirements shall be done. Women found not eligible for admission shall be referred to appropriate agency.

<b>Office or Division:</b>	Haven for Women (HFW)/ Protective Services Division (PSD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old
CHECKLIST OF REQUIREMENTS	
1 original copy of Referral letter	Referring agency
1 original copy of Social Case	Referring agency



Study Report				
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic		
1 photocopy of Police Report/ Complaint		Police Officer		
1 photocopy of Birth Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral letter, SCSR and other requirements	1. Receipt of cases	None	5 minutes	<i>Officer of the Day, Executive Officer of the Day</i> HFW
2. Attend Pre-Admission conference.	2. Review of documents and established eligibility	None	15 minutes	<i>Social Welfare Officer, HSW</i> HFW
	3. Schedule Pre-admission conference with the referring party	None	5 minutes	<i>Social Welfare Officer, HSW</i> HFW
	4. Conduct Pre-admission conference	None	30 minutes	<i>Rehabilitation Team</i> HFW
<b>TOTAL</b>		<b>None</b>	<b>3 days and 55 minutes</b>	

## II. Admission Phase

Women referred by Local Government Units, other agencies, hospitals and Ngo's shall be assisted by social worker or any authorized representative to conduct turn-over of the women to the center

<b>Office or Division:</b>	Haven for Women (HFW)/ Protective Services Division (PSD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens

<b>Who may avail:</b>	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original copy of Referral letter		Referring agency		
1 original copy of Social Case Study Report		Referring agency		
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic		
1 photocopy of Police Report/ Complaint		Police Officer		
1 photocopy of Birth Certificate		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Be oriented about the center.	1. Orientation on the center's programs and services	None	30 minutes	<i>Social Welfare Officer, HSW</i> HFW
2. Surrender personal belongings and have picture taking.	2. Take inventory of personal belongings and picture taking	None	15 minutes	<i>Social Welfare Officer, HSW</i> HFW
3. Participate in the intake interview.	3. Conduct of intake interview	None	30 minutes	<i>Social Welfare Officer</i> HFW
4. Go to Medical and Psych Service for initial assessment.	4. Endorsement of client to Medical for initial assessment	None	15 minutes	<i>Officer of the Day /Nurse/ Medical Officer</i> HFW
5. Go to assigned cottage.	5. Endorsement of client and referral to Psychologist for initial Psych assessment	None	5 minutes	<i>Officer of the Day / Psychologist</i> HFW

	5.1 Endorsement of client and referral to Dietician	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Dietary Staff HFW</i>
	5.2 Endorsement of client to Homelife service for cottage assignment	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Houseparent on Duty HFW</i>
	5.3 Forward documents to HSW for confirmation of admission	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ HSW HFW</i>
	5.4 Assignment of case	None	10 minutes	<i>Social Welfare Officer III HFW</i>
	5.5 Receipt of referral documents	None	10 minutes	<i>HSW/ SWO III/ SWO HFW</i>
<b>TOTAL</b>			<b>2 hours, 10 minutes</b>	

### III. Assessment Phase

Social Worker gathers data/information directly from the clients or for other sources. Their participating and cooperation is much needed for coming up with complete, relevant information as basis for a sound assessment.

<b>Office or Division:</b>	Haven for Women (HFW)/ Protective Services Division (PSD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct home visitation together with the Social Worker on Case	1. Gathering of data from other services	None	30 minutes	<i>Social Welfare Officer/ Rehab Team HFW</i>
	1.1 Conduct home visitation to the family of the resident	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.2 Conduct collateral interview to relatives and community	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.3 Preparation of Social Case Study Report	None	2 hours	<i>Social Welfare Officer HFW</i>
	1.4 Review of SCSR and Intervention Plan	None	20 minutes	<i>Social Welfare Officer III HFW</i>
	1.5 Approval of SCSR and Intervention Plan	None	20 minutes	<i>HSW HFW</i>
<b>TOTAL</b>		<b>None</b>	<b>7 days, 7 hours, 10 minutes</b>	

#### IV. Case Termination and Aftercare Phase

In the event that the cases of the women has finally been considered as termination, appropriate placement of the women shall likewise be recommended and thereafter shall be facilitated by her attending Social Worker. Placement of the women can be done through the following: reintegration to the family and/or qualified relatives, transfer to another centers and Institutions, job placement and independent living.

<b>Office or Division:</b>	Haven for Women (HFW)/ Protective Services Division (PSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original copy of Discharge Slip		Haven for Women		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Talk to Social Worker on Case about preparation for discharge.	1. Conduct social preparation with the client.	None	30 minutes	<i>Social Welfare Officer</i> HFW
2. Contact family together with the Social Worker on Case.	2. Coordination with family and LSWDO to inform about the date of discharge of client	None	10 minutes	<i>Social Welfare Officer</i> HFW
3. Seek clearance from all Services.	3. Preparation and signing of discharge slip	None	30 minutes	All services
4. Participate in aftercare services provided by LSWDO.	4. Approval of discharge slip	None	5 minutes	HSW

	4.1 Prepare aftercare letter to LSWDO	None	5 minutes	<i>Social Welfare Officer</i> HFW
	4.2 Prepare Discharge Summary	None	5 minutes	<i>Social Welfare Officer</i> HFW
<b>TOTAL</b>		<b>None</b>	<b>20 days, 1 hour and 25 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 12.5 Case Management Process at INA Healing Center

INA Healing Center is a non-residential care facility that operates 8 hours a day, 8:00AM – 5:00PM Mondays to Fridays. It was established to provide psychosocial support to bereaved mothers and other family members through programs and projects aimed at helping them to move on from a place of grief to a place of hope and empowering them to reach out to others. The center is meant to provide a place for grieving mothers to ventilate feelings of depression over the loss of a loved one through center-based interventions, thereby facilitating the healing process and recovery towards normalcy or self-functioning.

The Center's clients are in crisis over a loss of a daughter or son, a husband or a wife, a mother or a father and are faced with deep depression or in a crisis situation.

Office of Division	INA HEALING CENTER			
CLASSIFICATION	Complex			
Type of Transaction	Government to Government Government to Citizens			
Who may avail:	NGAs/LGUs/NGOs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original copy of referral letter duly signed by the Head of Office of referring party (1copy)			LGU	
2. Original copy of updated social case study report duly signed by the Social Worker and Head of Office (1copy).			LGU	
3. Medical Certificate ( Original copy )			Any government/private hospital	
4. Original copy of Psychological assessment(1copy)			LGU Psychologist or any accredited psychiatry facility	
A. Pre-Admission of Referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the center and submit the required	1. Receive referral through mailing,	None	5 minutes	Admin Aide IV INA Healing Center



referral documents	coordination and actual submission.			
	1.1 Endorsement to OIC-Center Head for review and instructions	None	2minutes	<i>Admin Aide IV</i> INA Healing Center
	1.2 Review of documents, provide direction and endorse to identified SW to handle the case	None	5 minutes	<i>OIC-Center Head</i> INA Healing Center
	1.3 Prepare invitation letter to referring party for a pre-ad conference.  In case no need of pre-admission, proceed to admission conference to define the tasks of both the referring and IHC in the management of referred case/s	None	5 minutes  30 minutes	<i>Assigned SW</i> INA Healing Center  <i>IHC staff</i> INA Healing Center
	1.4 Prepare and submit confirmation of agreements	None	5minutes	<i>SWO II</i> INA Healing Center
	1.5 Review and provide inputs on the draft confirmation letter	None	10 minutes	<i>OIC-Center Head</i> INA Healing Center
	1.6 Return draft confirmation to	None	30 minutes	<i>SWO II</i> INA Healing Center

	assigned SWO II for revision and inclusion of inputs			
	1.7 Endorsed to OIC-Center Head for approval	None	5 minutes	<i>SWO II</i> INA Healing Center
	1.8 Sign enhanced confirmation of agreements and forward to AA-IV for tracking.	None	2minutes	<i>OIC-Center Head</i> INA Healing Center
3. Receive confirmation of agreements  Ensure compliance if there is lacking documents	3. Mailing of approved confirmation of agreements.	None	5minutes	<i>Admin Aide IV</i> INA Healing Center
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 45 minutes</b>	
<b>B. Admission of Clients</b>				
4. Confirm schedule of admission process	4.1 If for admission, referring party & IHC schedule for Grief Recovery Program (GRP) Session.	None	2 hrs, 49 minutes	<i>SWO II</i> INA Healing Center
	<b>TOTAL</b>	<b>None</b>	<b>2hrs 49 minutes</b>	
<b>C. Pre-Termination Case</b>				
	1. Coordinate with the concerned LGU for pre-termination	None	20minutes	<i>SWO II</i> INA Healing Center

	of case			
	1.2 Prepare invitation letter to concerned LGU	None	15 minutes	SWO II INA Healing Center
	1.3. Send invitation letter to concerned LGU through mail/email for Pre-Termination case conference	None None	8 minutes	SWO II INA Healing Center
	1.4. Conduct of Pre-termination case conference	None	1hr	SWO II INA Healing Center
	1.5. Preparation of pre-discharge confirmation of agreements	None	1 hr	SWO II INA Healing Center
	1.6. Submit to OIC-Center Head for review/inputs on agreements	None	1minute	SWO II INA Healing Center
	1.7. Forward to SWO II for revision and inclusion of inputs	None	20minutes	SWO II INA Healing Center
	1.8. Endorsement	None	2minutes	SWO II INA Healing Center

	to OIC-Center Head for approval and signature of the confirmation of agreements			
	1. 9. Confirmation of schedule of turn-over of transfer summary of clients to concerned LGU.	None	1hour	SWO // INA Healing Center
	<b>TOTAL</b>	<b>None</b>	<b>4hours &amp; 6minutes</b>	
<b>D. Post Phase</b>				
1. Request for After Care Service  Note: Received Copy of Request for After Care Services from LGU with their plan for the transferred case from IHC	1.1 Prepare request for After Care Service	None	15 minutes	SWO // INA Healing Center
	1.2 Send to concerned LGU  Note: Provision of appropriate programs and services	None	2minutes	SWO // INA Healing Center
	<b>TOTAL</b>	<b>None</b>	<b>17 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 12.6 Case Management Process at Jose Fabella Center

Jose Fabella Center operates as a National Reception and Diagnostic Center and has expanded its services to displaced individuals, group and families in crisis situation, street dwellers, persons with disabilities, and other individuals in need.

Case Management Process at JFC is holistic and has the following programs:

A. Assessment/Diagnostic Program - the primary program of Jose Fabella Center is the accomplishment of an integrated and comprehensive assessment resulting from multi-disciplinary effort. It is a process wherein the resident's felt needs are identified likewise its causes as well as how it will impede the resident's social functioning. From the gathered information, an appropriate and responsive intervention plan will be formulated to address the problem of the resident. The intervention goals are directed to enhance the solving skills and use of existing resources by the resident.

B. Temporary Shelter Program – refers to provision of temporary haven with a homelike atmosphere setting wherein one's basic needs are provided such as food, clothing, and others. Also, the residents are given opportunities to train in improving their basic personal hygiene and grooming; to engage in performing simple household chores; and to socialize aiming to improve their interpersonal relationship. Life skills training are also imparted by the house parents with the help of other services.

C. Productivity Development Program - refers to the process of identifying the resident's interest, capacity, and capability. Subsequently, the conduct of short-term training courses and other economics exposures wherein the residents will gain skills to enable them to engage in productive activities, i.e., job placement, self-employment, livelihood projects and others.

Case Management is a form of helping the displaced individuals, group and families in crisis situation, street dwellers, persons with disabilities and other needy individuals to improve their quality of life and to become empowered.

<b>Office or Division:</b>	Jose Fabella Center (JFC)/ Protective Services Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government (G2G) transaction Government to Citizens (G2C) Transaction, Government to Business entities (G2B) transaction

**Who may avail:**

The center shall accept and accommodate non-residents of the 17 LGUs of Metro – Manila – individuals, groups and families in crisis situation which includes reached out street dwellers; except for those referrals requiring immediate medical intervention and hospital management, they will be accessed to other centers or institutions that can provide their needed program and services.

The clientele groups of Jose Fabella Center are categorized as follows:

- 1) *Mendicants/Beggars* – these are individuals who are found begging in the streets and other public places including Indigenous People (Badjao, Aeta, and Igorot etc.).
- 2) *Vagrants* – these are individuals who wander idly from place to place without lawful or visible means of support. They are divided into two groups:
  - a. *Vagrants* without physical disabilities
  - b. *Psychotic* vagrants
- 3) *Transients* – these are individuals, groups and families who were found stranded in Metro Manila and without established residence in the Metropolis, or any means to support their basic needs. They are assisted to find employment and residence or reintegrated with their families in provinces.
- 4) *Improved Male Mental Patients* – these are individuals with mental ailment who have been diagnosed by a psychiatrist (NCMH or any hospital) to be considered as an improved mental patient and found to be abandoned and requiring a place to stay.
- 5) *Male Trafficked Victims* – these are individuals who were recruited, transported, transferred or harbored without the knowledge or consent of the victims within or across national borders by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, taking advantage of the vulnerability of the person or giving/receiving payments for the purpose of exploitation, forced labor services, slavery, servitude or of the removal/sales of organ.

**Illegibility Requirements**

		<p>a. Male or Female whether referred as an individual and/ or groups must be 18 to 59 years old (except for minors or children who are with their parents or relatives when referred to the center);</p> <p>b. Resident without communicable diseases (CD), and if found with medical illness after initial physical examination, the referring party shall be advised to refer the resident to the nearest hospital.</p> <p>c. Resident who is not under the influence of drugs and/or alcohol.</p> <p>d. Resident who is not from NCR.</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter (1 original copy)		from referring LGUs/agencies		
2. Social Case Study Report/Case Summary (1 original copy)		Referring LGUs/agencies		
3. Medical abstract or examination; drug test result if indicated (1 original copy)		Referring LGUs/agencies		
4. Police and/or Barangay blotter except for massive outreach (1 original copy)		Referring LGUs/agencies		
5. Admission Slip		JFC- Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Admission of the Client Phase</b>				
1. Submit the needed documentary requirements to Executive Officer on Duty (EOD)	1. Receive and assess the documents of the client.	None	10 minutes	<i>Executive Officer on Duty/ Social Welfare Officer II JFC</i>
2. Surrender personal valuables and money during inspection	2. Subject the client for inspection including their personal belongings	None	5 minutes	<i>Security Officer JFC</i>
3. Sign the waiver in case of refusal to surrender the valuable	3. Assist in executing a waiver	None	5 minutes	<i>Executive Officer on Duty/ Social Welfare Officer II JFC</i>



4. Provide accurate data/information during Intake interview	4. At intake, the social worker or officer of the day will fill up the admission slip of the resident	None	30 minutes	<i>Executive Officer on Duty/ Social Welfare Officer II JFC</i>
5. Attend orientation on the center's policies, programs and services before the issuance of admission slip.	5. Conducts orientation on the center's policies, various programs and services.	None	1 hour	<i>SWO II, Medical Staff on Duty, Homelife staff on Duty, Houseparent on Duty JFC</i>
<b>II. Preparation of Social Case Study Report Phase</b>				
1. Provide data relevant to helping process	1. Conduct data collection as basis for the preparation of the initial social case study report. from interview, home visits, medical examination, psychological report, information from the referring agency and others	None	2 hours	<i>Social Welfare Officer II/ Case Manager JFC</i>
2. Confirm the accuracy of the data contained in the prepared Social Case Study Report	2. Prepare and submit Social Case Study Report	None	3 hours	<i>Social Welfare Officer II/ Case Manager JFC</i>
<b>C. Helping Process Phase thru Rehabilitation Team Meeting</b>				
1. Appear/ participate/ interact in the formulation of the intervention plan initiated by the multi-disciplinary members	1. Conduct Intervention Planning - Collation of the reports, inputs and recommendations from the rehabilitation team	None	2 hours	<i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent,</i>

	members			<i>Manpower Development Officer, Medical Officer and Psychologist) JFC</i>
2. Cooperate in the implementation of the intervention plan by following the agreement with the team	2. Tap the resident/ Center's internal and external resources to strengthen the resident's residual capabilities for her/ his eventual reintegration to the community. >If they have families to go to, and on the basis of the assessment and case findings of their Social Worker, return or reunification with family which would address their problem is facilitated taking into consideration the favorable recommendation of the Social Worker from the LSWDO or Field Offices. They can also be accessed or transferred to other social welfare development agencies to avail further	None	2 hours	<i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent, Manpower Development Officer, Medical Officer and Psychologist) JFC</i>

	<p>rehabilitative services.</p> <p>&gt;All reached out, certified Badjaos and Aetas must be coordinated with the concerned Indigenous People's Team Leader for their eventual reintegration, or with the LSWDO, if the IP Team Leader is found to be in questionable character.</p> <p>The Rehabilitation Team Members shall submit report on the implementation of the agreed plan</p>			
3. He must cooperate in the evaluation of the case by being open/honest with the team	<p>3. The case manager should know the improvement attained in the life of the resident or if the intervention plan needs further improvement and to be more responsive in addressing the felt need of the resident.</p> <p>The evaluation is carried-out to determine the</p>	None	2 hours	<p><i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent, Manpower Development Officer, Medical Officer and Psychologist) JFC</i></p>

	<p>impact of the intervention plan. If improvement is evident to the resident's situation, the case can already be terminated; if not, the case will be subject for re-evaluation and come up with another plan of action or revision.</p> <p>Case evaluation may be carried through these activities:</p> <p><b>Pre-discharge Conference</b> is conducted for residents who are prepared for reintegration and/or transfer to other institutions, and for provision of after care services and/or continuous case management.</p> <p><b>Discharge Conference</b> are conducted for residents who are escorted for discharge to their families and/or in employment</p>			
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	outside Metro Manila.			
4. He/ she must cooperate in the termination of the case by exerting effort to achieve the goal/ agreement with the team	<p>4.The center must ensure the following:</p> <p>a. That the goals and intervention plans set for resident has been met and attained rehabilitation.</p> <p>b.Resident has demonstrated the capability and capacity for independent living.</p> <p>c.Resident refuses assistance or would not cooperate with the intervention plan.</p> <p>d. Resident manifested deviant behavior, especially those that will endanger the lives of co-residents and staff of the center.</p> <p>e. Resident has been consistently committing infraction of the Center's rules and policies.</p> <p>f. Resident has already availed all of the social welfare service of the Center and the</p>	None	2 hours	<p><i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II,Houseparent, Manpower Development Officer, Medical Officer and Psychologist)</i></p>

	Department. welfare service of the Center and the Department.			
<b>TOTAL</b>		<b>None</b>	<b>13 hours, 50 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 12.7 Case Management Process at Marillac Hills – National Training School for Girls

Marillac Hills – National Training School for Girls (NTSG) is a center that provides residential care and rehabilitation to minor girls ages 7 to 17 years old, who are survivors of sexual abuse, human trafficking (i.e. commercial & online sexual exploitation of children), and children in-conflict with the law. Their needs are assessed as they will be provided with necessary interventions through temporary shelter and protective custody.

While the residents are in the center, they are entitled programs and services designed to achieve their rehabilitation plan. These include formal education and practical skills development to equip these young women with general knowledge and basic livelihood skills once they reunite with their families or get reintegrated with the community.

Case Management is the process of:

- Enabling person to mobilize resources, both internal and external, to achieve desired outcome such as behavioral and/or environmental change;
- Helping individuals in a one-on-one relationship but does not necessarily involve the use of case work methodology alone;
- Involved helping the child or parent deal with an identified dysfunctional behavior and help him/her develop and have access to the resources to deal with this;
- Refers to the process of helping the child as a unique individual.

<b>Office or Division:</b>	<b>Marillac Hills- National Training and School for Girls</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2G- Government to Government G2C- Government to Citizens</b>
<b>Who may Avail:</b>	<b>Child in Conflict with the Law (CICL) Victims of Online Sexual Abused and Exploitation Victims of Trafficking in Person Victims of Sexual Abuse</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Referral Letter (1 Original Copy)			Local Social Welfare and Development Office (LSWDO)			
2. Social Case Study Report (1 Original Copy)			Local Social Welfare and Development Office (LSWDO)			
3. Medical Examination Result (1 Original Copy) a. Medical Certificate b. Urinalysis c. Fecalalysis d. Complete Blood Count e. Chest X-ray Film and Result f. Drug Test g. Medico-Legal Examination Result (if available) h. Prescriptions of Medicines (If Needed) i. Psychiatric Report (If Needed)			Hospital or Medical Clinic			
4. Pregnancy Test Kit (Upon Admission)						
5. RT-PCR test result dated 72 hours prior to admission (1 Original Copy)						
6. Dental Assessment (1 Original Copy)						
7. Psychological Evaluation or Biopsychosocial Assessment (1 Original Copy)						
8. School Records (1 Original or Certified True Copy) a. Certificate of Good Moral b. Form 138/ SF10 c. Form 137 (if available)						
9. Birth Certificate (1 Original Copy)						
10. Legal Documents (1 Original or Certified True Copy): a. Case Information or Resolution b. Sworn Statement c. Court Order/ Subpoena (if available) d. Court Decision (if available) e. Commitment Order (for CICL)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase						
1. Submit Referral Documents	1.1 Acknowledge receipt of referral documents received through mail or e-mail.	None	2 minutes	Admin Aide-IV Marillac Hills		

thru mail or e-mail	1.2 Endorsement to SWO III for review			<i>SWO V/ Center Head Marillac Hills</i>
	1.3 Review referral documents & establish eligibility for pre-admission/ admission.	None	5 minutes	<i>SWO III</i>
	1.4 Schedule Pre-admission Conference with the referring party.	None	3 minutes	<i>SWO II Marillac Hills</i>
2. Attend Pre-admission Conference	2.1 Conduct Pre-admission Conference	None	30 minutes	<i>SWO II/ Rehabilitation Team Members Marillac Hills</i>
	2.2 Prepare and Submit confirmation of Agreements	None	10 minutes	<i>SWO II Marillac Hills</i>
<b>TOTAL</b>			<b>50 minutes</b>	
<b>Admission Phase</b>				
Bring the resident for admission and submit Original Copies of Referral Documents	1.5 Review referral documents and fill-up admission slip	None	3 minutes	<i>Officer-of-the-Day/ Executive-On-Duty Marillac Hills</i>
	1.2 Conduct orientation on programs, services, policies and procedures	None	5 minutes	<i>Officer-of-the-Day/ Executive-On-Duty Marillac Hills</i>
	1.3 Take inventory of Personal Belongings, Picture Taking and conduct Intake Interview	None	10 minutes	<i>Officer-of-the-Day/ Executive-On-Duty Marillac Hills</i>
	1.4 Administer Initial Medical Impression	None	2 minutes	<i>Medical Staff Marillac Hills</i>
	1.5 Assist resident at the admission dorm & provide Basic Needs	None	5 minutes	<i>Home Life Staff Marillac Hills</i>

	1.6 Endorse admission slip to allied services for their information, reference and signature	None	3 minutes	<i>Officer-of-the-Day/ Executive-On-Duty</i> Marillac Hills
	1.7 Assign Social Worker for Case Management	None	1 minute	<i>Social Welfare Officer III</i> Marillac Hills
	1.8 Approve and confirm admission of resident.	None	1 minute	<i>SWO V/ Head Social Worker</i> Marillac Hills
<b>TOTAL</b>			<b>30 MINUTES</b>	
<b>Assessment Phase</b>				
Participate in the intervention planning	1. Data gathering from the resident and other services	None	1 hour	<i>Social Welfare Officer II</i> Marillac Hills
	1.1 Conduct data gathering to the family/ relatives and significant person and community.	None	1 day	<i>Social Welfare Officer II</i> Marillac Hills
	1.4 Facilitate Rehabilitation Team Meeting and/or Case Conference with partners for Intervention Planning	None	1 hour	<i>Social Welfare Officer II</i> Marillac Hills
	1.5 Prepare and submit Social Case Study Report	None	2 hours	<i>Social Welfare Officer II</i> Marillac Hills
<b>Implementation and Monitoring Phase</b>				
Participate in the Intervention Plan Implementation	Administer Assessment Tools (Child Social Functioning Indicator, SFI, RI and Monitoring and Evaluation Indicator)	None	30 minutes	<i>Social Welfare Officer II</i> Marillac Hills
	Facilitate Rehabilitation Team Meeting and/or Case Conference with Partners/ LGU/ Referring Party to	None	1 hour	<i>Social Welfare Officer II</i> Marillac Hills

	evaluate Intervention Plan			
	Update Social Case Study Report and Intervention Plan	None	4 hours	<i>Social Welfare Officer II</i> Marillac Hills
	Discuss the Intervention Plan and conform by the Resident	None	1 hour	<i>Social Welfare Officer II</i> Marillac Hills
	Review and recommend approval of the Social Case Study Report and Intervention Plan	None	15 minutes	<i>Social Welfare Officer III</i> Marillac Hills
	Approve the Social Case Study Report and Intervention Plan	None	15 minutes	<i>Social Welfare Officer V/ Center Head</i> Marillac Hills
	Implement the interventions as planned	None	6 months	<i>Rehabilitation Team Members</i> Marillac Hills
Submit Parenting Capability Assessment Report	Request Parenting Capability Assessment Report	None	15 minutes	<i>Social Welfare Officer II</i> Marillac Hills
<b>Termination Phase</b>				
	Conduct Social Preparation to the Resident/ Exit Interview	None	30 minutes	<i>Social Welfare Officer II</i> Marillac Hills
Attend Pre-discharge Conference	Facilitate Pre-discharge Conference with LSWDO/ receiving party, family and partner agency.	None	30 minutes	<i>Social Welfare Officer II</i> Marillac Hills
	Prepare and submit the following for review and approval: a. Discharge Slip b. Release Order (of CICL) c. Update Report in Court for the Discharge of CICL (for CICL)	None	1 hour and 30 minutes	<i>Social Welfare Officer II</i> Marillac Hills

	d. Manifestation of Discharge (SE/SA/OSEC with filed case) e. Minutes of Pre-Discharge Conference f. Request for After-care Report			
	Review and recommend approval of Discharge Documents	None	30 minutes	<i>SWO III/ Supervising Social Worker Marillac Hills</i>
	Approve Discharge Documents	None	15 minutes	<i>SWO V/ Head Social Worker Marillac Hills</i>
Attend Discharge Conference (if necessary)	Conduct Discharge Conference with LSWDO, receiving party, family and partner agency.	None	30 minutes	<i>Social Welfare Officer II Marillac Hills</i>
	Prepare Discharge Summary	None	30 minutes	<i>Social Welfare Officer II Marillac Hills</i>
Submit After-care Report	Receive and acknowledge after-care report	None	3 months	<i>Social Welfare Officer II Marillac Hills</i>
	Prepare Closing Summary	None	15 minutes	<i>Social Welfare Officer II Marillac Hills</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client satisfactory measurement survey form and drop it at the designated suggestion box available at the guard house.</p> <p>Or</p> <p>Scan the Quick Response Code and answer the Google Form of the client satisfactory measurement survey form.</p>
How feedbacks are processed	The Anti-Red Tape Focal consolidate the filled-up Client Satisfactory Measurement Survey Form and submit report at DSWD-NCR Field Office.
How to file a complaint	<p>Send a letter addressed to the Center Head or to the Regional Director.</p> <p>Call 8888 Citizen's Complaint Hotline.</p>
How complaints are processed	Submit report upon receipt of the memorandum and upon receipt of 8888 Citizen's Complaint.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

## 12.8 Case Management Process at Nayon ng Kabataan

Nayon ng Kabataan is a 24-hour residential care facility which serves as a temporary shelter and provides psycho-social care and interventions and protection to children whose age ranges from seven (7) to below 18 years old who are abandoned, neglected and orphaned.

With intricacy and diverse problems confronted by these children with their family origins from far-flung and remote localities in the country. Nayon ng Kabataan serves as the national center for children of the Department for the following clientele categories:

- 1.) Abandoned child
- 2.) Neglected child
- 3.) Orphaned child
- 4.) Child victims of abuse and other circumstances (sexually abused, physically abused, child exploitation, child pornography, victim-survivor of trafficking)
- 5.) Child in situations of armed conflict (CSAC)
- 6.) Street children
- 7.) Child in Need of Special Home Arrangement

Case management is a process whereby a professional Social Worker assesses the needs of the client and work with a multi-disciplinary team to provide appropriate services to meet the client's need for rehabilitation and development.

<b>Office or Division:</b>	Nayon ng Kabataan
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government Government to Citizen
<b>Who may avail:</b>	Referring Party C/MSWDO NGO Walk-in clients  Client Category:  A child who is 7 to 17 years old, male or female who was abandoned, neglected, orphaned, victim of abuse, child in

	situations of armed conflict, street children, and child in need of special home arrangement.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Admission Phase				
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party		City / Municipal Social Welfare and Development Office  Non-government Organization		
2. 1 Original copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and head of Office		City/Municipal Social Welfare and Development Office  Non-government Organization		
3. 1 Police Blotter Report		Local Police Station with jurisdiction over the locality / community where the child was reached out		
4. 1 Original copy of medical certificate and laboratory result of chest x-ray, urinalysis, stool, CBC, platelet count, drug test, pregnancy test, and Reverse transcription polymerase chain reaction (RT-PCR).		Any government accredited medical facility		
5. 1 School Record (Form 137 and Form 138)		Former School of child		
6. 1 photocopy of Birth Certificate		Philippine Statistic Authority		
7. 1 photocopy of Baptismal Certificate		Any church-based offices that issue Baptismal Certificate		
8.1 Original copy of Psychological Assessment Report.		Any registered Psychologists, Mental Hospital, Psychiatrist that issues psychological report.		
Discharge Phase				
Parenting Capability Assessment Report (PCAR)		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Coordinate with the Center on the	1. Provide information and/or	None	5 minutes	Officer of the Day / Executive



availability of slot and requirements	details pertaining to available slots and documents for submission			<i>on Duty</i> NK
2. Submit the referral documents	2.1. Record receipt of referral documents	None	2 minutes	<i>Admin Staff</i> NK
	2.2. Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	<i>Center Head</i> NK
	2.3. Prepare letter to acknowledge the documents received and to invite the referring party for a pre-admission conference.	None	5 minutes	<i>Supervising Social Worker</i> NK
	2.4. Review and/or sign acknowledgement letter cum invitation for pre-admission	None	1 minute	<i>Center Head</i> NK
	2.5. Send letter to the referring party	None	5 minutes	<i>Admin Staff</i> NK
3. Attend the pre-admission conference	3.1. Review documents and assess client's eligibility for admission	None	1 hour / case	<i>Rehabilitation Team</i> NK
	3.2.a. If eligible, schedule date of admission	None	5 minutes	<i>Center Head /OIC</i> NK

	3.2.b. if ineligible, explain the grounds and provide alternative options for the referring party	None	10 minutes	<i>Center Head/OIC</i> NK
	3.3. Prepare confirmation of agreements	None	10 minutes	<i>Supervising Social Worker</i> NK
	3.4. Review and/or sign the confirmation of agreements	None	2 minutes	<i>Center Head/OIC</i> NK
	3.5. Send the confirmation of agreements to the referring party	None	5 minutes	<i>Admin Staff</i> NK
<b>TOTAL:</b> (this does not include waiting time)			<b>if eligible</b> <b>If ineligible</b>	<b>1 hour, 45 min</b> <b>1 hour, 40 min</b>
<b>Admission Phase</b>				
1. Present the child for admission	1.1. Secure/check all presented documents upon referral and validate all information declared in the documents from the child/ren and/or from any adult companion and get their written consent. Reliable information and their participation	None	20 minutes	<i>Officer of the Day / Executive on Duty</i> NK

	are encouraged in the process.			
	1.2. Accomplish, explain, and discuss the Admission Slip. Also, the center's requirements, procedures, protocols, and encourage their participation during custody period.	None	20 minutes	<i>Officer of the Day / Executive on Duty</i> NK
	1.2. Coordinate with Medical Service regarding client's isolation process.	None	20 minutes	<i>Officer of the Day / Executive on Duty</i> NK
	1.3. Endorse client to Homelife Service for 14-days isolation.		10 minutes	<i>Officer of the Day / Executive on Duty / Nurse</i> NK
	1.4. Endorse client's records to respective services for the admission protocols.			<i>Officer of the Day / Executive on Duty</i> NK
<b>Total:</b> (this does not include waiting time)			<b>1 hour and 10 minutes</b>	
<b>Rehabilitation Phase</b>				
1. Participation in the rehabilitation process.	1.1 Conduct of Intake Interview with the client.	None	<b>45 minutes</b>	<i>Assigned Case Manager</i>
	1.2. Facilitate referral of the	None	<b>10 minutes</b>	<i>Assigned Case Manager</i>

	client to the Medical Service and Psychological Service for Initial Physical and psychological assessment.			
	1.3. Formulation of Rehabilitation Plan with Rehabilitation Team Members.	None	<b>60 minutes / client</b>	<i>Rehabilitation Team Members</i>
	1.4. Implementation of Rehabilitation Plan.	None	<b>During client's stay in the center.</b>	<i>Rehabilitation Team Members</i>
	1.5. Coordination with the LGU in the locality where the family is residing for the Parenting Capability Assessment Report (PCAR).	None	<b>20 minutes</b>	<i>Assigned Case Manager</i>
	1.6. Conduct of follow-up Rehabilitation Team Meeting to assess and evaluate set rehabilitation plan.	None	<b>60 minutes / client</b>	<i>Rehabilitation Team Members</i>
<b>Pre-Discharge Phase</b>				
1. Submit Parenting Capability Assessment Report (PCAR)	1.1. Record and endorse to Center Head	None	5 minutes	<i>Admin Staff NK</i>
	1.2. Initial review	None	10 minutes	<i>Center</i>

	and endorse to Social Service for appropriate action			<i>Head/OIC</i> NK
	1.3. Prepare acknowledgement letter indicating schedule for pre-discharge conference.	None	10 minutes	Case Manager NK
	1.4. Review and/or sign letter	None	5 minutes	<i>Supervising Social Worker</i> NK
	1.5. Transmit signed letter	None	5 minutes	<i>Center Head/OIC</i> NK  <i>Admin Staff</i> NK
2. Attend pre-discharge conference	2.1. Present discuss the status of the child, development and those areas needing follow through actions and set schedule for the discharge / reintegration of the child to family/relative.	None	30 minutes	<i>Rehabilitation Team Members</i> NK
3. Commit to tasks set for after care services	3.1. Set tasks /assignment and elicit commitment of the child / family / receiving LGU	None	20 minutes	<i>Supervising Social Worker / Case Manager</i> NK
<b>Total</b> (this does not include waiting time)			<b>45 minutes</b>	

<b>Discharge Phase</b>				
1. Sign the discharge slip	1.1. Sign Discharge Slip	None	10 minutes	<i>Rehabilitation Team Members</i> NK
2. Subject child for Medical Check-up to ensure the health of the child before family reintegration.	2.1. Refer the child to Medical Service	None	5 minutes	<i>Case Manager / OD / EOD</i> NK
3. Attend Discharge Conference	3.1. Discuss After Care Services that can be provided by the LGU to the family and the family's commitment to the after care service.	None	20 minutes	<i>Case Manager</i> NK
	3.2. Prepare confirmation of agreements	None	10 minutes	<i>Case Manager</i> NK
	3.3. Review and/or sign agreements		5 minutes	<i>Supervising Social Worker / Case Manager</i> NK
	3.4. Transmit agreements to the receiving LGU		5 minutes	<i>Center Head/OIC</i> NK  <i>Admin Aide IV</i> NK
<b>Total</b> (this does not include waiting time)			<b>55 min</b>	
<b>Termination Phase</b>				
1.1. Submit After Care Report	1.1. Record and endorse to Center	None	2 minutes	<i>Admin Staff</i> NK

	Head			
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC</i> NK
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	Case Manager NK
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> NK
	1.5. Transmit signed letter	None	5 minutes	<i>Center Head/OIC</i> NK  <i>Admin Aide IV</i> NK
	1.6. Prepare termination documents for case archiving	None	20 minutes	<i>Case Manager</i> NK
<b>TOTAL</b> (this does not include waiting time)			<b>37 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house.
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received. Those issues and concerns will be subject for General Staff Meeting to look for the underlying problem and its solutions.
How to file a complaint	Complaints can be filed thru written or verbal report.
How complaints are processed	The Officer of the Day will attend to the report as soon as it is received. The complaint of the resident is discussed between the social worker on case and the concerned staff and/or resident.
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



## 12.9 Case Management Process at Reception and Study Center for Children

The **Reception and Study Center for Children (RSCC)** as a Child Caring Agency (CCA) facilitates referral of cases for admission and further case management on custody of children who are ***victims of abuse and abandonment, violence, exploitation, neglect and discrimination.***

<sup>1</sup>Case management is a process to plan, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a client. The process enables social workers in an organization, or in different organizations, to coordinate their efforts to serve a given client through professional teamwork, thus expanding the range of needed services offered. Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers. Case management can occur within a single, large organization or within a community program that coordinates services among settings. (Barker, 2003)

The Social Service Unit assesses the needs of the clients and integrates the intervention plans based on the recommendations of the Rehabilitation Team Members (RTM) from the Medical Unit, Psychological-Educational Unit, Dietary Unit and Home life Services to prepare a consolidated Child Specific Plan (CSP).

Social Services are interventions that seek to restore and develop social functioning of children thru the Case Management Process. At RSCC, the Case Management is undertaken through collective, collaborative efforts and expertise of a multi-disciplinary team utilizing interventions with the allied services.

For children with parents/s, an assessment shall be done on their parental capacity to assess if the reunification of the child is for his/her best welfare and interest which is coordinated and requested with the concerned City or Municipal Social Welfare Development Offices (CSWDO or MSWDO). If the assessment is favorable, the family is prepared emotionally and psychologically about the proper care and support of the child in coordination with the Local Social Workers. When both the child and

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<sup>1</sup> NASW Standards for Social Work Case Management

the parent/s are ready, reintegration takes place as agreed and recommended by the RTM. If reintegration to the biological family or relatives is no longer possible, the RTM and CSWDO or MSWDO Social Workers shall agree to provide the necessary interventions for the family until such time they are ready to take back the custody and care for the children.

For abandoned and foundling case of children, social worker processes the children for alternative parental care thru Foster Care, Adoption and Legal Guardianship based on the existing laws and policies.

## **TARGET CLIENTELE/BENEFICIARIES**

The **Reception and Study Center for Children (RSCC)** caters to zero (0) to below seven (7) years old children victims of circumstances of the following categories:

- 1. Abused**
  - Physically Abused (PA)
  - Sexually Abused (SA)
- 2. Abandoned**
  - Foundling
- 3. Orphaned**
- 4. Victims of Violence against children**
- 5. Victims of Exploitation**
  - Child trafficking
  - Child Labor
  - Child Pornography (Cybercrime)
- 6. Neglected**
  - Dependent
  - Voluntary Committed/Surrendered
- 7. Discriminated and Displaced children**

## **MODE OF ADMISSION**

- 1. Walk-In** is those who came directly to the center with a child or children in need of assistance or intervention by any of the following:
  - A.** Biological parents or immediate relatives of a child
  - B.** Concerned citizens or individuals

For walk-in, rescued and referral from an immediate family and/or, concerned citizens or individuals, a pre-admission conference shall no longer be

required; however, the Social Worker on Duty (SWOD) shall accompany the referring party to the Barangay and Police station to blotter the incident as part of the protocols.

In cases that a child or children were referred at night, the Executive Officer of the Day (EOD) shall likewise accompany and assist the referring party to the nearby Barangay and/or Police Community Precinct (PCP) to blotter the said referral.

- 2. Referral** includes clients who have been referred by DSWD Field Offices, Local Government Units (LGUs), private organizations/institutions, other Government offices, and among others.
  - A.** For referrals from Field Offices (FOs) - Office, Bureau, Section, or Units (OBSUs) as the referring party should submit referral letter signed by the Head of the concerned OBSUs along with the required documents must be submitted.
  - B.** For referral from other Government Entities, referral letter signed by the Head of the concerned office along with the required documents must be submitted.
  - C.** For referral case/s from other Child Caring Agency (CCA) wherein a child is recommended for admission, the referring party shall conduct agency visit with the child in preparation of the child's physical transfer in the center and must ensure complete submission of required documentary requirements per agreed timeline to ensure timely case management process.

For client not eligible for admission (those who do not fall in the age and case category of the center), the referring party shall be assisted by informing them of other Child Caring Agencies (CCAs) in the National Capital Region (NCR) to ensure child is referred to appropriate agency or center that may appropriately respond to his or her needs.

## **I. Referral from Government Agencies, Offices and/or Institutions**

<b>Office or Division:</b>	Reception and Study Center for Children – Social Services/ Protective Services Division
<b>Classification:</b>	Simple
<b>Type of</b>	G2G – Government to Government

Transaction:			
Who may avail:	<p>Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices:</p> <ol style="list-style-type: none"><li>1. Local City or Municipal Social Welfare Development Offices (CSWDO or MSWDO)</li><li>2. Barangay Officials</li><li>3. Police</li><li>4. DSWD Offices, Bureaus, Sections or Units (OBSUs) - DSWD Centers and/or Residential Care Facilities (C/RCFs)</li></ol>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Original copy of referral letter		<ul style="list-style-type: none"><li>• For CSWDO or MSWDO - from the City/Municipal Social Welfare Office duly signed by the Head of the agency.</li><li>• For Barangay - letter signed by the Chairman.</li><li>• For Police - letter signed by the police officer in authority (Women’s Desk or Head of the PCP).</li><li>• For OBSUs and C/RCFs - from the OIC/Head of the referring office.</li></ul>	
2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)		<ul style="list-style-type: none"><li>• For Barangay, Police, CSWDO or MSWDO - from the Social Workers of the CSWDO or MSWDO within the jurisdiction where the child or children was found or the last known residence of child’s immediate family.</li><li>• For OBSUs – from the Social Workers of the Crisis Intervention Section (CIS) or Community Based Services Section (CBSS).</li><li>• C/RCFs – from the Social Workers of the referring office.</li></ul>	
3. One (1) original copy Medical Abstract / Certificate with Laboratory Results		<ul style="list-style-type: none"><li>• From any private clinics or local hospitals within the jurisdiction where the child or children was found or the last</li></ul>	

		known residence of child's immediate family.		
4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)		<ul style="list-style-type: none"> <li>From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or facilitated the referral.</li> </ul>		
5. One (1) original copy of Dental Records, if any or available.		<ul style="list-style-type: none"> <li>From any private clinics or local hospitals within the jurisdiction where the child or children was found, rescued or facilitated the referral.</li> </ul>		
6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)		<ul style="list-style-type: none"> <li>From the Psychologist of the local and/or government offices within the jurisdiction where the child or children was found, rescued, or last known residence of child's family.</li> </ul>		
7. One (1) original copy of Birth certificate		<ul style="list-style-type: none"> <li>To be secured by the referring agency from child's family and/or immediate relatives or from the PSA or local civil registrar's office where the child was born.</li> </ul>		
8. One (1) original copy of Baptismal Certificate		<ul style="list-style-type: none"> <li>To be secured by the referring agency from child's family and/or immediate relatives or from the church where the child was baptized.</li> </ul>		
9. One (1) Certified True Copy (CTC) of School records or ID		<ul style="list-style-type: none"> <li>From the last known school where the child was enrolled.</li> </ul>		
10. Other pertinent documents: <ul style="list-style-type: none"> <li>A. One (1) original or Certified True Copy (CTC) of Court order</li> <li>B. One (1) original or Certified True Copy (CTC) of Travel documents</li> </ul>		<ul style="list-style-type: none"> <li>For A - From the concerned court within the jurisdiction where child has ongoing case.</li> <li>For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS)</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Upon Admission</b>				

<p>1. The referring party endorses the child for admission.</p> <p>Client is to be admitted at the Center.</p>	1. The admitting staff shall assess the availability and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (Medical Officer III, Psychologist, Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I)) RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	Admitting staff on Duty RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	Admitting staff on Duty RSCC
	1.3 Orientation of the child about the center.	None	5 minutes	Admitting staff on Duty RSCC
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	Social Welfare Officer I, II or III (Social Worker of the Day) RSCC
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	Admitting staff on Duty RSCC
	1.6 Conduct of Physical Examination	None	10 minutes	Medical Officer III RSCC
	1.7 Conduct of Dental Assessment	None	10 minutes	Dentist RSCC
	1.8 Endorsement of the child to the Home life. Age of the child	None	2 minutes	Admitting staff on Duty RSCC

	can be the basis for house assignment.			
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	House parents RSCC
	1.10 Orientation of the child about the house rules.	None	10 minutes	House parents RSCC
TOTAL:		None	1 hour	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	Social Welfare Officer I, II or III (Social Worker on Case) RSCC
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	House parents RSCC
	2.2 Prepare the child's school activities, projects, school records, and other documents.	None	10 minutes	Psychologist Teacher Activity Coordinators RSCC

	The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.			
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) Nutritionist-Dietitian I RSCC</i>
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Nurse I or II (Nurse on Duty) Medical Officer III RSCC</i>
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Nurse I or II (Nurse on Duty) Medical Officer III RSCC</i>
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III RSCC</i>
	2.5 The Social Worker on case to prepare the discharge slips of the client.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>



	<p><b>a.</b> For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the CSWDO/MSW DO Social Worker.</p> <p><b>b.</b> Children for placement – endorsement of child's logbook is included in the turn-over during the entrustment.</p>			
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head Social Welfare Officer V RSCC</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 20 minutes</b>	

## II. Referral from Individual/s:

<b>Office or Division:</b>	Reception and Study Center for Children – Social Services/ Protective Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizens
<b>Who may avail:</b>	Biological parents or immediate family of a child in need of

	assistance or interventions.			
A. Family or Immediate Relatives				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of referral letter		• From the biological family or immediate relatives referring the child.		
2. One (1) original or photocopy of Birth certificate		• From the Philippine Statistics Authority (PSA) or Local Civil Registrar’s Office.		
3. One (1) original or photocopy of Baptismal Certificate		• From the local church where the child was baptized.		
4. One (1) original or Certified True Copy (CTC) of School records or ID		• From the last known school of the child.		
5. One (1) original or photocopy of Medical Abstract/Certificate with Laboratory Results, if available		• From the local clinics or hospitals who examined the child.		
6. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address and establish relationship of the child with the referring party.		• From the biological family or immediate relatives referring the child.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses the child for admission.  Client is to be admitted at the Center.	1. The admitting staff shall assess the available and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I RSCC
	1.1 Conduct of	None	30 minutes	Social Welfare Officer I, II or III

	<p>immediate counseling to the family of the child and establish plans of the family for his/her child or children.</p> <p>Referral to the Psychologist may be facilitated depending on the extent or gravity of cases and result of assessment of the Social Worker.</p>			<p><i>(Social Worker of the Day)</i>  <i>Psychologist I or III</i>  RSCC</p>
	1.2 Document receipt of the child using the admission slip.	None	3 minutes	<i>Admitting staff on Duty</i> RSCC
	1.3 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC
	1.4 Orientation of the child about the center.	None	5 minutes	<i>Admitting staff on Duty</i> RSCC
	1.5 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III</i> <i>(Social Worker of the Day)</i> RSCC
	1.6 Endorsement	None	2 minutes	<i>Admitting staff on</i>

	of the client to the Medical Unit			Duty RSCC
	1.7 Conduct of Physical Examination	None	10 minutes	Medical Officer III RSCC
	1.8 Conduct of Dental Assessment	None	10 minutes	Dentist RSCC
	1.9 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	Admitting staff on Duty House parent III RSCC
	1.10 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	House parents RSCC
	1.11 Orientation of the child about the house rules.	None	10 minutes	House parents RSCC
TOTAL:		None	1 hour, 30 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to	None	2 minutes	Social Welfare Officer I, II or III (Social Worker on Case) RSCC

	his/her immediate family or entrustment to PAPs.			
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent RSCC</i>
	2.2 Prepare the child's school activities, projects, school records, and other documents.  The recommendation s of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist Teacher Activity Coordinators RSCC</i>
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) Nutritionist- Dietitian I RSCC</i>

	and recommendation s, if any shall be discussed with the immediate family or PAPs.			
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> <i>Nurse</i> <i>Medical Officer</i> <i>RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>RSCC</i> <i>Nurse,</i> <i>Medical Officer III</i> <i>RSCC</i>
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Nurse</i> <i>Medical Officer</i> <i>RSCC</i>
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III</i> <i>RSCC</i>
	2.5 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> <i>RSCC</i>

	CSWDO/MSWD O Social Worker.			
	2.6 Discharged slips are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	Center Head / Social Welfare Officer V RSCC
TOTAL:		None	1 hour, 20 minutes	
Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	Referring party who is a Concerned Citizen’s or Individuals who found/reported a child for proper custody and intervention.			
B. Concerned Citizen’s or Individuals				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of referral letter		• From the concerned citizen or individual referring the child.		
2. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address of the finder/referring party.		• From the concerned citizen or individual referring the child.		
3. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)		• From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or place of origin where the referral was facilitated.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring	1. The admitting	None	5 minutes	Admitting staff on

<p>party endorses the child for admission.</p> <p>Client is to be admitted at the Center.</p>	<p>staff, preferably a social worker shall assess the available and completeness of required documents.</p>			<p><i>Duty (Social Worker of the Day, Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I</i> RSCC</p>
	<p>1.1 Document receipt of the child using the admission slip.</p>	None	3 minutes	<p><i>Admitting staff on Duty</i> RSCC</p>
	<p>1.2 Confirmation of child's admission. HSW approved the admission slip.</p>	None	5 minutes	<p><i>Admitting staff on Duty</i> RSCC</p>
	<p>1.3 Orientation of the child about the center.</p>	None	5 minutes	<p><i>Admitting staff on Duty</i> RSCC</p>
	<p>1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)</p>	None	5 minutes	<p><i>Social Welfare Officer I, II or III (Social Worker of the Day)</i> RSCC</p>
	<p>1.5 Endorsement of the client to the Medical Unit</p>	None	2 minutes	<p><i>Admitting staff on Duty</i> RSCC</p>
	<p>1.6 Conduct of Physical Examination</p>	None	10 minutes	<p><i>Medical Officer III</i> RSCC</p>
	<p>1.7 Conduct of Dental</p>	None	10 minutes	<p><i>Dentist</i> RSCC</p>



	Assessment			
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting staff on Duty House parent III RSCC</i>
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents RSCC</i>
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	<i>House parents RSCC</i>
<b>TOTAL</b>		<b>None</b>	<b>60 minutes</b>	
<b>II. Upon Discharge or Releasing of Client</b>				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	<i>Social Worker RSCC</i>
	2.1 Prepare the child for discharge. To arrange child's personal	None	10 minutes	<i>House parent RSCC</i>

	<p>belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).</p>			
	<p>2.2 Prepare the child's school activities, projects, school records, and other documents.</p> <p>The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.</p>	None	10 minutes	<p><i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i> RSCC</p>
	<p>2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.</p>	None	10 minutes	<p><i>Social Welfare Officer I, II or III</i> <i>(Social Worker on Case)</i> <i>Nutritionist-Dietitian I</i> RSCC</p>
	<p>2.4 Endorsement of the child to the Medical Unit</p>	None	3 mins	<p><i>Social Welfare Officer I, II or III</i> <i>(Social Worker on Case)</i> <i>Nurse</i> <i>Medical Officer</i> RSCC</p>

	2.5 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Medical Officer III RSCC</i>
	2.6 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Medical Officer III RSCC</i>
	2.7 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III RSCC</i>
	2.8 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the CSWDO/MSWDO Social Worker.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>
	2.9 Discharged slips are approved and signed by the Head Social Worker (HSW)	None	5 minutes	<i>Center Head / Social Welfare Officer V RSCC</i>
	<b>Total No. of Processing Time</b>		<b><i>1 Hour and 20 minutes (80 minutes)</i></b>	

### **III. Referral from Private Agencies, Offices and/or Institutions:**

<b>Office or Division:</b>	Reception and Study Center for Children – Social Services/ Protective Services Division
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<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Business Entities		
<b>Who may avail:</b>	Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices:  1. Child Caring Agencies (CCAs) or  2. Accredited Social Welfare and Development Agencies (SWDAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Original copy of referral letter		• From the CCA or SWDAs referring the child, duly signed by head of the agency.	
2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)		• From the Social Worker of the referring agency.	
3. One (1) original copy Medical Abstract / Certificate with Laboratory Results		• From the Medical Officer of the referring agency, any private or local hospitals who examined the child.	
4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)		• From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or who facilitated the referral.	
5. One (1) original copy of Dental Records, if any or available.		• From any private or local clinics where the child was provided with Dental interventions.	
6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)		• From the Psychologist of the referring office or any private psychologist who assessed the child.	
7. One (1) original copy of Birth certificate		• To be secured by the referring agency from child’s family and/or immediate relatives or from the PSA or local civil registrar’s office where the child was born.	
8. One (1) original copy of		• To be secured by the referring agency	

Baptismal Certificate		from child's family and/or immediate relatives or from the church where the child was baptized.		
9. One (1) Certified True Copy (CTC) of School records or ID		<ul style="list-style-type: none"> <li>From the last known school where the child was enrolled.</li> </ul>		
10. Other pertinent documents: <ul style="list-style-type: none"> <li>A. One (1) original or Certified True Copy (CTC) of Court order</li> <li>B. One (1) original or Certified True Copy (CTC) of Travel documents</li> </ul>		<ul style="list-style-type: none"> <li>For A - From the concerned court within the jurisdiction where child has ongoing case.</li> <li>For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS)</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Upon Admission</b>				
1. The referring party endorses the child for admission.  Client is to be admitted at the Center.	1. The admitting staff, preferably a social worker shall assess the available and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Worker of the Day Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	Admitting staff on Duty RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	Admitting staff on Duty RSCC

	1.3 Orientation of the child about the center.	None	5 minutes	<i>Admitting staff on Duty RSCC</i>
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day) RSCC</i>
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty RSCC</i>
	1.6 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III RSCC</i>
	1.7 Conduct of Dental Assessment	None	10 minutes	<i>Dentist RSCC</i>
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting Person (OD, EOD, Social Worker) Supervising House parent RSCC</i>
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents RSCC</i>
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	<i>House parents RSCC</i>

TOTAL		None	60 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case) RSCC</i>
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent RSCC</i>
	2.2 Prepare the child's school activities, projects, school records, and other documents.  The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist Teacher Activity Coordinators RSCC</i>
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case)</i>

	recommendations, if any shall be discussed with the immediate family or PAPs.			<i>Nutritionist-Dietitian I RSCC</i>
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on case) Nurse Medical Officer III RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Medical Officer III RSCC</i>
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Medical Officer III RSCC</i>
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III RSCC</i>
	2.5 The Social Worker on case to prepare the discharge slips of the client.  <b>a.</b> For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case) RSCC</i>



	CSWDO/MSW DO Social Worker. <b>b.</b> Children for placement – endorsement of child's logbook is included in the turn-over during the entrustment.			
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head / Social Welfare Officer V RSCC</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 20 minutes (80 minutes)</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ol style="list-style-type: none"> <li>1. Clients' to accomplish RSCC Client Feedback Form available at the Officer of the Day (OD) desk and put in the drop box at the Guard House.</li> <li>2. Clients' who may opt to discuss with our Officer of the Day (OD), however, he/she will still be encouraged to accomplish the feedback form.</li> <li>3. Clients' can also answer our digital Client Satisfaction Survey to be sent thru their online and other means of platforms (Facebook Messenger, Facebook Page or Group or Email) upon request.</li> </ol>
How feedbacks are processed	<ol style="list-style-type: none"> <li>1. Every 25<sup>th</sup> day of the month, the designated Focal Person will open the drop box to compile and records all feedback submitted.</li> <li>2. The Focal Person shall then submit summarized results to the Center Head every last working day of the month.</li> <li>3. Should there be any concerns, the focal person shall inform into writing to the relevant unit of the concerned staff who may be required to submit a response within 2-5 days upon receipt of the report.</li> <li>4. The response will be relayed to the concerned citizen thru official communication via email or text</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. If a client is not satisfied with our service, written/verbal complaints shall be immediately attended to by the Officer of the Day (OD). However, he/she will still be encouraged to submit formal or written complaint.</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The designated focal person shall then endorse the complaint to the Grievance Officer Copy furnished the Office of the Center Head.</li> <li>2. The Grievance Officer to call and convene Fact Finding Committee to conduct investigation, convene a meeting with the concerned unit or staff and discuss possible resolution for appropriate action.</li> <li>3. The Fact Finding Team to conduct validation</li> </ol>

	<p>within 2-3 days upon receipt of the complaint.</p> <p>4. The Fact Finding Team to convene for a meeting to discuss the results of the validation and submit validation report with actions taken and recommendations within 2-3 days after the validation was conducted.</p> <p>5. The resolution will be forwarded to the concerned citizen with actions taken conducted at the Center level.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Hotline: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 12.10 Case Management Process at Sanctuary Center

The Sanctuary Center is a 24-hour residential care facility which serves as a place of refuge and home for abandoned, neglected, and unattached adult women with improved psycho-social disability, ages eighteen (18) and above.

Their clientele are:

- Female, 18 – 59 years old
- With improved mental condition as certified by a psychiatrist
- Non-violent and manageable as certified by a psychiatrist
- Free from communicable diseases and ambulatory despite physical disabilities and/or limitation, if any;
- Considered unattached and abandoned or may have lost contacts with their immediate families and relatives that deprived them of home and family care; and/or,
- Rescued from the streets by government authorities or referred by local government units, non-government, civic and faith-based organizational or other DSWD units.

Case Management is an interactive process in which the client and the worker consciously work together toward a reasonable resolution of the clients problem(s).

<b>Office or Division:</b>	Sanctuary Center/ Protective Services Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Government Government to Citizens	
<b>Who may avail:</b>	NGAs/ LGUs/NGOs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 Original Copy of Referral Letter addressed to Center Head duly signed by the Head of Office of Referring Party		Local Government Unit (LGU)
2. 1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office		Local Government Unit (LGU)
3. 1 Original copy of Police or Barangay Blotter, Tri-media Certificate and Tracer Letter		Local Government Unit (LGU)

4. 1 Original copy NCMH Referral with Diagnosis and Medicine Prescriptions		NCMH or any accredited psychiatric facility		
5. 1 Original copy Medical Exam Results: Urinalysis, CBC, X-ray Film and Result, Pregnancy Test		Any accredited medical facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-Admission of Referral</b>				
1. Coordinate with the center and submit the required referral documents.	1. Receive referral through mail.	None	5min	<i>Admin Aide-IV</i> Sanctuary Center
	1.1. Endorsement to SWO III for review and directions.	None	5min	<i>Admin Aide-IV</i> Sanctuary Center
	1.2. Review of documents, provide direction and	None	2mins	
	endorse to OD / SWO II for the schedule of pre-admission.  If complete, pre-admission conference will be conducted every Thursday.  For emergency cases, video conference are made.			<i>Rehabilitation Team Members</i> Sanctuary Center

	For minor condition such as lacking documents, the referring parties will be informed during the pre-admission conference.			
	<p>1.3. Endorsement to SWO II for schedule of discussion of the case being referred.</p> <p>If there are major conditions that needs to be provided medical intervention, that are not within our service at the time of referral, they will be accessed to other government services.</p>	None	3mins	<i>Rehabilitation Team Members</i> Sanctuary Center
	1.4.Circulate notice of the meeting for pre-ad.	None	10 mins	AA-IV Sanctuary Center
	1.5 For reach out cases, the NCMH assessment and other medical work- up is necessary.			<i>OD / SWO II</i> Sanctuary Center
2. Attendance to Pre-admission Conference	2. If for pre admission, conduct of Pre-Admission conference with RTM and referring party.	None	1 hour	<i>SWO II</i> Sanctuary Center

	2.1. Prepare and submit confirmation of agreements.	None	30 mins	<i>SWO II</i> Sanctuary Center
	2.2. Forward to SWO III for review and inputs.	None	2 mins	<i>AA-IV</i> Sanctuary Center
	2.3. Review and provide inputs on the draft confirmation of agreements.	None	5 mins	<i>SWO II</i> Sanctuary Center
	2.4. Forward to SWO III for revision and inclusion of inputs.	None	30 mins	<i>SWO II</i> Sanctuary Center
	2.5. Endorsement to SWO III for signature.	None	2 mins	<i>Admin Aide-IV</i> Sanctuary Center
	2.6. Sign enhanced confirmation of agreements and forward to AA for tracking.	None	1 min	<i>SWO III</i> Sanctuary Center
	2.7. Receipt and forward enhanced confirmation of agreement to SWO V for approval.	None	1 min	<i>AA-IV</i> Sanctuary Center
	2.8. Approval of the confirmation of agreements.	None	1 min	<i>OIC / SWO III</i> Sanctuary Center
3. Receive confirmation of agreements For compliance if with lacking admission documents.	3. Mailing of approved confirmation of agreements.	None	3 mins	<i>OD / SWO II</i> Sanctuary Center

4. Confirm schedule of admission process.	4. If for admission, inform the referring party of the scheduled of admission.	None	3mins	SWO II Sanctuary Center
	4.1 If not inform the referring party the reason of disapproval of the referral.	None	5 mins	SWO II Sanctuary Center
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 48 minutes</b>	
<b>B. Admission Phase</b>				
1. Conduct Intake Interview and Assessment.	1. Fill up admission slip and facilitate admission process.	None	30 mins	OD / SWO II Sanctuary Center
	1.1. Immediately assign the case to social worker.	None	1 min	OIC / SWO III Sanctuary Center
	1.2. Establish rapport and orient the client to the goals / objectives of the center.	None	20 mins	OD / SWO II Sanctuary Center
	1.3. Contract setting shall take place by signing agreed treatment plan by the client, her social worker	None	30 mins	OD / SWO II Sanctuary Center
	and other members of the team.			
2. Facilitate Data Collection.	2. Gathers relevant and significant data/ information directly from the client or from other resources that will be basis for sound assessment of the case.	None	30 mins	OD / SWO II Sanctuary Center



3. Assessment / Treatment Planning and Contracting Setting.	3. Prepares Initial Case Study within a week after admission.	None	1 hour	SWO // Sanctuary Center
	3.1. Prepares Comprehensive Social Case Study Report one (1) month after admission.	None	2 hours	SWO // Sanctuary Center
	3.2. Update Social Case Study Reports reflecting the progress of the client in achieving her rehabilitation plans and goals six (6) months after admission.	None	1 hours	SWO // Sanctuary Center
4. Treatment Plan Implementation.	4.1. Contact with the families thru letters or visits upon client's capability to provide information about herself.	None	30 mins	SWO // Sanctuary Center
	4.2. Involvement to home life activities upon assessment.	None	1 hour	SWO // Sanctuary Center
	4.3. Access the needs of the client for services and interventions available within the inter service unit and other agencies that can best serve the needs of the client.	None	1 hour	Rehabilitation Team Members Sanctuary Center

5. Evaluation.	5.1. Check point and periodic evaluation must be undertaken through rehabilitation team meetings and case conference.	None	1 hour	<i>Rehabilitation Team Members Sanctuary Center</i>
	5.2. Recommendations to terminate or continue with the interventions or treatment plans.	None	1 hour	<i>Rehabilitation Team Members Sanctuary Center</i>
	5.3 Update and inform the client on results of assessment or any significant progress or any difficulties faced every phase of the helping process.	None	30 mins	<i>SWO II / Rehabilitation Team Members Sanctuary Center</i>
<b>TOTAL</b>		<b>None</b>	<b>10 hours and 30 minutes</b>	
<b>C. Case Termination and Discharge</b>				
1. Recommend for discharge conference.	1. Assessed to have better understanding of her problem and capacity to cope with situations.	None	1 hour	<i>Rehabilitation Team Members Sanctuary Center</i>
	1.1. Shown capability to undertake everyday tasks and is hopeful for the future.	None		<i>Rehabilitation Team Members Sanctuary Center</i>
	1.2 Rehabilitation goals are achieved as planned specially the readiness and acceptance of her family to take her	None		<i>SWO II Sanctuary Center</i>

	<p>back into their custody.</p> <p>In case of clients whose families/relatives are traced but refused to take custody, they will be required to sign WAIVER (see attached form) of their decision to delegate their full responsibilities over the client to the center after a year of follow up by the social worker. Said clients will be under custodial care of the center until such time they can be transferred to other custodial care.</p>			
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	In case of clients whose families/relatives are traced but refused to take custody, they will be required to sign WAIVER (see attached form) of their decision to delegate their full responsibilities over the client to the center after a year of follow up by the social worker. Said clients will be under custodial care of the center until such time they can be transferred to other custodial care.			
2. Transition Care	2. Home visit conducted to the families/ relatives, other institution or wage/home placement	None	24 hours	<i>SWO II</i> Sanctuary Center
	2.1. Social preparation in relation to client's return to the family.	None	None	<i>Rehabilitation Team Members</i> Sanctuary Center
	2.2. Discharge plan shall be formulated.	None	1 hour	<i>Rehabilitation Team Members</i> Sanctuary Center
3. Confirmation of schedule and attendance to pre-discharge conference	3. Coordinate concerned LGU for pre-discharge conference	None	3 mins	<i>SWO II</i> Sanctuary Center

4. Attendance to pre-discharge conference	4. Conduct of pre-discharge conference	None	1 hour	SWO II Sanctuary Center
	4.1. Preparation of pre-discharge confirmation of agreements	None	1 hour	SWO II Sanctuary Center
	4.2. Forward to SWO III for review and inputs	None	5 mins	SWO III Sanctuary Center
	4.3. Forward to SWO II for revision and inclusion of inputs	None	30 mins	SWO II Sanctuary Center
	4.4. Endorsement to SWO III for signature	None	2 mins	Admin Aide-IV Sanctuary Center
5. Receive copy of Pre-discharge confirmation of agreements	5. Approval of the Pre-discharge confirmation of agreements	None	1 min	OIC / SWO III Sanctuary Center
	5.1. Confirmation of the Schedule of discharge	None	2 mins	SWO II Sanctuary Center
6. Discharge Procedure	6. Accomplished prescribed discharge slip/paper for the information and signature of all Allied services/units.	None	20 mins	SWO II Sanctuary Center
	6.1. Assist the client for medical examination / clearance as well as prescription and schedule of follow up check-up.	None	20 mins	SWO II Sanctuary Center
	6.2. Allow the parents and/or any receiving qualified relatives to understand terms and conditions	None	30 mins	SWO II Sanctuary Center

	contained in a pre-formal agreement between the Head Social Worker and the receiving persons on their parental and moral obligations to the client.			
	<p>6.3 Provide exit counseling with the client to discuss experiences and clarify some issues encountered while at the center.</p> <p>Advice parents/relatives on how to handle client at home and necessity for follow-up consultation and regular intake of prescribed medications as improved mental patient to prevent relapse.</p>	None	30 mins	SWO // Sanctuary Center
	6.4 Provide a copy of discharge slip to all allied services/units.	None	20 mins	SWO // Sanctuary Center
	6.5 Forward referral letter to LGU or DSWD-Regional Offices.	None	30 mins	SWO // Sanctuary Center
	6.6 Prepare transfer summary report and	None	1 hour	SWO // Sanctuary Center
<b>TOTAL</b>		<b>None</b>	<b>1 day, 8 hours, 23 minutes</b>	

<b>D. After Care Service</b>				
1. Continuity of Service and other interventions.	1. Request for monitoring and after-care service	None	5 mins	<i>OIC / SWO III</i> Sanctuary Center
	1.1. Request from the LGU a status report on the progress of the client and his family for the purpose of monitoring and evaluation six (6) months after the discharge.	None	10 mins	<i>SWO II</i> Sanctuary Center
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house Or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Bayan Muna Committee checks the suggestion box daily and validate each complaint
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



### **13.1 Trainees Enrollment Registration at National Vocational Rehabilitation Center**

The National Vocational Rehabilitation Center (NVRC) is a facility of the Department of Social Welfare and Development – National Capital Region which:

- 1.) Provides integrated and coordinated programs and services to assist Persons with Disability (PWD) by motivating them to use these services to meet their individual needs.
- 2.) Provides its services through a program of multi-disciplinary collaboration in one setting.
- 3.) Provides PWDs learning environment that at the end of a period of time, they return to their communities as better individuals in terms of making decisions, articulate their ideas, relate to people and improved economic conditions.
- 4.) Provides continuing assessment to come up with realistic intervention plan responding to individual current needs and progress of PWD trainees.
- 5.) Has an organized administrative structure with clearly defined lines of authority and responsibility for each area of service and function
- 6.) Serves as a demonstration and resource center for policy formulation and training through the integration of knowledge and skills of different disciplines.
- 7.) Has been establishing networks / linkage with Non-Government Organizations (NGOs), Government Organizations (GOs) and various stakeholders towards improving its programs and services for continuity of care wit disability

NVRC's target clientele are individuals with:

- Physical impairment
- Sensory impairment
- Intellectual impairment
- Psychosocial impairment
- Vulnerable groups:
  - o Person affected by leprosy
  - o Released prisoners

- Recovered drug and alcohol dependents
- Disadvantaged women
- Dependents of persons with disability within the first degree of consanguinity and affinity

Office or Division	National Vocational Rehabilitation Center (NVRC)			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may Avail	Persons With Disability and Other Vulnerable Groups 16 years old and above			
Checklist of Requirements		Where to Secure		
For walk-in applicants:				
1 Original Copy of Medical & Psychological Results (for Psycho-Social Person & Persons With Intellectual Disability)		Any government or private hospitals/clinics		
1 Original Copy of Person With Disability Identification		From the Person With Disability Office in the LGU where the applicant resides		
1 Original Copy of Barangay Indigent Certificate		From the Barangay LGU where the applicant resides		
1 Original Copy of Case Summary Report		From the C/MSWDO or referring party		
For online Applicants:				
1 Scanned Copy of Medical & Psychological Results (for Psycho-Social Person & Persons With Intellectual Disability)		Any government or private hospitals/clinics		
1 Scanned Copy of Person With Disability Identification		From the Person With Disability Office in the LGU where the applicant resides		
1 Scanned Copy of Barangay Indigent Certificate		From the Barangay LGU where the applicant resides		
1 Scanned Copy of Case Summary Report		From the C/MSWDO or referring party		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON

		TO BE PAID	TIME	RESPONSIBLE
1. Submit the list of requirements to the Social Adjustment Service	1.1. Conducts interview/assessment	None	2 ½ hours minutes	<i>Social Welfare Officer II/Medical Officer III, Psychologist and MDO</i>
	1.2. Consolidation of result of interview/assessment	None	10 minutes	<i>Social Welfare Officer II</i>
	1.3. Provide feedback to applicant	None	5 minutes	<i>Social Welfare Officer II</i>
2. Fill out and sign the "Kasunduan" for Training	2.1. Prepares Training Schedule of Trainee	None	10 minutes	AA IV
	2.2. Provide feedback on training schedule to Trainee.		5 minutes	<i>Social Welfare Officer II</i>
<b>Total processing time for Walk-In Enrolment Registration</b>		None	3 hours	
<b>For on-line Applicants:</b>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Enrolment Registration Form through the link <a href="https://bit.ly-general-intake-sheet">https://bit.ly-general-intake-sheet</a> and send with attached document	1.1. Conduct assessment on the submitted documents	None	2 ½ hours minutes	<i>Social Welfare Officer II/Medical Officer III, Psychologist and MDO</i>
	1.2. Consolidate result of documentary assessment	None	10 minutes	<i>Social Welfare Officer II</i>
	1.3. Prepare Training Schedule of Trainee	None	10 minutes	AA IV
	1.4. Send the	None	1 minute	AA IV

tary requirem ents	"Kasunduan" of Training and Training Schedule with instructions to applicant via e- mail			
2. Send the signed "Kasund uan" to NVRC through e-mail	3. Provide feedback to applicant	None	5 minutes	Social Welfare Officer II
<b>Total processing time</b>			<b>2 hours and 56 minutes</b>	

<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
How to send feedback	A “Customer Feedback Form” is given by the Security Guard on duty to visitor/customer upon entry at NVRC and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure from NVRC.
How feedbacks are processed	Customer Feedback Forms shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Training Center Superintendent for immediate and appropriate action.
How to file a complaint	Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF NVRC or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.
How complaints are processed	All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.
	All complaints beyond the control of the Center is elevated to the Management of higher authority within the day for their appropriate actions.
Contact information	NVRC IMP Committee Chairperson: 0998-9572375
	ARTA: 8478-5091/8478-5093/8478-5099 CSC: 8740-8412/8749-0980/8781-5864 CCB: contactcenterngbayan.gov.ph PCC: 8736-8645/8736-8603/8736-8629

### **13.2 Admission of Clients at Rehabilitation Sheltered Workshop**

Rehabilitation Sheltered Workshop is a non-residential business-work oriented facility of DSWD that provides temporary livelihood opportunities and work training to person with disabilities for them to become gainfully engaged in productive work and become contributing members of the society.

The target clientele are:

- 1.) Orthopedic, muscular – skeletal or moving impairments includes polio, cerebral palsy, missing limbs, spinal injury, Potts disease, muscular dystrophy, club foot, cleft lip and palate, hunchback, harelip.
- 2.) Chronic illnesses with impairments – includes stroke, endocrine and metabolic disorder, etc
- 3.) Intellectual and mental impairment – upper trainable / educable intellectually disabled, down syndrome, improved mental patient
- 4.) Learning impairment – dyslexia, ADHD, slow learners
- 5.) Psychosocial and behavioral impairments such as recovered drug dependents, negative hansenites, released prisoners, arrested PTB, autistic spectrum disorder.
- 6.) Vision & seeing disorder including cataract, diabetic retinopathy, glaucoma, amblyopia, low vision, reflective errors
- 7.) Communication impairment such as hearing impaired
- 8.) Special groups which include dependents and family members of PWDs

The Social Auxiliary Service (SAS) is one of the Services of Rehabilitation Sheltered Workshop (RSW) spearheaded by Registered Social Workers focus on access needs of clients to integrated social services with the family and their community to achieve maximum work adjustment and satisfying work performance. Prior in providing service, **Admission process** must be undergone to review medical and psychological condition of applicants in relation to their disability and to properly document their identity and eligibility. Applicant requires meeting the professional member of rehabilitation team to assist in determining appropriate productivity activity of client while in the center.

Office or Division	Rehabilitation Sheltered Workshop (RSW)			
Classification	Highly Technical – 20days and above (including ten (10) days OJT.			
Type of Transaction	Government to Citizens (G2C)			
Who may Avail	Persons With Disability or their Dependent			
A.Pre-Admission Process				
Checklist of Requirements		Where to Secure		
Medical & Psychological Results :One (1) Original Copy		Any government or private hospitals/clinics		
Person With Disability Identification: One (1) Photocopy		From the Person With Disability Office in the LGU where the applicant resides.		
Barangay Indigent Certificate One (1) Original Copy		From the Barangay LGU where the applicant resides		
Case Summary Report One (1) original copy		From the C/MSWDO or referring party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule of appointment for interview/ orientation	1. Calendar schedule of applicant's interview /orientation (Usually Monday)	None	5 minutes	Clerk (AAI) Admin Service RSW
2. Endorse BIO DATA or referral letter.	2.1 Interview and orientation proper	None	20 minutes	Social Welfare Officer II SAS-RSW
	2.2 Initial Assessment and intake interview	None	10 minutes	Social Welfare Officer II SAS-RSW
	2.3 Scheduling of Rehabilitation Team Meeting (RTM) Usually Monday or Tuesday	None	5 minutes	Social Welfare Officer II SAS-RSW

3. Pre Admission: Rehabilitation Team Meeting (RTM)	3. Case conference with applicant, referring agency and RSW	None	2 hours	<i>Rehabilitation Team All Services RSW</i>
4. On the Job Training (OJT)	4.1. Assessment period and workshop activity.	None	10 days	<i>Rehabilitation Team All Services RSW</i>
5. Admission Conference- Rehabilitation Team Meeting (RTM)	5.1 Evaluation assessment reporting for admission or referral to other services outside the center (RSW)	None	30 minutes	<i>Supervising Social Worker SAS RSW</i>
	5.2 Formulation of Intervention Plan  5.2.1 If admitted, endorse to production team  5.2.2 If not admitted, referral to concerned agencies/ institutions (as needed)	None	1 hour	<i>Supervising Social Worker/ Center Head All services – RSW</i>
6. Admission	6. Approval of Intervention Plan  Note: Center Head has discretionary authority to approved and disapproved the recommendation based on intervention plan	None	5 minutes	<i>Supervising Social Worker/ Center Head All services – RSW</i>



	pertaining to the availability of fund and other administrative concern.			
<b>TOTAL</b>		<b>None</b>	<b>10 days, 4 hours, 15 minutes</b>	

<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
How to send feedback	A "Customer Feedback Form" is given by the Security Guard on duty to visitor/customer upon entry at RSW and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure.
How feedbacks are processed	Customer Feedback Forms shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Center Head for immediate and appropriate action.
How to file a complaint	Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF RSW or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.
How complaints are processed	All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.
	All complaints beyond the control of the Center is elevated to the Management of higher authority within the day for their appropriate actions.
Contact information	ARTA: 8478-5091/8478-5093/8478-5099 CSC: 8740-8412/8749-0980/8781-5864 CCB: <a href="http://contactcenterngbayan.gov.ph">contactcenterngbayan.gov.ph</a> PCC: 8736-8645/8736-8603/8736-8629

## 14. Processing of Relief Augmentation Request

To provide a system of receiving, recording, approving and determining the requirements for request for resource augmentation in response to the needs of the families affected by disasters or calamities.

OFFICE/ DIVISION	Disaster Response Management Division (DRMD)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens G2G – Government to Government			
WHO MAY AVAIL	LGU, NGO, PO, Legislators, Social Welfare and Development Intermediaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Request Letter		Requesting Party		
2. Certified List of Disaster-Affected Beneficiaries		M/CSWDO		
3. Valid Government Issued ID of the Requesting Party (Original with 1 Photocopy)		SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, Other government issued ID		
Authorized Representative:				
8. Original Copy of Authorization Letter		Requesting Party		
9. Valid Government Issued ID of the Authorized Representative (Original with 1 Photocopy)		SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, Other government issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with other supporting documents to the Field Office thru DRMD.	1.1 Receive and track the request letter.	None	1 Minute	Administrative Assistant I DRMD
	1.2. Forward the request letter to OIC DC for review.	None	1 Minute	Administrative Assistant I DRMD
	1.3. Review and provide directives to technical staff.	None	10 Minutes	OIC Division Chief DRMD

	1.4. Validate the request with the concerned M/CSWDO.	None	10 Minutes	<i>Social Welfare Officer II</i> DRMD
	<p>1.5. Inform the requesting party on the status of request.</p> <p>a. If approved, inform the requesting party on the schedule and location of pick-up / hauling of the requested relief goods.</p> <p>b. If disapproved, endorse the request to the concerned LGU for appropriate action.</p> <p>✓ Prepare Endorsement Letter/Regret Letter as per assessment.</p> <p>✓ For the OIC DC and OIC ARDO to review and affix initial on the letter/s to be endorsed for signature of the Regional Director.</p> <p>✓ Approved Endorsement Letter/Regret Letter shall be communicated</p>	None	15 Minutes	<i>Social Welfare Officer II</i> DRMD

	to the concerned LGU and Requesting Party.  ✓ Inform the requesting party on the disapproval of the request.			
	1.6. Prepare Requisition and Issuance Slip (RIS) Gate Pass.	None	5 Minutes	<i>Administrative Assistant I DRMD</i>
	1.7. Review and sign the RIS and Gate Pass.	None	3 Minutes	<i>OIC Division Chief DRMD</i>
	1.8. Endorse the RIS to the Chief Administrative Officer (CAO) for signature.	None	3 Minutes	<i>Administrative Assistant I DRMD</i>
2. Obtain copy of the signed RIS and Gate Pass	2.1. Provide copy of the signed RIS and Gate Pass to the requesting party.	None	3 Minutes	<i>Administrative Assistant I DRMD</i>
3. Proceed to the designated warehouse to pick-up / haul relief goods – presenting the approved request letter, signed RIS, and valid government issued ID.	3.1. Facilitate the release and loading of goods.	None	Within 2 Hours <i>(Note: Depends on the number of FNFI requested)</i>	<i>Warehouse Staff GASD</i>
4. Proceed to the point of distribution.	4.1. Monitor the distribution.	None	Within 12 Hours <i>(Note: Depends on the number of FNFI requested)</i>	<i>DRMD Staff</i>

5. Submit documentation report along with the relief distribution sheet duly signed by the beneficiaries – certifying proof of receipt.	5.1. Receive and review the submitted documents.	None	5 Minutes <i>(Note: Submission is within 3 days)</i>	<i>Administrative Assistant I</i> DRMD
	5.2. Filing of the received documents for record keeping purposes.	None	2 Minute	<i>Administrative Assistant I</i> DRMD
	5.3 Update the DROMIC Report accordingly.	None	1 Hour	<i>Technical Staff</i> DRIMS
	<b>Total:</b>	<b>None</b>	15 Hours and 58 Minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Client shall be given a feedback form upon completion of the service requested.</p> <p>The client drops the accomplished form at the designated drop box or email it directly at <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a>.</p> <p>Contact Information:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a></li> <li>- 8-733-0010 loc.117</li> </ul>
How feedbacks are processed	<p>Every Friday, the focal person shall consolidate and record all submitted feedback and shall be then endorse to the OIC Division Chief and the FO Management.</p> <p>For feedback requiring response, the focal person shall draft a reply and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a></li> <li>- 8-733-0010 loc.117</li> </ul>
How to file a complaint	<p>Complaints can be filed via email <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a> with the following information:</p> <ul style="list-style-type: none"> <li>- Name and contact information of the complainant</li> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a></li> <li>- 8-733-0010 loc.117</li> </ul>

How complaints are processed	<p>The focal person shall monitor and evaluate incoming complaints on a daily basis.</p> <p>Upon evaluation, investigation shall commence – the focal person will then draft a report and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a></li> <li>- 8-733-0010 loc.117</li> </ul>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> (8-478-5093)</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> (8888)</p> <p>CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> (0908-881-6565)</p>



## 15. Referral Management Process for SLP

The process of providing SLP intervention to individuals needing livelihood assistance that are not residents of the SLP project barangays as identified in the Barangay Ranking Matrix.

<b>Office or Division:</b>	Sustainable Livelihood Program (SLP)/ Promotive Services Division (PSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Data Privacy Consent and Confidentiality Agreement		SLP Office		
1 Original SLP-Livelihood Assessment Form		SLP Office		
1 Original SLP Means Test		SLP Office		
1 Original Modality Application Form		SLP Office		
1 Original Waiver Form		SLP Office		
1 Photocopy of Valid ID		Participants		
1 Original Barangay Certificate		Barangay where the participant is residing		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of referral letter from NPMO or other institutions and/or walk-in client	1.a.Fill-out the SLP profile form	None	5 minutes	<i>Project Development Officer II-SLP</i>
	1.b. Request for name-matching to Pantawid Database and		10 days	<i>Project Development Officer II-</i>

	Listahanan			SLP
2. Participants will answer the SLP Means Test and Livelihood Assessment Form (LAF)	2.Home visitation/validation to administer SLP Means Test and LAF.	None	3 hours	<i>Project Development Officer II</i> SLP
3. Attend capability building activity after the track selection.	3. Conduct of MEDT or BEST	None	1 day	<i>Project Development Officer II</i> SLP
4.Preparation of Seed Capital Fund Modality Application Form for Microenterprise Development Track.	4.a Assist in the preparation of Modality Application Form	None	4 hours	<i>Project Development Officer II</i> SLP
	4.b Preparation of Certificate of Eligibility	None	4 hours	<i>Project Development Officer II-SLP</i>
	4.c Mungkahing Proyekto Preparation	None	4 hours	<i>Project Development Officer II-SLP</i>
5. For Employment Facilitation Track		None		
5.1 Preparation of Fund Utilization Commitment	5.a Preparation of Employment Assistance Fund Need Assessment		4 hours	<i>Project Development Officer II</i> SLP
5.2 Preparation of fund utilization commitment	5.b Preparation of Certificate of Eligibility		4 hours	<i>Project Development Officer II-SLP</i>
				<i>Project</i>

	5.c Preparation of Mungkahing proyekto		4 hours	<i>Development Officer II-SLP</i>
<b>B. RESOURCE MOBILIZATION</b>				
A. Project Proposal Review and Approval	a. Project Proposal Review at the Cluster Level	None	8 hours	<i>Project Development Officer II/ Cluster Coordinator/ Project Development Officer II/ SLP</i>
	b. Project Proposal Review at the Regional Level	None	2 days	<i>RPC/Project Development Officer III/ RPMO</i>
	4. Project Proposal Approval			<i>Technical Staff/ Project Development Officer II-SLP</i>
	5. Provision of Modalities	None		
	a. Budget		2 days	<i>Budget Unit</i>
	b. Accounting		2 days	<i>Accounting Unit</i>
	c. Cash		2 days	<i>Cash Unit</i>
	6. Release of Checks to participants	None	2 Hours	<i>Project Development Officer II/ SLP</i>

<b>TOTAL</b>		<b>None</b>	<b>189 Hours and 5 minutes or 23 and a half days</b>	
	Project Implementation Stage	None	3 months	<i>Project Development Officer II/ SLP</i>
	Program Participants Mainstreaming Stage	None	1 year and 3 quarters	<i>Project Development Officer II SLP</i>

Note:

- From *Receipt of referral and application for livelihood* up to the *Release of Livelihood Assistance* to program participants, it will take a total of **189 hours and 5 minutes or 23 and a half days**.
- Project Implementation involves activities which is more on monitoring of the project/enterprise/employment of the program participants for the first 3 months.
- Program participants and mainstreaming stage focuses on the achievement of the programs intermediate outcome based on the approved Theory of Change. This shall be done through continues tracking, mentoring and coaching and capability building to the program participants for a period of 1 year and 3 quarters incubation period.

## 16. Grievance Management Process for SLP

The process of managing grievances relative to the implementation of the program.

<b>Office or Division:</b>	Sustainable Livelihood Program (SLP)/ Promotive Services Division (PSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original SLP Grievance Intake Form for walk-in clients		SLP Office		
Grievance/complaint received from OBSUs, NGAs, NGOs, concerned citizens, social media and others				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For walk-in Client				
2. Signed data privacy consent form	1.Explain to the client the data privacy consent form based on Data Privacy Act of 2012	Not Applicable	3 minutes	<i>Project Development Officer II-SLP</i>
3. Register in the Walk-in Clients Log Book	2. Require the client to register in the Walk-in Clients Log Book		2 minutes	<i>Project Development Officer II-SLP</i>
4. Fill out the SLP	3.1 Initial interview		10 minutes	<i>Project</i>

Grievance Form	to the complaint			
	3.2 Validate lacking information of the client/s as necessary		15 minutes	<i>Development Officer II-SLP</i>
5. Fill out the Client Satisfaction Measurement Report	4.1 Issue SLP Walk-in clients Slip; certify that the client appeared at SLP-NC		3 minutes	<i>Project Development Officer II-SLP</i>
6. For walk-in client and Grievance/complaint received from OBSUs, NGAs, NGOs, concerned citizens, social media and others	5. Sort Grievance		15 minutes	<i>Project Development Officer II-SLP</i>
	5.1 Draft letter of acknowledgement		30 minutes	<i>Project Development Officer II-SLP</i>
	5.2 Encoding to database		15 minutes	<i>Project Development Officer II-SLP</i>
	6. Conduct Verification and Action		10 days	<i>Project Development Officer II-SLP</i>
	6.1 Conduct further verification through fact-finding team if deemed necessary		1 day (if necessary)	<i>Project Development Officer II-SLP</i>
	6.1 Preparation of Grievance Verification Report		1 day	<i>Project Development Officer II-SLP</i>
	7. Submit feedback		1 day	<i>Project Development Officer II-SLP</i>
	7.1 Provide feedback to the complainant on the action taken		1 day	<i>Project Development Officer II-SLP</i>
	8. Conduct			<i>Project Development</i>

	monitoring 8.1 Preparation of grievance monitoring report			<i>Officer II- SLP Project Development Officer II- SLP</i>
<b>TOTAL</b>		<b>None</b>	<b>105 Hours or 13 days and 1 hour (additional 1 day if further verification is necessary)</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients answer the Client Satisfactory Survey Form and drop it at the drop box or collected by the PDO II during the conduct of pay-outs
How feedbacks are processed	<ul style="list-style-type: none"> <li>• All Client Satisfaction Survey Forms will be validated and recorded by the cluster M &amp; Es and reported to the RMEO</li> <li>• Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> <li>• For inquiries and follow-ups, clients may contact the SLP-NCR through landline 83102135 loc.303 or email at <a href="mailto:livelihood.foncr@dswd.gov.ph">livelihood.foncr@dswd.gov.ph</a></li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• PDO assigned will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>• From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>• From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



## 17. Grievance Intake and Response

The processes on grievance redress system

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Pantawid Pamilya Registered Active Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Complaint		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Grievance Complaint	1.1 Receive GRS complaint from beneficiaries	None	5 mins	GRS Coordinator
	1.2 Data verification in the PPIS:  Information of the beneficiary being complaint will be verified through PPIS	None	10 mins	GRS Coordinator
	1.3 Recording of the Grievance Complaint to GRS Offline Tracking:  Grievances must be recorded on the Complaints Form and entered into the GRS Offline	None	3 mins	GRS Coordinator

	Tracking.			
	<p>1.4 Conduct community validation on the reported case and collateral interview:</p> <p>Relevant individual or body shall investigate and verify the facts of the complaint.</p>	None	5 days	GRS Coordinator
	<p>Complaint Resolution :</p> <p>Once facts are established, the grievance should be resolved in line with these guidelines</p>	None	5 days	GRS Coordinator
	<p>1.5 Preparation of Feedback Report with recommendation based from the Policy and Procedure:</p> <p>Ensure the complainant and relevant stakeholders are informed of the outcome of their complaint.</p>	None	1 hr.	GRS Coordinator

	<p>1.6 Provide feedback to the complainant:</p> <p>Ensure the complainant and relevant stakeholders are informed of the outcome of their complaint</p>	None	3 days	GRS Coordinator; City Link
<b>Total</b>		<b>None</b>	<b>13 days, 1 hour and 18 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients answer the Client Satisfactory Survey Form and drop it at the drop box or collected by field work staff
How feedbacks are processed	<ul style="list-style-type: none"> <li>• All Client Satisfaction Survey Forms will be validated and recorded</li> <li>• Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Staff assigned will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>• From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>• From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 18. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients (FO)

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity

<b>Office or Division:</b>	Policy and Plans Division (PPD)/ Policy Development and Planning Section (PDPS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>External researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department; and</li> <li>DSWD personnel conducting researches in DSWD Offices, Centers and Institutions for the purpose of pursuing higher academic education.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request to Regional Director Research Request Form (Annex C) Research Brief (Annex D) and Research Instruments		Provided by the requesting party PDPS PDPS Provided by the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Admin Aide IV and fill in all the	1. Give the logbook to	None	2 Minutes	Admin Aide IV PDPS

required fields in the researchers' logbook located in the receiving area	researcher.			
2. Submit the required documents	<p>2.1 Receive the required documents</p> <p>2.2 Forward the documents to Planning Officer IV for tasking to assigned Sector Focal/ Technical Staff.</p> <p>2.3 Review and assess the research request if the request shall require secondary data or shall undergo the research protocol using the Checklist for Reviewing Research Request (Annex A)</p> <p>2.4. Assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p> <p>2.5. Request the researcher to fill up the Researcher's Feedback Form</p>	None	<p>1 Minute</p> <p>5 Minutes</p> <p>15 Minutes</p> <p>10 Minutes</p> <p>2 Minutes</p>	<p><i>Admin Aide IV</i> PDPS</p> <p><i>Admin Aide IV</i> PDPS</p> <p><i>Social Welfare Officer II/ Stat I</i> PDPS</p> <p><i>Social Welfare Officer II/ Stat I</i> PDPS</p> <p><i>Social Welfare Officer II/ Stat I</i> PDPS</p>

	(Annex J)			
3. Fill out the Researcher's Feedback Form (Annex J).	3.1 Collect the accomplished form	None	1 Minute	<i>Social Welfare Officer II/ Stat I PDPS</i>
	3.2 Review and assess the research request in consultation with the concerned FO units, centers /institutions		5 Days	<i>Social Welfare Officer II/ Stat I PDPS</i>
	3.3 Coordinate with the researcher in cases where relevant revisions need to be made.		2 Days	<i>Social Welfare Officer II/ Stat I PDPS</i>
	3.4 Prepare recommendation to Regional Director using the required template (Annex E)		1 Day	<i>Social Welfare Officer II/ Stat I PDPS</i>
	3.5 Approval of research request		1 Day	<i>Regional Director DSWD - NCR</i>
	3.6 Approved requests shall be endorsed to the concerned FO units, centers/ institutions		4 Hours	<i>Social Welfare Officer II/ Stat I PDPS</i>
	3.5.2 Inform the researcher once research request is approved		5 Minutes	<i>Admin Aide IV PDPS</i>
4. Claimed	4. Issued the	None	15 Minutes	<i>Concerned</i>

approved permit and coordinate with the concerned office where the request was endorsed	approved permit to the researcher		1 Day	<i>D/C/RCF/S/Us</i> <i>/Technical Staff</i> DSWD - NCR
<b>Total</b>		<b>None</b>	<b>10 Days , 4 Hours and 56 Minutes</b>	



## 19. Obtaining Social Welfare and Development (SWD) Data and Information (FO)

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.

Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.

Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.

Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

<b>Office or Division:</b>	Policy Development and Planning Section (PDPS)/ Policy and Plans Division (PPD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government Government to Citizen

<b>Who may avail:</b>	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request address to the Regional Director		Provided by the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Admin Aide IV and fill in all the required fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	<i>Admin Aide IV</i> PDPS
2. Submit the required document	2.1 Receive the required documents	None	1 Minute	<i>Admin Aide IV</i> PDPS
	2.2 Forward the documents to Planning Officer IV for tasking to assigned Sector Focal/ Technical Staff.		5 Minutes	<i>Admin Aide IV</i> PDPS
	2.3 Review and assess the research request if the request shall require secondary data or shall undergo the research protocol		15 Minutes	<i>Social Welfare Officer II, Stat I</i> PDPS

	<p>using the Checklist for Reviewing Research Request (Annex A)</p> <p>2.4 Provide the needed data /information if the data are available within the PPD.</p> <ul style="list-style-type: none"> <li>• For single data</li> <li>• For multiple data</li> </ul> <p>2.5 If data is not available to PPD, the request shall be endorsed to concerned D/C/RCF/S/Us, using prescribed endorsement (Annex B).</p> <p>However, if the data/statistics are not available, the researcher shall be informed for other sources of requested data.</p> <p>2.6 Request the researcher to fill up the Researcher's Feedback Form (Annex J)</p>		<p>1 Day</p> <p>2 Days</p> <p>15 Minutes</p> <p>5 Minutes</p> <p>2 Minutes</p>	<p><i>Social Welfare Officer II, Stat I</i> PDPS</p> <p><i>Social Welfare Officer II, Stat I</i> PDPS</p> <p><i>Social Welfare Officer II, Stat I</i> PDPS</p> <p><i>Social Welfare Officer II, Stat I</i> PDPS</p> <p><i>Social Welfare Officer II, Stat I</i> PDPS</p>
3. Fill up the Researcher's Feedback Form (Annex J).	3. Collect the accomplished form.	None	1 Minute	<i>Social Welfare Officer II, Stat I</i> PDPS

4. Coordinate with the concerned office where the request was endorsed	4. The concerned division/ section/ unit shall provide the requested data.  For single data  For multiple data	None	1 Day  2 Days	<i>Concerned Division/ Section/ Unit Technical Staff</i>
<b>Total</b>		<b>None</b>	<b>6 Days and 46 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</li> <li>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>

Contact Information:	
Anti-red Tape Authority (ARTA)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS)
Presidential Complaints Center (PCC)	8888

## 20. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation, Organization or Association

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

<b>Office or Division:</b>	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila  Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>
<b>Who may avail:</b>	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-001: Application Form</li> </ul>

<p>2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application</p> <p><b>*Not applicable to Government Agencies.</b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
<p>3. One (1) Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p><b>*Not applicable to Government Agencies.</b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
<p>4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-002: Project Proposal</li> </ul>
<p>5. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p><b>*Not applicable to Government Agencies.</b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-003: Profile of Governing Board</li> </ul>
<p>6. Notarized Written Agreement or any similar document signifying the</p>	<ul style="list-style-type: none"> <li>• from intended beneficiary/recipients or its head/authorized representative</li> </ul>



intended beneficiary concurrence as recipient of the fundraising activities.	
<p>7. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>7.1. Director of Private Schools  7.2. Schools Superintendent of Public School  7.3. Head or authorized representative of National Government Agencies (NGAs)  7.4. Head or authorized representative of Local Government Unit (LGU)  7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination  6. Others</p>	<ul style="list-style-type: none"> <li>from the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>8. Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for <u>renewal</u> of permit/authority</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>  DSWD-SB-PS-F-007: Fund Utilization Report</li> </ul>
<p>9. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>9.1. Ticket, Ballots, Cards and similar forms  9.2. Donation Boxes, Coin Banks and other similar forms  9.3. Benefits show such as fashion show, concert and similar activities  9.4. Photo or Painting</p>	<ul style="list-style-type: none"> <li>Please refer to <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf</a>  For the additional specific requirements for each methodology to be used</li> </ul>

<p>Exhibits and similar activities</p> <p>9.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>9.6. Text messages and other types of solicitation using electronic devices such as e-mail</p> <p>9.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>9.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>9.9. Rummage sale, garage sale, sale of goods and other similar forms</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
<p><b>STEP 1:</b></p> <p>Secure application form thru the DSWD Website or from the DSWD Field Office Standards Section</p>	<p>1.1 Client secures or provided with application form and checklist of requirements.</p> <p>1.2 Officer of the day provided technical assistance on the process and how to accomplish requirements for</p>	None	*10 minutes	Officer of the Day Standards Section

	submission			
<b>STEP 2:</b>  Submit/file application documents	<b>2.1 If Complete and Compliant:</b>  2.1.1 Initial review and receiving of the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;  <b>2.2 If found incomplete or non-compliant,</b>  2.2.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.  2.2.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.	None	*15 minutes	<i>Officer of the Day</i>  Standards Section
<b>STEP 3</b>  Payment of Processing Fee	<b>If complete documents and compliant to requirements:</b>  Receive payment for the	₱1,000.00	*5 minutes	<i>Receiving Staff</i>  Cash Section

	required processing fee and issue official receipt (OR)			
<b>STEP 4:</b> Wait for the result of the assessment	<b>4.1 If applicant is compliant to requirements:</b>			
	4.1.1 Prepare assessment report and endorse complete application documents including copy of official receipt representing payment of processing fee to the Standards Bureau – DSWD Central Office	None	5 days	Assigned Technical Staff - Standards Section/Section Head/Division Chief/Regional Director -
	4.1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending	None	4 days	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau DSWD Central Office
		None	3 days	Undersecretary Concerned –  DSWD Central Office

	her approval			
	4.1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	3 days	<i>DSWD Secretary or Authorized Representative</i>
		None	**1 day	
	4.1.4 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative	None	3 days	<i>Support Staff - Standards Bureau DSWD Central Office</i>
	1.5 Transmission of the approved/signed permit to the DSWD Field			<i>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau</i>

	Office for issuance of the applicant			DSWD Central Office
	<p><b>4.2 If not compliant to requirements:</b></p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval</p> <p>2. Provide necessary technical assistance to the applicant to qualify for the issuance of permit or submit lacking requirements</p>			
<p><b>STEP 5:</b></p> <p>Issuance of Permit</p>	<p>5.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>5.2 Issues the Certificate of Accreditation or the Denial Letter</p> <p>5.3 Provide orientation conforming to the standard</p>	None	1 day	<p><i>Focal Person - Standards Section -</i></p> <p>DSWD Field Office</p>

	operating procedures in the inventory, monitoring and utilization of solicited funds			
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱1,000.00	20 working days	
<b>Complete and Non-Compliant Submission:</b>		₱1,000.00	Six (6) days	
<b>Incomplete Submission:</b>		None	30 minutes	

***\*The number of minutes shall be included on the total 20 working days.***

***\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa***

## 21. Issuance of Certificate of Authority to Conduct Regional Fund-Raising Campaign to Individual, Corporation, Organization or Association

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

<b>Office or Division:</b>	<b>STANDARDS SECTION (Room 204)</b>  DSWD- Field Office NCR  389 San Rafael cor. Legarda St. Sampaloc Manila	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>	
<b>Who may avail:</b>	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-001: Application Form</li> </ul>	



<p>2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application</p> <p><b><i>*Not applicable to Government Agencies.</i></b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
<p>3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p><b><i>*Not applicable to Government Agencies.</i></b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-002: Project Proposal</li> </ul>
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p><b><i>*Not applicable to Government Agencies.</i></b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-003: Profile of Governing Board</li> </ul>
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<ul style="list-style-type: none"> <li>• with intended beneficiary/recipients</li> </ul>

<p>7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 6. Others</p>	<ul style="list-style-type: none"> <li>with the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-007: Fund Utilization Report</li> </ul>
<p><b>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</b></p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> <li>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</li> </ul>
<p>2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)</p>	<ul style="list-style-type: none"> <li>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</li> </ul>
<p>3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the</p>	<ul style="list-style-type: none"> <li>Hospital's Records Section or Attending Physician or Treatment Protocol</li> </ul>

attending physician or by the Hospital Records Section				
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <b>*if applying for renewal of permit/authority</b>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b>  Secure application form thru the DSWD Website or from the DSWD Field Office Standards Section	1.1 Client secures or provided with application form and checklist of requirements.  1.2 Officer of the day provided technical assistance on the process and how to accomplish requirements for submission	None	*10 minutes	Officer of the Day Standards Section
<b>STEP 2:</b>  Submit/file application documents	<b>2.1 If Complete and Compliant:</b> 2.1.1 Initial review and receiving of the documentary requirements including copy of Official Receipt (OR) for payment	None	*15 minutes	Officer of the Day Standards Section

	<p>of processing fee;</p> <p><b>2.2 If found incomplete or non-compliant,</b></p> <p>2.2.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>2.2.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			
<p><b>STEP 3</b></p> <p>Payment of Processing Fee</p>	<p><b>If complete documents and compliant to requirements:</b></p> <p>Receive payment for the required processing fee and issue official receipt (OR)</p> <p>Provide copy of receipt to Standards Section.</p> <p><b>Note: The processes shall only take place once the applicant</b></p>	<p>₱500.00</p>	<p>*5 minutes</p>	<p><i>Receiving Staff</i> Cash Section</p>

	<b>organization settle its payment.</b>			
<b>STEP 4:</b>  Wait for the result of the assessment	1. Review and evaluate application documents for completeness of information and compliance to requirements;  2. Conduct agency visit, if necessary.	None	5 days	<i>Assigned Technical Staff Standards Section -</i>
	3. <b>If applicant is compliant to requirements:</b>  1. Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized	None		<i>Assigned Technical Staff - Standards Section/Section Head/Division Chief/Regional Director</i>

	<p>representative for approval and signature.</p> <p>2. Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Regional Director</p> <p><b>4.2 If found incomplete or non-compliant:</b></p> <p>1. Acknowledge the application requirements citing reasons for disapproval with recommendations for appropriate actions</p> <p>2. Provide necessary technical assistance to the applicant to qualify for the issuance of permit. As needed.</p>			
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<b>STEP 5:</b> Issuance of Permit	5.1 Notify the Applicant Organization on the availability of the Certificate	None	2 days	Assigned Technical Staff Standards Section  DSWD Field Office
	5.2 Issues the Certificate of Accreditation or the Denial Letter			
	5.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
<b>TOTAL</b>				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	7 working days	
For Incomplete Submission:		None	30 minutes	

***\*The number of minutes shall be included on the total 7 working days.***

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</li> <li>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
Contact Information: Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888



## 22. Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

<b>Office or Division:</b>	DSWD Field Office – Standards Section (Covering the area of operation if operating <b>only in one</b> (1) region)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	All Private Organization that intends to engage in Social Welfare and Development Activities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) Duly Accomplished and Notarized Application Form	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila  <ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%201.%20DSWD-RLA-F001%20Application%20Form%20for%20Registration">https://www.dswd.gov.ph/downloads-2/Annex 1. DSWD-RLA-F001 Application Form for Registration</a></li> </ul>
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	
<p><b>3.</b> One (1) Copy of any of the following:</p> <ul style="list-style-type: none"> <li>Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>Brochure</li> <li>Duly signed Work and Financial Plan for at least two (2) years</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i></li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 5. DSWD-RLA-F005 Brochure</i></li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Bureau	1. Provides client application form, and checklist of requirements	None	*20 minutes	Officer of the Day- Standards Section

<b>STEP</b> Payment Processing	<b>2:</b>	2.1 Prepare Billing Statement and instructs applicant to proceed to the Cash Section for payment.	None	*5 minutes	Support Staff- Standards Section
		2.2 Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Cash Section Support Staff of Standards Section
					Support Staff in charge of all incoming documents
<b>Step</b> Submit/ file application and supporting documents.	<b>3</b>	<b>3.1 If Complete and Compliant:</b> <ol style="list-style-type: none"> <li>1. Receive the application documents and log the receipt of application documents into the Document Tracking System (DTS);</li> <li>2. Officer of the day initially review completeness of documents and provide Technical Assistance if necessary;</li> <li>3. Assign the application document to one of the technical staff</li> </ol> <b>3.2 If incomplete and non-Compliant:</b> <ol style="list-style-type: none"> <li>2. If incomplete,</li> </ol>		1 day	Support Staff, Standards Section Head, Assigned Technical Staff

	return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
<b>STEP 4:</b> Wait for the result of assessment.	<p>4.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> <li>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</li> <li>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or</li> </ul>	None	2 working days	Technical Staff Standards Section- Field Office

	<p>social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</b></p>			
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	4.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.			
	4.3 Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	<i>Technical Staff/ Section Head/ PPD-Division Chief</i>
	4.4 Approval and Signing of Registration Certificate	None	1 working day	<i>Regional Director</i>
<b>STEP 5:</b> Receive the Certificate and confirmation letter.	5. Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)</i>
<b>TOTAL</b>  <b>For Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>7 working days</b>	

<b>For Incomplete Submission:</b>		<b>None</b>	<b>20 minutes</b>	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>STANDARD S SECTION (Room 204)</b> DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	1. Log receipt into the Document Tracking System (DTS) for Standards Bureau. 2. Assign the application document to one of the technical staff	None	*10 minutes	<i>Support Staff/ Section Head (Standards Section)</i>
<b>STEP 2:</b> Wait for the result of assessment.	1. Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.	None	3 working days	<i>Technical Staff Standards Section- Field Office</i>

	<p>i. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>ii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iii. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria ii, iii and iv are only applicable for those organizations that are already in operation prior to</b></p>			
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	<p><i>application for Registration.</i></p> <p><b>2.2 If found incomplete or non-compliant</b>, draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Regional Director and shall be sent to the applicant agency together with all the documents submitted.</p>			
<p><b>STEP 3:</b> Settle the required processing fee.</p>	<p><b>3. If found compliant</b>, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p><b>Note: The processes shall only take place once the applicant organization settle its payment.</b></p>	<p>₱1,000.00</p>	<p>*10 minutes</p>	<p><i>Technical Staff and Support Staff</i></p> <p>Standards Section- Field Office)</p>

<b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR)	4.1 Acknowledge the copy of Official Receipt from the Organization.	None	*10 Minutes	<i>Support Staff in-charge of incoming documents / Standards Section- Field Office</i>
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
<b>STEP 5:</b> Wait on the result of assessment.	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	<i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>
	Approval and Signing of Registration Certificate	None	2 working day	<i>Undersecretary Supervising the Standards Bureau (Central Office)/  Regional Director (Field Office)</i>
<b>STEP 7:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff in-charge of outgoing documents (Standards Bureau-Central Office/ Standards Section- Field Office)</i>
<b>TOTAL</b>		<b>₱1,000.0</b>	<b>7 working</b>	

<b>For Complete and Compliant:</b>	<b>0</b>	<b>days</b>	
<b>For Incomplete Submission:</b>	<b>None</b>	<b>3 working days</b>	

***\*The number of minutes shall be included on the total working days***

## 23. Licensing of Private Social Welfare and Development Agencies

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA.

<b>Office or Division:</b>	Standards Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Client (G2C)
<b>Who may avail</b>	ALL Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila  <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable  b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others  c. Profile of Board of Trustees	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of</li> </ul>

<p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>Work and Financial Plan for the two (2) succeeding years</p>	<p><i>Governing Board</i></p> <ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Board resolution by the Organization</li> </ul> <p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</p>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p><b>a. Basic Documents</b></p> <p>1. For those operating in more than one region</p> <p><b>a.</b> List of main and satellite/branch offices with contact details, if any</p> <p><b>b.</b> Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p><b>b. For Applicant SWA's implementing Child Placement Services</b></p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	<p><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</p> <ul style="list-style-type: none"> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>

**c. Documents Establishing Corporate Existence and Regulatory Compliance**

**1. For those operating in more than one region:**

- Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.
- There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.

**2. For Center Based (*Residential and Non-Residential Based*)**

Copy of the valid safety certificates namely:

a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)

b. Fire Safety Inspection Certificate

c. Water Potability Certificate or Sanitary Permit

- <https://www.dswd.gov.ph/downloads-2/>  
*Annex 23. DSWD-RLA-F023 ABSNET Active Membership*

- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer

- Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation

- City/Municipal Health Office of Local

<p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<p>Government Unit covering the SWDAs area of operation or Private Service Provider</p> <ul style="list-style-type: none"> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> </ul> <p>Government Agency where the Organization implemented or implements projects and programs.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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#### Assessment Procedures for Walk-in Applicants

1 Secure application form thru the DSWD Website/ Standards Section	1.1 Provides client application form, and checklist of requirements and technical assistance	None	*10 minutes	<i>Officer of the Day/ Standards Section</i>
2 Submit/ file application and supporting documents.	<p>2.1 Officer of the day initially review completeness of documents and provide Technical Assistance if necessary</p> <p>2.2 If complete documents, Receive</p>	None	*20 minutes	<p>Officer of the day (Standards Section- Field Office)</p> <p><i>Support Staff in charge of all incoming documents</i></p> <p>Standards Section-</p>

	<p>application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section</p> <p>2.3 Assign the application document to one of the technical staff</p> <p><b>2.4 If incomplete and not compliant,</b> Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			Field Office
3 If Complete, Settle the required processing fee.	3.1 Prepare Billing Statement and instruct applicant to proceed to the Cashier Section	None	10 minutes	Support staff (Standards Section)
	3.2 Process payment and issues Official Receipt.	P1000	5 minutes	Cashier Section
4 Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*5 Minutes	Support staff (Standards Section)
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
5 Wait for the result of the documents review and notice of validation	5.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete	None	5 working days	Technical Staff (Standards Section-Field Office)



assessment	<p>documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> <li>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</li> <li>ii. In case a <b>new applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</li> <li>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> <li>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</li> <li>v. The SWDA must have a financial capacity to operate for at least two (2) years.</li> <li>vi. Applicant keeps</li> </ul>			
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	<p>record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>2. If complete and compliant</b></p> <p>5.2.1 Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>3. If found with for compliance,</b></p> <p>1. Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p><b>5.4</b> Review and approval of the Acknowledgement Letter including its attachments)</p>	None	2 working days	Section Head/Division Chief/Regional

				<i>Director</i> (Standards Section- Field Office)
<b>STEP 6:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff</i> Standards Section- Field Office)
<b>STEP 7:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1-2 working days per agreed schedule (depending on the program coverage)	<i>Technical Staff</i> Standards Section- Field Office
<b>STEP 8:</b> Awaits the result of the licensing assessment	<b>8.1</b> Prepare Confirmation Report  <b>8.1.1 If favourable</b> , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  <b>8.1.2 If not favourable</b> , the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	5 working days	<i>Technical Staff /</i> Standards Section- Field Office
	<b>8.2</b> If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	20. working days	<i>Section Head/Division Chief/</i>
	<b>8.3</b> If unfavourable, review and approval of the Confirmation Report.			<i>Regional Director</i> (Standards Section-

				Field Office)
	<p>8.4. If favourable, for approval and signature of the Certificate of License to Operate.</p> <p>8.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p> <p>8.6 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>		<p>6. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<p><i>Regional Director</i> (Standards Section-Field Office)</p> <p><i>Support Staff</i> Standards Section-Field Office</p>
<b>TOTAL</b>				
<b>For Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>20 working days</b>	
<b>For SWDAs with for compliance</b>		<b>₱1,000.00</b>	<b>20 working days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>30 minutes</b>	
<b>Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:  <b>STANDARDS SECTION</b>	<ol style="list-style-type: none"> <li>Log receipt into the Document Tracking System (DTS) for Standards Bureau.</li> <li>Assign the application document to one of the technical staff</li> </ol>	None	*10 minutes	<p><i>Support Staff in-charge of incoming documents</i></p> <p>Standards Section-Field Office)</p>

<b>(Room 204)</b> DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila				
<b>STEP 2:</b> Submit/ file application and supporting documents	<p>1. Technical Staff review completeness of documents and provide Technical Assistance if necessary:</p> <p>2.     <b>If complete documents.</b>  1. Schedule of accreditation visit</p> <p>3.     <b>If incomplete</b>  2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. An acknowledgement letter with findings and recommendations signed by the Regional Director shall be prepared</p>	None	<p>3.     Working days (if complete )</p> <p>5 working days (if incomplete)</p>	<p><i>Technical Staff Standards Section</i></p> <p><i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i></p>
<b>STEP 3:</b> Settle the required processing fee. .	3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor.	₱1,000.00	1 day	<p><i>Technical Staff and Support Staff</i></p> <p>Standards Section- Field Office</p>

**STEP 2:**  
Submit/ file  
application  
and  
supporting  
documents

1. Technical Staff review completeness of documents and provide Technical Assistance if necessary:
2. **If complete documents.**
  1. Schedule of accreditation visit
3. **If incomplete**
  - 2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. An acknowledgement letter with findings and recommendations signed by the Regional Director shall be prepared

None

3. Working days  
(if complete )
- 5 working days  
(if incomplete)

*Technical Staff*  
Standards Section

*Technical Staff/  
Section Head/ Division  
Chief/ Regional  
Director*

**STEP 3:**  
Settle the  
required  
processing  
fee.

- 3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor.

₱1,000.00
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1 day

*Technical Staff and  
Support Staff*  
Standards Section-  
Field Office

	<p>1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Note: The processes shall only take place once the applicant organization settle its payment.</b></p>			
<p><b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR)</p>	<p>1. Acknowledge/Receive the copy of Official Receipt from the SWDA.</p>	None	*15 Minutes	<p>Support Staff in charge of incoming documents Standards Section- Field Office</p> <p>SWDA</p>
<p><b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b></p>				
<p><i>Follow Step 5 to Step 8 of licensing process under walk-in applicants</i></p>				
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	20 working days	

**\*The number of minutes shall be included on the total working days**

## 24. Pre - Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) – Operating within the Region

- Public Social Work Agencies with Center-Based Programs and Services**

*Refers to the process of assessing the Social Work Agency (SWA) if their Programs and Services are compliant to set standards.*

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office  Standards Section – DSWD Field Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	ALL Public SWAs with Center-Based Programs and Services (Residential and Non-Residential)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>One (1) Duly Accomplished and Notarized Application Form</li> </ul>	<ul style="list-style-type: none"> <li><b>STANDARDS SECTION (Room 204)</b> DSWD- Field Office NCR  389 San Rafael cor. Legarda St. Sampaloc Manila</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>

<ul style="list-style-type: none"> <li>• Self- assessment</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li>• <i>For Residential</i> <a href="#">Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</a> on Residential Care Service</li> <li>• <i>For Community Based</i> <a href="#">Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)</a></li> </ul>
<ul style="list-style-type: none"> <li>• <b><i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></b></li> </ul> <ol style="list-style-type: none"> <li>1. ABSNET Membership Certification from the Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.  For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>



<ul style="list-style-type: none"> <li>• <b>One (1) Copy of the following Documents Establishing Track Record and Good Standing</b></li> </ul> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>2. Annual Accomplishment Report of the previous year</li> <li>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.  In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</li> <li>4. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<ul style="list-style-type: none"> <li>• <b>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory</b></li> </ul>	

<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Certification from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</li> </ul> <p><b>• One (1) Copy of the following Basic Documents</b></p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees or its equivalent</li> <li>3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services.</li> </ol> <p><b>(Note: The first 3 Basic Documents are needed if only there is an update or amendment on documents</b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
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<p><b>recently submitted to DSWD Standards Bureau)</b></p> <p>4. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> <li>• Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
<ul style="list-style-type: none"> <li>• <b>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</b></li> </ul> <p>A. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> <li>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>2. Fire Safety Inspection Certificate</li> <li>3. Water Potability Certificate or Sanitary Permit</li> </ol>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>

B. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP		• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*30 minutes	<i>Support Staff in charge of all incoming documents- Standards Section</i>
<b>STEP 2:</b> Submit/ file application and supporting documents	1. Officer of the day initially review completeness of documents and provide Technical Assistance if necessary 2. Assign the application document to one of the technical staff  3. <b>If complete documents.</b> 1. Receive application documents and log the	None	1 day	<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section)</i>

	<p>receipt of application documents into the Document Tracking System (DTS) for Standards Section</p> <p><b>4. If incomplete</b></p> <p>2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
<p><b><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></b></p>				
<p><b>STEP 3:</b> Wait for the result of the documents review and notice of validation assessment.</p>	<p>1. Review the submitted documents as to completeness and compliance, both in form and substance.</p> <p>2. <b>If complete and compliant</b></p> <p>1. Acknowledgment Letter</p>	None	3. working days	<p><i>Technical Staff</i></p> <p>(Standards Section- Field Office)</p>

	<p>and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>3. If found with for compliance,</b></p> <p>1. Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p><b>3.4</b> Review and approval of the Acknowledgement Letter including its attachments. (Both complete and incomplete documents)</p>	None	2 working days	<p><i>Section Head/Division Chief/Regional Director</i></p> <p>(Standards Section- Field Office)</p>

<b>STEP 4:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff</i>  Standards Section- Field Office)
<b>STEP 5:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Accreditation visit	None	Minimum of 2 working days per agreed schedule	<i>Technical Staff</i>  Standards Section- Field Office
<b>STEP 6:</b> Awaits the result of the licensing assessment	<p><b>6.1</b> Prepare Confirmation Report</p> <p><b>6.1.1 If favourable,</b> the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p><b>6.1.2 If not favourable,</b> the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	5 working days	<i>Technical Staff /</i> Standards Section- Field Office
	<b>6.2</b> If favourable, review and approval of the Confirmation Report and the	None	5 working days	<i>Section Head/Division Chief/</i>

	<p>Draft Certificate of License to Operate.</p> <p>6.3 If unfavourable, review and approval of the Confirmation Report.</p>			<p><i>Regional Director</i></p> <p>(Standards Section- Field Office)</p>
	<p>6.4. If favourable, for approval and signature of the Certificate of License to Operate.</p> <p>6.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p> <p>6.6 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>		<p>1. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<p><i>Regional Director</i> (Standards Section- Field Office)</p> <p><i>Support Staff</i> Standards Section- Field Office</p>





	<b>3. If incomplete</b>  2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. An acknowledgment letter with findings and recommendations signed by the Regional Director shall be prepared		incomplete)	Regional Director
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
Follow Step 3 to Step 8 of licensing process under walk-in applicants				
<b>TOTAL</b>				
For Complete and Compliant:	None	Minimum of 20 working days		
For Complete Requirements with Areas for Compliance:	None	14 working days		
For Incomplete Submission:	None	5 working days		

**\*The number of minutes shall be included on the total working days**

- **Private Social Welfare and Development Programs and Services**

Refers to the process of assessing the Licensed Social Work Agency (SWA) if their Programs and Services are compliant to set standards.

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	ALL Private Licensed SWA with Social Welfare and Development Programs and Services (with Regional Operation only)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
A. One (1) Duly Accomplished and Notarized Application Form		<b>STANDARDS SECTION (Room 204)</b> DSWD- Field Office NCR  389 San Rafael cor. Legarda St. Sampaloc Manila  <ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-2/Annex%203.%20DSWD-RLA-F003%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li></ul>	
B. Self-assessment		<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li><li><i>For Residential</i> <a href="#">Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</a> on Residential Care Service</li></ul>	

	<ul style="list-style-type: none"> <li>• <i>For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)</i></li> </ul>
<p><i>C. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p><b>a.</b> Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application</p> <p><b>b.</b> ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2023.DSWD-RLA-F023%20ABSNET%20Active%20Membership">https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership</a></li> </ul>
<p><i>D. One (1) Copy of the following</i></p>	

<p><i>Documents Establishing Track Record and Good Standing</i></p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li>   <li>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years.</li>   <li>3. Annual Accomplishment Report previous year</li>   <li>4. Audited Financial Report of the previous year</li>   <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%209.%20DSWD-RLA-F009%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li>   <li>• <a href="#">Board Resolution by the Organization</a></li>   <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%206.%20DSWD-RLA-F006%20Accomplishment%20Report">https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report</a></li>   <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%208.%20DSWD-RLA-F008%20Audited%20Financial%20Statement">https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement</a></li>   <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2020.%20DSWD-RLA-F020%20Profile%20of%20Clients/Beneficiaries%20Served">https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</a></li> </ul>
<p>E. <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <ul style="list-style-type: none"> <li>• Declaration of Commitment from the applicant of no support to tobacco in compliance</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/AO%2011%20s2019%20Annex%20A%20Declaration%20of">https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of</a></li> </ul>

<p>to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<p><i>Commitment</i></p>
<p><i>F. One (1) Copy of the following Basic Documents</i></p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees</li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC</li> </ol> <p><b><i>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to</i></b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2021.%20DSWD-RLA-F021%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

<p><b>DSWD Standards Bureau)</b></p> <p>5. For those operating in more than one region</p> <ul style="list-style-type: none"> <li>List of main and satellite/branch offices with contact details, if any.</li> </ul> <p>6. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> <li>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> </ul> <p><b>G. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <ul style="list-style-type: none"> <li>Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</i></li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></li> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>
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<p>g. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <p>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>2. Fire Safety Inspection Certificate</p> <p>3. Water Potability Certificate or Sanitary Permit</p> <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> </ul> <p>Government Agency where the Organization implemented or implements projects and programs.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	30 minutes	<i>Support Staff in charge of all incoming documents- Standards Section</i>
<b>STEP 2:</b> Submit/ file application and supporting documents	<ol style="list-style-type: none"> <li>Officer of the day initially review completeness of documents and provide Technical Assistance if necessary</li> <li><b>If complete documents.</b> <ol style="list-style-type: none"> <li>Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section</li> <li>Assign the application document to one of the technical staff</li> </ol> </li> </ol>	None	30 minutes	<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section)</i>

	<b>4. If incomplete and not compliant</b>  2.3.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cashier Section	None	*20 minutes	Support staff (Standards Section)
	Process payment and issues Official Receipt.	₱1,000 .00	*15 minutes	Cashier Section
<b>STEP 4:</b> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support staff (Standards Section)
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
<b>STEP 5:</b> Wait for the result of the documents review and notice of validation assessment.	1. Review the submitted documents as to completeness and compliance, both in form and substance.  2. <b>If complete and compliant</b>  5.2.1	None	5 working days	Technical Staff (Standards Section- Field Office)

	<p>Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>3. If found with for compliance,</b></p> <p>1. Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<b>5.4</b> Review and approval of the Acknowledgement Letter including its attachments. (Both complete and incomplete documents)	None	2 working days	<p><i>Section Head/Division Chief/Regional Director</i></p> <p>(Standards Section- Field Office)</p>
<b>STEP 6:</b> Confirm the Availability on the proposed Validation	For those with requirements that are complete and compliant,	None	*30 minutes	<p><i>Technical Staff</i></p> <p>Standards</p>

Visit	Confirmation of Validation Visit.			Section- Field Office)
<b>STEP 7:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	Minimum of 2 working days per agreed schedule	<i>Technical Staff</i> Standards Section- Field Office
<b>STEP 8:</b> Awaits the result of the licensing assessment	<p><b>8.1</b> Prepare Confirmation Report</p> <p><b>8.1.1 If favourable,</b> the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p><b>8.1.2 If not favourable,</b> the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	10 working days	<i>Technical Staff /</i> Standards Section- Field Office
	<p><b>8.2</b> If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p><b>8.3</b> If unfavourable, review and approval of the Confirmation</p>	None	3 working days	<i>Section Head/Division Chief/ Regional Director</i> (Standards Section- Field Office)

	Report.			
	<p>8.4. If favourable, for approval and signature of the Certificate of License to Operate.</p> <p>8.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p> <p>8.6 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)</p>		<p>3. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<p><i>Regional Director</i> (Standards Section- Field Office)</p> <p><i>Support Staff</i> Standards Section- Field Office</p>
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00 per program	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		₱1,000.00 per program	Minimum of 20 working days	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				

<p><b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</p> <p><b>STANDARDS SECTION (Room 204)</b>  DSWD- Field Office  NCR  389 San Rafael cor. Legarda St.  Sampaloc Manila</p>	<ol style="list-style-type: none"> <li>1. Log receipt into the Document Tracking System (DTS) for Standards Bureau.</li> <li>2. Assign the application document to one of the technical staff</li> </ol>	None	*10 minutes	<p><i>Support Staff in-charge of incoming documents</i></p> <p>Standards Section- Field Office)</p>
<p><b>STEP 2:</b> Submit/ file application and supporting documents</p>	<ol style="list-style-type: none"> <li>1. Technical Staff review completeness of documents and provide Technical Assistance if necessary:</li> <li>2. <b>If complete documents.</b> <ol style="list-style-type: none"> <li>1. Schedule of accreditation visit</li> </ol> </li> <li>3. <b>If incomplete</b> <ol style="list-style-type: none"> <li>2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant</li> </ol> </li> </ol>	None	<ol style="list-style-type: none"> <li>3. Working days (if complete )</li> </ol> <p>5 working days (if incomplete)</p>	<p><i>Technical Staff Standards Section</i></p> <p><i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i></p>

	Organization's compliance. An acknowledgement letter with findings and recommendations signed by the Regional Director shall be prepared			
<b>STEP 3:</b> Settle the required processing fee.	<p>3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor.</p> <p>1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Note: The processes shall only take place</b></p>	₱1,000 .00	1 day	<i>Technical Staff and Support Staff Standards Section- Field Office</i>

	<b>once the applicant organization settle its payment.</b>			
<b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR)	1. Acknowledge/Receive the copy of Official Receipt from the SWDA.	None	*15 Minutes	Support Staff in charge of incoming documents Standards Section- Field Office SWDA
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
<i>Follow Step 5 to Step 8 of licensing process under walk-in applicants</i>				
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		₱1,000.00	Minimum of 20 working days	
For Incomplete Submission:		None	3 working days	

**\*The number of minutes shall be included on the total working days**

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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 25. Accreditation of Pre-Marriage Counselors

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>One (1) Duly Accomplished Application Form</li> </ul>	<ul style="list-style-type: none"> <li><b>STANDARDS SECTION (Room 204)</b> DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex A. PMC Form_App</i></li> </ul>
<ul style="list-style-type: none"> <li>Constitution and By-Laws/Local Ordinance or Resolution</li> </ul>	<ul style="list-style-type: none"> <li>City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit</li> </ul>
<ul style="list-style-type: none"> <li><b><i>One (1) photocopy of the following documents (original copies must be</i></b></li> </ul>	

**presented):**

1. Any of the following as proof that the applicant is a graduate of four (4) year course:

a. Photocopy of Certificate of graduation/college diploma or transcript of records; or

b. Certified photocopy of valid PRC ID.

2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;

3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:

a. Certification from immediate Supervisor; or

b. An approved resolution.

<p>4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session; and</p> <p>5. Other documents to be made available during the assessment visit.</p> <p style="padding-left: 40px;">a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
<p><b>FOR RENEWAL</b></p> <p>1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.</p> <p>2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex D. PMC Form</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex C. PMC</li> </ul>

<p>conducted preceding the application using the template provided by DSWD (<b><u>Annex D</u></b>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<b><u>Annex C</u></b>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <b><u>Annex E</u></b> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p> <p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<p><i>Form</i></p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex F. PMC Form</li> <li>•</li> </ul>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE PERSON
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*30 minutes	<i>Support Staff in charge of all incoming documents- Standards Section</i>
<b>STEP 2:</b> Submit/ file application and supporting documents	<p>1. Officer of the day initially review completeness of documents and provide Technical Assistance if necessary</p> <p>2. <b>If complete documents.</b></p> <p>1. Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards</p>	None		<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section)</i>

	<p>Section</p> <p>2. Assign the application document to the focal person</p> <p><b>3. If incomplete</b></p> <p>2.3.1 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>			
<p><b><i>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</i></b></p>				
<p><b>STEP 3:</b> Prepare for the Actual Assessment</p>	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling</p>	<p>None</p>	<p>2 working days</p>	<p><i>Technical Staff or Officer of the day (Field Office - Standards Section)</i></p>

	session; ; and c. Exit Conference			
<b>STEP 6:</b> Awaits the approval of the application/confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of</p>	None	7 working days	<p><i>Technical Staff/ Section Head/ Division Chief/</i></p> <p><i>Support Staff</i></p> <p><i>Regional Director</i></p>



	the documents			
<b>STEP 7:</b> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff</i> (Field Office - Standards Section)
<b>TOTAL</b> For Complete and Compliant:		None	10 working days	
For Complete Requirements with Areas for Compliance:		None	25 minutes	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or Courier to:  <b>Standards Section</b> DSWD Field Office	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents</i>  (Field Office - Standards Section)

residing the applicant for PMC accreditation				
<b>STEP 2:</b> Awaits for acknowledgement or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>	None	*10 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)</i>
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm</b>				

***shall be considered as a next working day transaction.***

<b>STEP 3:</b> Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling session; and</p> <p>c. Exit Conference</p>	None	2 working days	<p><i>Technical Staff or Officer of the day</i></p> <p>(Field Office - Standards Section)</p>
<b>STEP 4:</b> Awaits the approval of the application/ confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p>	None	7 working days	<p><i>Technical Staff/ Section Head/ Division Chief/</i></p> <p><i>Support Staff</i></p> <p><i>Regional Director</i></p>

	b. If unfavorable, recommend for re-assessment.  1.3 Forwards to the office of the RD for approval/signature.  1.4 Approval and signature of the documents			
<b>STEP 5:</b> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff</i> (Field Office - Standards Section)
<b>Step 6:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff</i> (Field Office - Standards Section)
<b>TOTAL</b>  For Complete and Compliant:		None	10 working days	
For Incomplete Submission:		None	3 working days	

***\*The number of minutes shall be included on the total working days***

## 26. Endorsement of Duty-Exempt Importation of Donations to SWDAS

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

<b>Office or Division:</b>	Standards Section – DSWD Field Office  Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail of:</b>	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application form (DSWD DFE Form 1)	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-001: Application Form
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD	Issued by the DSWD to the licensed and/or accredited

Registration, License and/or Accreditation Certificate	SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – <i>DSWD DFE Form 2</i> <ul style="list-style-type: none"> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>  1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<b>STEP 1:</b> The representative of the SWDA files the application form, together with the supporting documents and other requirements covering the areas within NCR where the intended distribution of goods shall take place.	Receives the application and provides technical assistance, if necessary.	None	*30 minutes	<i>Officer of the Day- Standards Section</i>
<b>STEP 2:</b> The applicant shall pay the required processing fee at the Cash Section ; provides a copy of Official Receipt to the Standards Section	Issues an official receipt.	Php1,000.00	*10 minutes	<i>Cash Section</i>
<b>STEP 3:</b> Awaits results of the	Reviews and assesses the submitted	None	5 working days	<i>Technical Staff Field Office:</i>

assessment.	<p>requirements.</p> <ul style="list-style-type: none"> <li>If complete, to determine the necessity of conducting a validation visit.</li> </ul> <p>If incomplete, to return all submitted documents to the applicant.</p>			Standards Section
<b>STEP 4:</b> Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	<i>Technical Staff</i> Field Office:  Standards Section
<b>STEP 5:</b> Awaits endorsement by DSWD Central Office.	<p>Secures endorsement of the application by the DSWD Regional Director</p> <p>Endorses the application to the Standards Bureau at the Central Office</p> <p>If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.</p>	None	1 working day	<i>Technical Staff</i> Field Office:  Standards Section   DSWD Regional Director
	<p>Final review and evaluation</p> <p>If approved, to</p>	None	5 working days	Standards Bureau:  SCMD Technical Staff/ Division Chief/ Bureau



	forward the application to the Office of the Undersecretary heading the Standards Bureau.			Director
	<p>Prepares the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOF</li> <li>• Conform letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul>			
	If disapproved, to send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary	None	2 working day	<i>DSWD Undersecretary heading the Standards</i>

	Affixes initial to the endorsement letter to DOF			Bureau
	Final Approval	None	3 working days	<i>DSWD Secretary</i>
	Affixes signature to the endorsement letter to DOF			
<b>STEP 6:</b> Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	<i>SCMD Technical Staff</i>  Standards Bureau:
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>Fourteen (18) days</b>	
<b>Complete and Non-Compliant Submission:</b>		<b>₱1,000.00</b>	<b>Eight (10) days and fifty (50) minutes</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>30 minutes</b>	

***\*The number of minutes shall be included on the total 20 working days.***

***\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa***

## 27. Accreditation of Social Workers Managing Court Cases (SWMCCs)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

Office:	Standards Section – DSWD Field Office	
	Standards Compliance and Monitoring Division (SCMD)	
	Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including  supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS <sup>1</sup>		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila  <ul style="list-style-type: none"><li>Refer to DSWD Website – Administrative Order</li></ul>	

	No. 1 series of 2008 for the form
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions;  <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> <li>• Supervisor of the applicant;</li> <li>• Philippine Association of Social Workers, Inc. (PASWI);</li> <li>• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client

c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>B. For Renewal</b>	
<b>1. For Social Workers</b>	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes; and</li> <li>• Other relevant documentations pertaining to the cases</li> </ul>	Applicant/Client
<b>2. For Supervisor</b>	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes/marginal notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
<p><b>Step 1:</b></p> <p>The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together with the requirements stated above.</p>	<p>1. The Officer of the Day-Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents.</p> <p>If found to be complete, the Officer of the Day shall forward the documents to the Focal Person.</p> <p>If incomplete the documents shall be returned to the applicant.</p>	None	*20 minutes	Officer of the Day-Standards Section

	Technical Assistance will be provided together with the checklist of requirements			
	2. The Focal Person shall conduct pre-assessment by verifying the documents submitted by the Applicant with the original copies of the documents.	None	2 days	<i>Focal Person- Standards Section</i>
	3. If requirements are complete, the Focal Person shall endorse one copy of the application requirements to DSWD-Standards Bureau, and file the other copy in the Field Office.	None	2 days	<i>Standards Section Head, DSWD Field Office – Standards Section</i>
	4. The Standards Bureau-Receiving Officer shall receive the endorsed	None	*10 minutes	<i>Receiving Officer DSWD – Standards Bureau</i>

	application and will endorse to Standards Compliance Monitoring Division.			
	5. The Standards Compliance Monitoring Division shall review the application and documents submitted by the Applicant through Field Office.	None	2 days	<i>Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD—Standards Bureau</i>
	6. If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment	None	1 day	Assigned technical staff from DSWD-Standards Bureau
2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment.	1. The technical staff shall conduct on-site assessment through review of case records, interview of	None	1 day (per agreed schedule)	Focal Person- Standards Section and Assigned technical staff from Standards Bureau



	the applicant and client/s, and conduct of other relevant activities.			
	<p>2. Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p>	None	3 days after conduct of on-site assessment	<p>Assigned technical staff</p> <p>DSWD-Standards Bureau</p> <p>Bureau Director</p> <p>DSWD-Standards Bureau</p>
<p><b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.</p>				

	3. Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head.	None	1 day	Bureau Director  DSWD- Standards Bureau
	4. Cluster Head to approve and endorse the Accreditation Certificate to the Secretary.	None	3 days	Undersecretary/ Cluster Head  DSWD- Standards and Capacity Building Group
	5. Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 days	DSWD Secretary or his/her duly authorized representative
	6. Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	Bureau Director  DSWD- Standards Bureau
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate	None	*10 minutes	Support staff from the DSWD FO- Standards Section

	1.2 Issues the Certificate of Accreditation			
Total Processing Time:			20 working days	

***\*The number of minutes shall be included on the total 20 working days.***

***\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## 28. Data – Sharing: List of Data Subjects

The National Household Targeting Section as repository of the database of poor families is mandated to share the same to the possible social protection stakeholders who will utilize the data for the identification of beneficiaries of their programs and services.

<b>Office or Division:</b>	National Household Targeting Section (NHTS) / Policy and Plans Division (PPD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For NGOs, NGAs, CSOs and Private Foundations	
1. Request letter indicating the purpose of the request for data	Requesting Party NHTS
2. Duly Accomplished Memorandum of Agreement (MOA) with DSWD	Requesting Party
3. Original Copy of the Resolution of the Governing Board authorizing the head of agency to enter into an agreement for data sharing with DSWD	Requesting Party Requesting Party
4. Name/s of Designated Data Protection Officer	Requesting Party
5. Valid Proof of the identities of the agency head and the DPO	
6. Documents attesting the legitimacy of the organization (SEC Registration, Government Accreditation)	Requesting Party NHTS

<p>Local Government Units (LGUs)</p> <ol style="list-style-type: none"> <li>1. Request letter indicating the purpose of the request for data</li> <li>2. Duly Accomplished Memorandum of Agreement (MOA) with DSWD</li> <li>3. Sangguniang Panlalawigan/Panglungsod Resolution authorizing the Governor or City Mayor of the HUC to enter into MOA with DSWD</li> <li>4. Executive Order designating the Provincial and the City DPO</li> </ol>		<p>Requesting Party</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written letter of request indicating the purpose of the request, where the data will be used and specific data being requested.	1.1. Receive the letter of request from the requesting party	None	2 minutes	<i>Administrative Assistant</i> NHTS
	1.2. Track the submitted letter to the Document Tracking System of NHTS		1 minute	<i>Administrative Assistant</i> NHTS
	1.3. Forward the received documents to the Project Development Officer		1 minute	<i>Administrative Assistant</i> NHTS
	1.4 Receive the letter submitted by the		10 minutes	<i>Project Development</i>

	requesting party			<i>Officer</i> NHTS
	1.5 Review on the type of data and availability of data in the Listahanan database being request by the end user and provide recommendation		2 hours	<i>Project Development Officer</i> NHTS
	1.6 Prepare response letter to the requesting party for the requirements of MOA data sharing		1 minute	<i>Project Development Officer</i> NHTS
	1.7 Forward the response letter to the Admin Assistant to forward the same for recommending approval of PPD Chief		1 minute	<i>Project Development Officer</i> NHTS
	1.8 Receive and track the response letter from the PDO /Unit Head		1 minute	<i>Administrative Assistant</i> NHTS
	1.9 Forward the response letter to the Admin Assistant of PPD Chief for recommending approval of PPD	None	1 minute	<i>Administrative Assistant</i> NHTS

	Chief			
	1.10 Receive and record the response letter with recommending approval of PPD Chief	None	1 minute	<i>Administrative Assistant</i> NHTS
	1.11 Forward the response letter to Regional Director's Office	None	1 minute	<i>Administrative Assistant</i> NHTS
	1.12 Receive the response letter with signed by the Regional Director	None	1 minute	<i>Administrative Assistant</i> NHTS
	1.13 Record and track the signed letter by RDs	None	1 minute	<i>Administrative Assistant</i> NHTS
	1.14 Email the response letter to the requesting party as advance copy	None	1 minute	<i>Administrative Assistant</i> NHTS
	1.15 Forward the signed letter to Records Section for transmittal	None	3 minutes	<i>Administrative Assistant</i> NHTS
2. Await for the coordination of the Field Office NHTS with regard to the schedule of inspection visit and orientation of data sharing	2. Coordinate with the requesting party on the availability on schedule for inspection visit and orientation of data sharing and finalize		1 day	<i>Project Development Officer/ Administrative Assistant</i> NHTS



	schedule			
3. Accommodate Field Office NHTS staff during the inspection visit and orientation	3. Conduct the inspection visit and orientation to the requesting party		1 day	<i>Project Development Officer, Regional Information and Technology Officer and Administrative Assistant</i> NHTS
4. Submit the complete requirements based on the signed response letter from the Field Office	4.1 Receive and track from the requesting party the signed MOA and the complete requirements for entering into MOA		1 minute	<i>Administrative Assistant</i> NHTS
	4.2 Forward the request letter to the PDO IV/ Unit Head	None	1 minute	<i>Administrative Assistant</i> NHTS
	4.3 Review and check all the requirements submitted by the requesting party.		2 hours	<i>Project Development Officer</i> NHTS
	4.4 Receive and record the signed MOA and requirements with instruction of PDO IV/ Unit Head		1 minute	<i>Administrative Assistant</i> NHTS
	4.5 Coordinate with end user, DPO and Regional		1 minute	<i>Administrative Assistant</i> NHTS

	Director the schedule of MOA signing			
	4.6 Conduct the signing of the Memorandum of Agreement		1 day	<i>Key officials from DSWD NCR such as the Regional Director, Data Protection Officer DSWD-NCR</i>
	4.8 Prepare encrypted CD with complete database requested by the requesting party		1 hour	<i>Regional IT Officer NHTS</i>
5. Requesting party to receive the encrypted CD	5. Release the encrypted CD with the requested data.	None	3 minutes	<i>Administrative Assistant NHTS</i>
<b>TOTAL</b>		<b>None</b>	<b>3 days, 5 hours, 55 minutes</b>	

## 29. Data-Sharing: Statistics / Raw Data Request

The process of requesting for statistical data for partners such as the Local Government Units, Non-Government Agencies/Social Welfare and Development Agencies and other stakeholders

The National Household Targeting Section as repository of the database of poor families as result of the conducted Household Assessment conducts data sharing wherein statistical data such as the number of poor children, number of poor Persons With Disabilities and number of out of school youth and alike are available and ready for sharing to the external partners such as other National Government Agencies, Non-Government Organizations/Social Welfare and Development Agencies, Local Government Agencies and among others.

<b>Office or Division:</b>	National Household Targeting Section (NHTS) / Policy and Plans Division (PPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Citizens			
<b>Who may avail:</b>	National Government Agencies, Non-Government Organizations/Social Welfare and Development Agencies, Civil Society Organizations, academe, media and among others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of the written request of Statistical Data specifying the purpose of the request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request for statistical data specifying the purpose of the request	1.1. Receive request for statistical data	None	2 minutes	<i>Administrative Assistant</i> NHTS
	1.2 Track request for statistical data		2 minutes	<i>Administrative Assistant</i>

	to the Document Tracking System.			NHTS
	1.3 Forward the request statistical data to the PDO IV/ Unit Head		1 minute	<i>Administrative Assistant</i> NHTS
	4. Review on the purpose of request for statistical data and its availability in the database		1 hour	<i>Project Development Officer</i> NHTS
	1.5 Return the request for statistical data to the Administrative Assistant with instructions to prepare the data requested to the Regional Associate Statistician		1 minute	<i>Project Development Officer</i> NHTS
	1.6 Receive request for statistical data with instruction from the Project Development Officer/Unit Head		1 minute	<i>Administrative Assistant</i> NHTS
	1.7 Track the request to the Data Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
	1.8 Forward the request for statistical data with instruction from PDO to the Regional Associate Statistician (RAS)		1 minute	<i>Administrative Assistant</i> NHTS

	1.9 Receive the request for statistical data with instructions from the PDO		1 minute	<i>Regional Associate Statistician</i> NHTS
	1.10 Prepare the statistical data being requested		3 hours	<i>Regional Associate Statistician</i> NHTS
	1.11 Draft endorsement of the statistical data with attached statistical data addressed to the requesting party to be signed by the Regional Director		30 minutes	<i>Regional Associate Statistician</i> NHTS
	1.12 Forward the endorsement with attached statistical data as well as the original request letter		1 minute	<i>Regional Associate Statistician</i> NHTS
	1.13 Receive the documents from the RAS		1 minute	<i>Administrative Assistant</i> NHTS
	1.14 Track the documents to the Document Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
	1.15 Forward the documents to the PDO for initials		1 minute	<i>Administrative Assistant</i> NHTS
	1.16 Receive the documents to include; draft endorsement letter with attached statistical		1 minute	<i>Project Development Officer</i> NHTS

	data being requested and basic document			
	1.17 Review the endorsement and statistical data attached based on the request letter		1 hour	<i>Project Development Officer</i> NHTS
	1.18 Affix initial of PDO to the endorsement with attached data being requested.		1 minute	<i>Project Development Officer</i> NHTS
	1.19 Forward the document to the Administrative Assistant		1 minute	<i>Project Development Officer</i> NHTS
	1.20 Receive the draft endorsement with attached statistical data		1 minute	<i>Administrative Assistant</i> NHTS
	1.21 Track the document to the Document Tracking System of NHTS		2 minutes	<i>Administrative Assistant</i> NHTS
	1.22 Forward document for review/initials of Division Chief of Policy and Plans Division		2 minutes	<i>Administrative Assistant</i> NHTS
	1.23 Receive documents for review/initials of the Division Chief of Policy and Plans Division		1 minute	<i>Administrative Assistant</i> NHTS
	1.24 Track the documents to the PPD's Document		2 minutes	<i>Administrative Assistant</i> NHTS

	Tracking System			
	1.24 Forward the draft endorsement and statistical data to the Division Chief of PPD		1 minute	<i>Administrative Assistant NHTS</i>
	1.25 Receive the documents for review		1 minute	<i>Division Chief Policy and Plans Division (PPD)</i>
	1.24 Review the draft endorsement and statistical data		2 hours	<i>Division Chief PPD</i>
	1.25 Affix initials to the reviewed endorsement letter with attached statistical data		1 minute	<i>Division Chief PPD</i>
	1.26 Forward initialled document to Administrative Assistant		1 minute	<i>Division Chief PPD</i>
	1.27 Receive initialled document from DC of PPD		1 minute	<i>Administrative Assistant NHTS</i>
	1.28 Track document to the PPD's Document Tracking System		1 minute	<i>Administrative Assistant NHTS</i>
	1.29 Forward document to the Office of the RD for signature of RD		1 minute	<i>Administrative Assistant NHTS</i>
	1.30 Receive the initialled endorsement letter from Administrative		1 minute	<i>Administrative Assistant NHTS</i>

	Assistant of PPD			
	1.31 Track the initialled document to the ORD Data Tracking System		1 minute	<i>Administrative Assistant</i>
	1.32 Forward the tracked document to RD for signature		1 minute	<i>Administrative Assistant NHTS</i>
	1.33 Receive the draft endorsement with attached statistical data being requested		1 minute	<i>Regional Director DSWD - NCR</i>
	1.34 Review the document		30 minutes	<i>Regional Director DSWD - NCR</i>
	1.35 Sign the endorsement letter		1 minute	<i>Regional Director DSWD - NCR</i>
	1.36 Return the signed document to the Administrative Assistant		1 minute	<i>Regional Director DSWD - NCR</i>
	1.37 Receive the document from RD		1 minute	<i>Administrative Assistant NHTS</i>
	1.38 Track the signed document to the Document Tracking System of ORD		2 minutes	<i>Administrative Assistant NHTS</i>
	1.39 Forward the signed document to the NHTS		2 minutes	<i>Administrative Assistant NHTS</i>
	1.40 Receive signed document with statistical data requested		1 minute	<i>Administrative Assistant NHTS</i>



	1.41 Track the signed document with statistical data requested on the Document Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
2. Receive copy of the statistical data	2. Release the signed endorsement letter and statistical data to the requesting party	None	2 minutes	<i>Administrative Assistant</i> NHTS
<b>TOTAL:</b>			<b>1 day, 1 hour, 23 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

### 30. Processing of Donations

Under this process are issued certificates which they can use for tax related transactions with BIR, especially for business entities.

<b>Office or Division:</b>	Finance Management Division			
<b>Classification :</b>	Simple, Complex and Highly Technical Depending on the nature of transactions: <u><b>Simple:</b></u> <ul style="list-style-type: none"> <li>• MOOE less than Php 15k</li> </ul> <u><b>Complex:</b></u> <ul style="list-style-type: none"> <li>• MOOE and CO Php 15k up to Php 100k (except infrastructures)</li> </ul> <u><b>Highly Technical:</b></u> <ul style="list-style-type: none"> <li>• MOOE and CO more than Php 100k</li> <li>• All transactions with new/unpolished guidelines</li> <li>• All New/Unusual/Unfamiliar transactions</li> <li>• All Transactions with disputes/arguments (can be longer than 20 days processing time)</li> </ul>			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Center/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Deed of Donation Agreement (DDA)		Concerned C/RCFs staff		
Approved Project Proposal indicating the purpose of the donor		Concerned C/RCFs staff		
BED 1 – Work Financial Plan		Concerned C/RCFs staff		
BED 2 – Physical Plan		PDPS		
BED 3 – Monthly Disbursement Plan		Concerned C/RCFs staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Donor drops the donation in the center	1.1 Accepts donations (Review details for check donation)	none	3 minutes	<i>Donation Committee CRCF</i>
2. Donor signs and receives the ARDR and DDA	2.1 Prepares Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	5 minutes	<i>Donation Committee CRCF</i>
	2.2 Issues ARDR to the donor	None	1 minute	<i>Donation Committee CRCF</i>
	2.3 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee CRCF</i>
	2.4 Prepares endorsement to the Field Office	None	10 minutes	<i>Head Social Worker CRCF</i>
	2.5 Signs the DDA and endorsement letter	None	1 minute	<i>Liaison/AA-IV CRCF</i>
	2.6 Notarization of DDA	None	30 minutes	<i>Liaison/AA-IV CRCF</i>
	2.7 Turn-over of Donation to the Field Office and Acceptance of OR	none	Within 24 hours	
<b>Sub-total</b>			<b>1 day, 53 minutes</b>	
3. CRCF designated staff requests for Order	3.1 Prepares/Issues Order of Payment (OP) to the concerned client	none	2 mins	<i>Designated staff FMD-Accounting unit</i>

of Payment (OP) & presents the notarized DDA to FMD-Accounting unit for reference				
4. CRCF designated staff proceeds to Cash unit with the OP for the issuance of Official Receipt (OR)	4.1 Prepares/Issues OR to the concerned client	None	5-10 mins	<i>Designated staff FMD-Cash unit</i>
	4.2 Deposits the corresponding amount of donation to LBP	None	1 day	<i>Designated staff FMD-Cash unit</i>
	4.3 Requests for Certificate of deposit from LBP	None	1 day Note: This procedure is on a monthly basis	<i>Designated staff FMD-Cash unit</i>
	4.4 Receives copy of Certificate/s from LBP & Provides copy to Accounting unit	None	2-4 weeks	<i>Designated staff FMD-Cash unit</i>
	4.5 Prepares a Memorandum to concerned CRCFs upon receipt of Certificate of Deposit from Cash unit, to notify CRCF on their submission of documentary requirements to Budget unit and provide copy to Cash unit as reference to their request for	None	1 hour	<i>Designated staff FMD-Accounting unit</i>
				<i>OIC/Head -</i>

	<p>Certification from BTr</p> <p>4.6 Signs the Memorandum</p> <p>4.7 Issues the Memorandum to CRCFs cc: Cash unit</p> <p>4.8 Submits the Request for Certificate of Deposit to Bureau of Treasury (BTR) together with the Deposit Slip, Letter of Request &amp; the breakdown of the amount being requested received from the Accounting unit</p> <p>4.9 Receives copy of Certificate from BTR &amp; Provide copy of Certificate/s to Accounting &amp; Budget units</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Within 24 hours</p> <p>Note: May take more than 24 hours in some instances</p> <p>2 mins</p> <p>1 day</p> <p>Note: This procedure is on a monthly basis</p> <p>2-3 weeks</p>	<p><i>Accounting unit Chief-FMD ARDA and Regional Director FO-NCR</i></p> <p><i>Designated staff FMD-Accounting unit</i></p> <p><i>Designated staff FMD-Cash unit</i></p> <p><i>Designated staff FMD-Cash unit</i></p>
<b>Sub-Total</b>			<b>4-7 weeks, 4 days, 1</b>	

			hour, 9-14 mins	
<b>*Upon submission of Documentary Requirements of the concerned CRCF</b>				
5. CRCF submits the Approved Project Proposal indicating the purpose of the donor, BED 1, BED 2, BED 3 to the FMD-Budget Unit	5.1 Receives the submitted Approved Project Proposal, BED 1, BED 2, BED 3	None	1 min	<i>Admin Aide IV/Incoming FMD-Budget Unit</i>
	5.2 Checks and reviews all the documentary requirements	None	15 mins for simple; 30 mins for complex; Beyond for highly technical	<i>FA I FMD-Budget Unit</i>
	<i>*If for return (e.g. incomplete documentary requirements, incorrect computation, unsigned document, for revision of documents, etc) :</i>	None	2 mins	<i>FA I FMD-Budget Unit</i>
	5.3.a Prepares a note (and advises also the concerned CRCF thru chat, text or call) on why the documents have to be returned and/or the necessary revision to be done by the concerned CRCF	None	3 mins	<i>Admin Aide IV/Outgoing FMD-Budget Unit</i>
	5.4.a Logs the documents to be returned in the Outgoing logbook and forwards these to the Record section			<i>FA I FMD-Budget Unit</i>

	<i>*If in order:</i>	None	45 mins for simple; 1 hour & 30 mins for complex; Beyond for highly technical	<i>FA I FMD-Budget Unit</i>
	5.3.b Checks, reviews and assesses the amount, object code and the purpose indicated in the Project Proposal vis-à-vis updated record of donations for that particular CRCF	None	30 mins	<i>FA I FMD-Budget Unit</i>
	5.4.b Receives & Validates other supporting documents (i.e. Certificate of Deposit from BTR; Trial Balance) from Cash & Accounting units	None	30 mins	
	5.5.b Prepares the Letter of Endorsement & Request for Special Budget and consolidates with the corresponding Certificate from Bureau of Treasury	None	Within 24 hours	<i>Head - FMD-Budget unit Chief-FMD ARDA- and RD- FO-NCR</i>
	5.6.b Reviews and/or signs the Letter/Documents	None	Note: May take more than 24 hours in some instances	<i>Admin Aide IV/Outgoing FMD-Budget Unit</i>
	5.7.b Logs and	None	3 mins	



	Forwards the signed documents to Records section for endorsement of the request to the Central Office			
<b>Sub-Total</b>			<b>For simple:</b> <b>1 day, 2 hrs, 9 mins</b>  <b>For complex:</b> <b>1 day, 3 hrs, 9 mins;</b>  <b><u>Beyond for highly technical</u></b>	
<b>*Upon receipt of Notice of Cash Allocation (NCA) from the Central Office</b>				
	5.8 Prepares a Memorandum to notify the concerned CRCF of the receipt of NCA and their submission of Budget Utilization Request and Status (BURS) & supporting documents	None	5 mins	<i>FAI FMD-Budget Unit</i>
	5.9 Signs the Memorandum	None	Within 24 hours  Note: May take more than 24 hours in some instances	<i>FAI- FMD-Budget Head - FMD-Budget unit Chief-FMD</i>  <i>ARDA and RD FO-NCR</i>
	5.10 Logs and Forwards the signed	None	3 mins	<i>Admin Aide</i>

	Memo to Records section for endorsement to the concerned CRCF			<i>IV/Outgoing FMD-Budget Unit</i>
<b>Sub-Total</b>			<b>1 day, 8 mins</b>	
<b>Overall Total</b>			<u>For simple:</u> <b>5-7 weeks, 4 hrs, 19 mins;</b> <u>For complex:</u> <b>5-7 weeks,5 hrs, 24 mins;</b> <u>For highly technical :</u> <b>Beyond</b>	
<b>Note:</b> <u>Waiting period for the receipt of NCA not included</u>				

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

### 31. Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

<b>Office or Division:</b>	Social Technology Unit (STU)			
<b>Classification</b>	HIGHLY TECHNICAL			
<b>Type of Transaction</b>	G2G - Government to Government G2C - Government to Citizens			
<b>Who may avail</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written and signed request letter with complete contact details (name and contact information) of the requesting party, and details of the technical assistance needed.			Requesting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Local Government Units (LGUs) send request to DSWD Field Office to institutionalize ( <i>i.e., adopt or replicate</i> ) completed social technologies) for onward submission to DSWD-NCR Social Technology Unit	1.1. The STU Administrative Staff in-charge of incoming documents receives and encodes the request in the Electronic Data Tracking Management System (EDTMS) and forwards the document to the Regional Director.	None	30 minutes	<i>Administrative Staff</i>

<p>For National Government Agencies (NGAs, DSWD-Offices, Academe, and Non-Government Organizations (NGOs), Civil Society Organizations (CSOs) send official requests to DSWD-NCR Social Technology Unit.</p> <p>All requests shall be sent via email to stu.foncr@dswd.gov.ph.</p>				
	1.2. Assess the request, provide instruction, and forward document to the Division Chief	None	4 hours	<i>Regional Director</i>
	1.3. Record the note of the Regional Director and forward the document to the Division Chief through hard or electronic copy	None	30 minutes	<i>Administrative Staff</i>
	1.4. Review the document, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy	None	4 hours	<i>Division Chief</i>
	1.5. Record the instruction of the Division Chief	None	1 hour	<i>Administrative Staff</i>
	1.6. Review the request and coordinate with the Field Office if necessary to get additional information on the TA being requested, and prepare areply.	None	3 workingdays	<i>SWO III/PDO III/SWO II/AA</i>
2. Participate in the Technical Assistance about completed STs through Google Meet Conferences,	2.1. If the TA request entails a resource person the staff will conduct Technical Assistance as Resource Person	None	1 day	<i>SWO III/PDO III/SWO II</i>

Webinars, and other convenient online platforms and Accomplish Online Client Satisfaction Survey form.	on the Institutionalization of Completed STs using Google Meet Conferences, Webinars, and other convenient online platforms.			
	2.2. Prepare and submit feedback report and confirmation report, email the report to Division Chief copy furnish the Administrative Staff for tracking in the EDTMS	None	7days	<i>SWO III/PDO III/SWO II</i>
	2.3. Record receipt of document in the EDTMS	None	30 minutes	<i>Administrative Staff</i>
	2.4. Review the confirmation report and endorse the document to the Regional Director for approval copy furnish the Administrative Staff	None	30 minutes	<i>Division Chief</i>
	2.5. Record receipt of document in the EDTMS and forward to Head of Office / Regional Director	None	30 minutes	<i>Administrative Staff</i>
	2.6. Review and approve the confirmation report	None	4 hours	<i>Regional Director</i>
3. Acknowledge receipt of the Confirmation/ Feedback Report	3.1. Record the approved Confirmation Report in the EDTMS and forward to Records Section for transmittal	None	30 minutes	<i>Administrative Staff</i>

	to the customer/ client and give copy of approved report to concernedstaff			
<b>Total</b>		<b>Non e</b>	<b>11 days, 16 hours</b>	

## 32. Technical Assistance along Social Technology Development or Sectoral Concerns

This refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

<b>Office or Division:</b>		Social Technology Unit (STU)		
<b>Classification</b>		COMPLEX		
<b>Type of Transaction</b>		G2C – Government to Citizens G2G – Government to Government		
<b>Who may avail</b>		National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			From the requesting LGU, NGO, or NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STU requesting for technical	1.1. Receives the Request for TA and records in the Electronic Data Tracking Management System EDTMS and forward the document/email to the Office of the Regional Director.	None	30 minutes	<i>Administrative Staff</i>
	1.2. Assess the requested assistance if it is within the scope of the Unit, or if there are existing ST projects for TA being	None	4 hours	<i>Regional Director</i>



assistance and provide the details of the TA being requested from the unit.	requested. Identify the concerned staff who will take action on the request.			
	1.3. Record the note of the Regional Director and forward the document/email to the concerned unit.	None	30 minutes	<i>Administrative Staff</i>
	1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned.	None	2 hours	<i>Division Chief/Unit Head</i>
	1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.	None	3 working days	<i>SWO III/PDO III/SWO II</i>
	1.6. Review and approve the official reply and its attachments. Forward the documents through email to the administrative staff.	None	2 hours	<i>Division Chief/Unit Head</i>
	1.7. Record the	None	30 minutes	<i>Administrative</i>

	document/ email to the EDTMS and forward it to the Head of Office for review/ signature.			<i>Staff</i>
	1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.	None	2 hours	<i>Regional Director</i>
	1.9. Record the signed document in the EDTMS. Send the reply to the requesting office, either via email or courier.	None	1 hour	<i>Administrative Staff</i>
2. Receive the reply from STU and provide feedback, either through filling out the client satisfaction survey or sending an official acknowledgement letter to the document through email.	2.1. Receive the accomplished form or the acknowledgement letter and record the document in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>
<b>Total</b>		<b>None</b>	<b>4 days, 5 hours</b>	

### 33. Sharing Data, Information and Knowledge Products on Social Technologies (STs)

This refers to request sharer data, information and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data sector, and other knowledge products such as manual, training modules on Social Technologies.

<b>Office or Division:</b>	Social Technology Unit			
<b>Classification</b>	COMPLEX			
<b>Type of Transaction</b>	G2G – Government to Government G2C – Government to Citizens			
<b>Who may avail</b>	DSWD-NCR Divisions/Units/Centers, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request, Template of data requirement (if any)			From the requesting NGAs, LGUs or CSOs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For LGUs send requests for data, information, or knowledge products on completed Social Technologies to DSWD-NCR for onward submission to DSWD-STB.	1.1. Receive and record in the EDTMS the request and endorse the document to the Office of the Director	None	30 minutes	<i>Administrative Staff</i>
	1.2. Assess the request, provide instruction, and forward to the Administrative Staff	None	4 hours	<i>Regional Director</i>

<p>For NGAs, DSWD-NCR Divisions/Units/Centers/Academe , and Non-Government Organizations (NGOs) send requests to DSWD-STB.</p> <p>All requests shall be sent via email to stu.foncr@dswd.gov.ph</p>	for recording of instructions.			
	1.3. Record the note of the Regional Director and forward the document to the STU Office.	None	30 minutes	<i>Administrative Staff</i>
	1.4. Review the request, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction.	None	4 hours	<i>FO's Information Officer/Division Chief/Unit Head</i>
	1.5. Record the instruction of the STU Head and forward the request to Division Chief for approval.	None	1 hour	<i>Administrative Assistant</i>
	1.6. Follow the instruction of the Regional Director and Division Chief review the request and coordinate with the requesting party if necessary, ensure that data to be shared are compliant with the Data Privacy Act (DPA), and prepare an official reply to the requesting party.	None	3 working days	<i>SWO III / PDO III/ SWO II</i>
	1.7. Review and approve the official reply and its attachments. Forward the documents to the administrative staff for recording in the	None	2 hours	<i>Division Chief/Unit Head</i>

	EDTMS.			
	1.8. Record the document to the EDTMS and forward it to the Head of Office for review/ signature.	None	30 minutes	<i>Administrative Staff</i>
	1.9. Review and sign the document and forward it to Administrative Staff.	None	2 hours	<i>Regional Director</i>
	1.10. Record the document in the EDTMS and email to the requesting Office.	None	20 minutes	<i>Outgoing Administrative Staff</i>
<b>TOTAL</b>		None	<b>7 days, 3 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	<p>After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Client Satisfaction Survey Form (CSSF) via Google Form or printed version as deemed appropriate.</p> <p>If the CSSF was administered via printed form, the Customer shall drop the CSSF in a designated drop box near the door of the Social Technology Unit if applicable.</p> <p>Written feedbacks may also be channeled through the following contact information:</p> <p>For written feedbacks/complaints: Customer may email STU via: <a href="mailto:stu.foncr@dswd.gov.ph">stu.foncr@dswd.gov.ph</a> (please use as subject "Feedback/Complaints")</p>
How feedbacks are processed	<p>The designated STU-Anti-Red Tape Unit (ARTU) Focal opens daily the suggestion box and compiles and records all feedback submitted.</p> <p>Every end of the Month, the designated member of STU-ARTU Focal consolidates and analyzes the results of the Client Satisfaction Survey Form (CSSF) administered via Google Form and the Feedback received via suggestion box. The consolidated CSS Report shall be submitted to the Anti-Red Tape Unit Head and the Regional Director.</p> <p>The Regional Director shall forward to the Concerned Unit all feedback/complaints requiring answers. The Concerned Unit/Staff are required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the Region to the feedback/complaint is then relayed to the citizen.</p>
	<p>The results of feedback are reported during the General Staff Meeting and/or Management Committee (ManCom) meetings for improvement of systems and processes, and/or staff behavior.</p> <p>For inquiries and follow-ups, customers may also contact the following email address: <a href="mailto:stu.foncr@dswd.gov.ph">stu.foncr@dswd.gov.ph</a></p>

How to file a complaint	<p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> <li>• Formal channel: Email addressed to the Regional Director via <a href="mailto:stu.foncr@dswd.gov.ph">stu.foncr@dswd.gov.ph</a> (please use as subject "Complaint")</li> <li>• Complaint box: Drop a complaint in the STU Complaints Box that shall also be made available in the office of the Social Technology Unit.</li> </ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> <li>- Staff/Person/s Involved</li> <li>- Incident and other facts</li> <li>- Evidence</li> </ul>
How complaints are processed	<p>Complaints received through telephone and drop box shall be processed immediately by the designated Grievance Focal Person of the Bureau. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Regional Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee. Complainants may also follow-up the actions taken by the Bureau through email at <a href="mailto:stu.foncr@dswd.gov.ph">stu.foncr@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> <li>• Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</li> <li>• Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</li> <li>• Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> before CSC (Civil Service Commission) 0908-881-6565</li> </ul>

### 34. Facilitation of Media Interview

Permit to interview is being processed to ensure appropriate responses to the requests for interviews of the media/academe/general public

<b>Office or Division:</b>	Social Marketing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original copy of the written request for interview addressed to the Regional Director and duly signed by the requesting party or designated signatories		Client		
3 original copies of Permit to Interview duly signed by the Regional Director		SMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request for interview addressed to the Regional Director indicating the purpose of request, flow of interview/script (if there is any) and list of equipment and staff to enter the interview area, at least one week before the date of conduct of the activity.	1.1. Receive request for interview	None	2 minutes	<i>Administrative Assistant</i> Office of the Regional Director (ORD)
	1.2. Forward request letter / invitation for interview to SMO for review	None	1 minute	<i>Administrative Assistant</i> Office of the Regional Director (ORD)
	1.3. Receive request letter / invitation for interview from Regional Director's Office	None	30 seconds	<i>Information Officers</i> Social Marketing Office (SMO)
	1.4. Review of the request letter /	None	10 minutes	<i>Information Officers</i> Social Marketing



2. Send complete details of request	invitation			Office (SMO)
	1.5. Contact the requesting party for details of the request	None	3 minutes	Information Officers Social Marketing Office (SMO)
	2.1 Review the guide questions for the interview to be conducted and identifying possible speakers / interviewee	None	13 minutes	Information Officers Social Marketing Office (SMO)
	2.2. Coordinate with the concerned Unit /CRCF/ Member of the Speakers Bureau to be interviewed	None	10 minutes	Information Officers Social Marketing Office (SMO)
	2.3. Confirmation of the speaker / interviewee on the interview	None	15 minutes	D/U/S/CRCFs
	2.4. Draft the permit to interview	None	10 minutes	Information Officers Social Marketing Office (SMO)
	2.5. Submit permit to interview to ORD for the Regional Director's signature	None	1 minute	Information Officers Social Marketing Office (SMO)
	2.6. Receive draft permit to interview from SMO	None	1 minute	Administrative Assistant (ORD)

	2.7. Sign the permit to interview	None	1 day	<i>Regional Director</i>
	2.8. Release signed permit to SMO	None	1 minute	<i>Administrative Assistant (ORD)</i>
	2.9 Record / track of signed permit	None	30 seconds	<i>Information Officers Social Marketing Office (SMO)</i>
	2.10. Release of signed permit to interview / to the requesting party	None	1 minute	<i>Information Officers Social Marketing Office (SMO)</i>
3. Accomplish the conforme portion of the approved permit	3. Receive the signed conforme slip by the requesting party	None	1 minute	<i>Information Officers Social Marketing Office (SMO)</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour, 10 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken. Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

## **Field Office - NCR**

## **Internal Services**

## 1. DSWD Data-Sharing with FO S/U/D/C/RCF – Name Matching

The process of requesting for Name Matching of Division/Unit/Section/Centers and Residential Care Facilities

The National Household Targeting Section as repository of the database of poor families as result of the conducted Household Assessment accommodates request for name matching wherein list of names from different Units/Sections/Centers and Residential Care Facilities avail this service in order to validate if the names for name match are identified as poor or non-poor or no match.

<b>Office or Division:</b>	National Household Targeting Section (NHTS) / Policy and Plans Division (PPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Division/Unit/Section/Center/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of the written request for name matching specifying the purpose of the request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request for name matching with attached CD with excel file of names	1.1. Receive request for name matching	None	2 minutes	<i>Administrative Assistant</i> NHTS
	1.2 Track request for name matching to the Document Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
	1.3 Forward the request for name matching to PDO		1 minute	<i>Administrative Assistant</i> NHTS

4. Review on the purpose of request for name matching and provide instruction/guidance to the RITO		1 hour	<i>Project Development Officer</i> NHTS
1.5 Return the request for name matching to Administrative Assistant with instructions to Regional Information Technology Officer (RITO) to generate and run the names for name matching.		1 minute	<i>Project Development Officer</i> NHTS
1.6 Receive request for name matching with instruction from the Project Development Officer/Unit Head		1 minute	<i>Administrative Assistant</i> NHTS
1.7 Track the request to the Document Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
1.8 Forward the request for name matching with instruction from PDO to the RITO		1 minute	<i>Administrative Assistant</i> NHTS
1.9 Receive the request for name matching with instructions from the PDO		1 minute	<i>Regional Information Technology Officer</i> NHTS
1.10 Generate and run the names from the system for name		4 hours	<i>RITO</i> NHTS

matching			
1.11 Draft endorsement addressed to the requesting party attaching the result of name matching		30 minutes	<i>RITO</i> NHTS
1.12 Forward the draft endorsement with attached result of the name matching as well as the original request letter		1 minute	<i>RITO</i> NHTS
1.13 Receive the documents from the RITO		1 minute	<i>Administrative Assistant</i> NHTS
1.14 Track the documents to the Data Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
1.15 Forward the documents to the PDO		1 minute	<i>Administrative Assistant</i> NHTS
1.16 Receive the documents to include; draft endorsement letter with attached result of name matching		1 minute	<i>Project Development Officer</i> NHTS
1.17 Review the endorsement and result of name matching attached based on the request letter		1.5 hours	<i>Project Development Officer</i> NHTS
1.18 Sign the endorsement with attached result of		1 minute	<i>Project Development Officer</i> NHTS

	name matching			
2. Receive copy of the endorsement with attached result of name matching	2. Release the result of the name matching to the requesting party	None	2 minute	<i>Administrative Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 hours, 33 minutes</b>	



## 2. Data Sharing with FO S/U/D/C/RCF – Statistics / Raw Data Request

The process of requesting for statistical data of Division/Unit/Section/Centers and Residential Care Facilities

The National Household Targeting Section as repository of the database of poor families as result of the conducted Household Assessment conducts data sharing wherein statistical data such as the the number of poor children, number of poor Persons With Disabilities and number of out of school youth and alike are available and ready for sharing to the internal audience.

<b>Office or Division:</b>	National Household Targeting Section (NHTS) / Policy and Plans Division (PPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Division/Unit/Section/Center/Residential Care Facilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original copy of the written request of Statistical Data specifying the purpose of the request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request for statistical data specifying the purpose of the request	1.1 Receive request for statistical data	None	2 minutes	<i>Administrative Assistant</i> NHTS
	1.2 Track request for statistical data to the Document Tracking System.	None	2 minutes	<i>Administrative Assistant</i> NHTS
	1.3 Forward the	None	1 minute	<i>Administrative</i>

request statistical data to the PDO IV/ Unit Head			<i>Assistant</i> NHTS
4. Review on the purpose of request for statistical data and its availability in the database	None	1 hour	<i>Project Development Officer</i> NHTS
1.5 Return the request for statistical data to the Administrative Assistant with instructions to prepare the data requested to the Regional Associate Statistician	None	1 minute	<i>Project Development Officer</i> NHTS
1.6 Receive request for statistical data with instruction from the Project Development Officer/Unit Head	None	1 minute	<i>Administrative Assistant</i> NHTS
1.7 Track the request to the Document Tracking System	None	2 minutes	<i>Administrative Assistant</i> NHTS
1.8 Forward the request for statistical data with instruction from PDO to the Regional Associate Statistician (RAS)	None	1 minute	<i>Administrative Assistant</i> NHTS
1.9 Receive the request for statistical data with instructions from the PDO		1 minute	<i>Regional Associate Statistician</i> NHTS

1.10 Prepare the statistical data being requested		3 hours	<i>Regional Associate Statistician</i> NHTS
1.11 Draft endorsement of the statistical data addressed to the requesting party attaching the statistical data		30 minutes	<i>Regional Associate Statistician</i> NHTS
1.12 Forward the endorsement with attached statistical data as well as the original request letter		1 minute	<i>Regional Associate Statistician</i> NHTS
1.13 Receive the documents from the RAS		1 minute	<i>Administrative Assistant</i> NHTS
1.14 Track the documents to the Data Tracking System		2 minutes	<i>Administrative Assistant</i> NHTS
1.15 Forward the documents to the PDO		1 minute	<i>Administrative Assistant</i> NHTS
1.16 Receive the documents to include; draft endorsement letter with attached statistical data being requested and basic document		1 minute	<i>Project Development Officer</i> NHTS
1.17 Review the endorsement and statistical data attached based on the request letter		1 hour	<i>Project Development Officer</i> NHTS

	1.18 Sign the endorsement with attached data being requested.		1 minute	<i>Project Development Officer NHTS</i>
2. Receive copy of the statistical data	2. Release the statistical data to the requesting party		2 minutes	<i>Administrative Assistant NHTS</i>
<b>TOTAL</b>		<b>None</b>	<b>6 hours, 23 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1<sup>st</sup> day of the succeeding month.</li> <li>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</li> <li>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</li> </ul>
Contact Information:  Anti-red Tape Authority (ARTA)  Contact Center ng Bayan (CCB)  Presidential Complaints Center (PCC)	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Tel No; 8478-5093  CCB: 0908-881-6565 (SMS)  8888

### 3. Issuance of Certificate of No Pending Administrative Cases (CENOPAC)

The process of securing Certificate of No Pending Cases as requirement for application for rewards and recognition, application for scholarship, and other employment related purposes.

<b>Office or Division:</b>		Human Resource and Welfare Section (HRWS)/ Human Resource Management and Development Division (HRMDD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who May Avail:</b>		Rank and File Employees (SG 01-24)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		HR Welfare Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a request slip to HRWS  *Make sure to provide complete and accurate information prior to submission	1. Received the request slip from the client	None	1 minute	<i>Administrative Assistant/ HRWS</i>
	1. Track the request slip submitted by the clients		2 minutes	<i>Administrative Assistant/ HRWS</i>
	2. Forward the request to the concerned staff for preparation of the certification.		2 minutes	<i>Administrative Assistant/ HRWS</i>
	2. Check with the database if the		3 minutes	<i>Administrative Assistant/ HRWS</i>

	<p>client has pending administrative case.</p> <ol style="list-style-type: none"> <li>1. If none, request for issuance of CeNoPAC will be facilitated.</li> <li>2. If the client has pending administrative case, the request will not be granted</li> </ol>			
	<ol style="list-style-type: none"> <li>3. Prepare the document requested               <ol style="list-style-type: none"> <li>1. Forward the document for signature of the concerned officials</li> <li>2. Track the document</li> </ol> </li> <li>3. The recommending authority affixes initial after review of document</li> <li>4. The Regional Director signs the documents</li> </ol>		30 minutes	<p><i>Administrative Assistant/ HRWS</i></p> <p><i>Administrative Assistant/ HRWS</i></p> <p><i>Administrative Assistant/ HRWS</i></p> <p><i>Training Specialist II/HRMDD Chief,</i></p>

				<i>Regional Director</i>
2. Receive the Certificate of No Pending Administrative Case	4. Issue the certificate to staff		2 minutes	<i>Administrative Assistant/ HRWS</i>
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction.</li> <li>They may also submit feedback through the Public Assistance and Complaint Desk (PACD)</li> <li>Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at <a href="mailto:hrws.foncr@dswd.gov.ph">hrws.foncr@dswd.gov.ph</a></li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>For HRWS Feedback Form: On a monthly basis, all feedback forms received by the office are consolidated and reviewed and the consolidated report with attached accomplished feedback forms is submitted to the HRMDD-Chief, for information and monitoring of quality of service provided to internal client.</li> <li>For PACD Forms: Administrative Division consolidates the report and forwards the same to HRMDD for further action and validation should there be commendation and/or complaints and suggestions from clients.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction.</li> <li>They may also submit feedback through the Public Assistance and Complaint Desk (PACD)</li> <li>Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at <a href="mailto:hrws.foncr@dswd.gov.ph">hrws.foncr@dswd.gov.ph</a></li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>All complaints are forwarded to the Office of the Regional Director as the Disciplining Authority. The DA shall decide for the resolution and necessary administrative measures which must be undertaken by the Field Office in order to validate and investigate the complaints.</li> </ul>

	<ul style="list-style-type: none"><li>Should the complaints fall under grievances or any form of dissatisfaction, the same will be referred to the lowest level possible for the resolution.</li></ul>						
Contact Information of CCB, PCC, ARTA	<p><b>Contact Center ng Bayan:</b> 0908-881-6565/ 1-6565</p> <p><b>PCC</b> may be reached thru the following telephone connections:</p> <table><tr><td>+63(2)-8736-8645</td><td>+63(2)-8736-8603</td><td>+63(2)-</td></tr><tr><td>8736-8629</td><td>+63(2)-8736-8621</td><td></td></tr></table> <p>Via email – thru email address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Via facsimile thru Telefax No. +63(2)-87368621</p> <p><b>ARTA</b></p> <p>Submit complaints thru their website :</p> <p><a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>	+63(2)-8736-8645	+63(2)-8736-8603	+63(2)-	8736-8629	+63(2)-8736-8621	
+63(2)-8736-8645	+63(2)-8736-8603	+63(2)-					
8736-8629	+63(2)-8736-8621						

### List of Offices

Office	Address	Telephone Number / E-mail address
Office of the Regional Director	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	(02) 8733-00-10 to 14 foncr@dswd.gov.ph
Social Marketing Office	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	87336279  smo2.dswdnrcr@gmail.com smo.dswdnrcr@gmail.com
Social Technology Unit	Rm 205 DSWD-NCR 389 San Rafael St., cor Lefgarda, Manila	<a href="mailto:stu.foncr@dswd.gov.ph">stu.foncr@dswd.gov.ph</a>
<b>Protective Services Division</b>		
Crisis Intervention Section - Onsite (CIS- Onsite)	Gastambide St., Sampaloc, Manila	8734-5413 / 3493-7907 ncrcis@gmail.com
Minors Travelling Abroad Section (MTAS)	Room 105 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Tel. No: 8-310-1435  travelclearance_dswd@yahoo.com
Community-Based Services Section (CBSS)	Room 108 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	8733-0010 loc. 116 09322098164 / 09659653087  cbsu_ncr@yahoo.com
Social Pension Program Management Office (SPPMO)	DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline #: 8733-0010 Loc. 105 Tel. No: (5)488-1620 / 53100735 socialpension@dswd.gov.ph ncr.socialpension@gmail.com
Adoption Resource and Referral Section (ARRS)	oom 102 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	53101834 arrsfcsteam@gmail.com arrs.foncr@dswd.gov.ph

Foster Care Section (FCS)	Room 102DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: 87330010 loc 103
Capability Building Section	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda, Manila	Tel. No: (5)310-1433
<b>Centers / Residential Care Facilities</b>		
Elsie Gaches Village	Alabang, Muntinlupa City	Tel. No. 88076023 Mobile Number: 09669711941 E-mail: egv.foncr@dswd.gov.ph
Golden Reception and Action Center for Elderly and other Special Cases (GRACES)	Misamis Ext., Bago Bantay, Quezon City	graces.foncr@dswd.gov.ph Tel. No.: 8929-1187 Mobile No.: 0932-342-2654 graces.ncr@gmail.com
Haven for Children	Alabang, Muntinlupa City	(02) 8807-1595
Haven for Women	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	88071588 hfw.foncr@dswd.gov.ph
INA Healing Center	DSWD-Central Office Batasan Pambansa Complex Constitution Hills, Quezon City	98620556 89318101 inahealingcenter@yahoo.com
Jose Fabella Center	Correctional Rd., Mandaluyong 1550, MM	85318697
Marillac Hills - National Training School for Girls	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	Tel. No: (02) 807-1585/ 807-1589 0999-679-8571/ 0927-002-5626 mh.foncr@dswd.gov.ph
Nayon ng Kabataan	Welfareville compound Mandaluyong City	8533-1701 / 8531-2582
Reception and Study Center for Children (RSCC)	4 Misamis Ext., Bago Bantay, Quezon City	Tel. No. 8927-4244rsc.dswdnrcr@gmail.c Tel. No. 8927-4244rsc.dswdnrcr@gmail.c om
Sanctuary Center	Welfareville Compd. Acacia Lane, Mandaluyong City	85321164 sanctuary_ncr@yahoo.com

National Vocational and Rehabilitation Center (NVRC)	J.P. Burgos Street, Brgy. Escopa III, Project 4, Quezon City	<p>SAS: 8930-1569</p> <p>Psychological Service: 09989431595</p> <p>Medical Service: 09216738619</p> <p>Training Service: 09393128924</p> <p>Extension Service: 09178751150</p> <p>Placement Service: 09420668193</p> <p>Administrative Service: 8912-9752 0928-9194615</p>
Rehabilitation Sheltered Workshop (RSW)	Brgy Addition Hills, Mandaluyong City	89127698 rsw_ncr@yahoo.com
Disaster Response Management Division		<a href="mailto:drmd.foncr@dswd.gov.ph">drmd.foncr@dswd.gov.ph</a>  <a href="tel:8-733-0010">8-733-0010 loc.117</a>
Sustainable Livelihood Program	Rm 303 DSWD-NCR 389 San Rafael cor Legarda St. Manila	83102135 loc.303  livelihood.foncr@dswd.gov.ph
Pantawid Pamilyang Pilipino Program	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	(02) 8733-00-10 to 14 foncr@dswd.gov.ph
Policy and Plans Division		
Policy Development and Planning Division	Room 205 DSWD-NCR#389 San Rafael St. cor. Legarda St., Manila	Tel/ Fax #: 8-734-8638 Trunkline #: 8733-0010 Loc. 207 ppu_ncr@yahoo.com ppu_dswdnrcr@yahoo.com
Standards Section	Room 204 DSWD-NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	87336279  smo2.dswdnrcr@gmail.com smo.dswdnrcr@gmail.com

National Household Targeting Section (NHTS)	Room 302 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	53101432
Finance Management Division	Rm 103 DSWD-NCR 389 San Rafael St. cor Legarda, Manila	Direct Line 02-8-488-3236 Trunk Line 02-8-733-0010 local no. 109
Human Resource Management Division		
Human Resource and Welfare Section	Room 209 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: (8)733-0010 Local 212 Tel/ Fax: (5)310-0725
Learning and Development Section (LDS)	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	Telephone: (02) 8310-0725
Personnel Administration section	Room 208 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: (8)733-0010 Local 211 Tel/ Fax: (8)488-2708
Human Resource Planning & Performance Management Section (HRPPMS)	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	Telephone: (02) 8310-0725 hrppms.foncr@dswd.gov.ph