



**DEPARTMENT OF SOCIAL  
WELFARE AND DEVELOPMENT  
FIELD OFFICE 02**

**CITIZEN'S CHARTER  
2023 (1<sup>ST</sup> EDITION)**



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## Quality Policy

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE 02

**D**eliver, coordinate and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

**S**ustain a culture of excellence through continual improvement of systems, mechanisms and procedures in the delivery of programs and services;

**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

## **I. Mandate**

To provide assistance to Local Government Units (LGUs), non-government organizations, other national government agencies, people's organizations 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<sup>1</sup>.

To implement statutory and specialized programs which are directly lodged with the Department and/or those not yet devolved to Local Government Units (LGUs)<sup>2</sup>

## **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**

We are committed to provide you quality, prompt and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M. without noon breaks.

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reasons should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-charge of our frontline services shall be available at all times for consultation and advice

All these we pledge for the best interest of the clients/customers we serve.

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<sup>1</sup> Executive Order No. 5 series of 1998

<sup>2</sup> Executive Order No. 221 series of 2003

## TABLE OF CONTENTS

<b>DSWD Quality Policy</b>	iii
<b>Mandate</b>	iv
<b>Vision</b>	iv
<b>Mission</b>	iv
<b>Service Pledge</b>	iv
<b>Administrative Services</b>	1
Issuance of Gate Pass for Service Providers	3
Issuance of Property Clearance for Separated Officials and Employees	7
Receiving Request for Information	10
<b>Disaster Response Management Division</b>	15
Augmentation of Food and No-Food Items	16
<b>Financial Management Division</b>	19
Processing of BIR Form 2322 (Certificate of Donation)	20
Processing of Request for Accounting Certification of Former DSWD employees	22
<b>Human Resource Management and Development Division</b>	25
Issuance of Service Record to Separated Officials and Employees	26
Issuance of Completed Office Clearance Certificate for Money, Property and Legal Accountabilities to Separated Officials and Employees	28
Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service workers	30
Issuance of Certificate of Leave without Pay (LWOP)/No LWOP to Separated Officials and Employees	32
<b>Pantawid Pamilyang Pilipino Program Management Office</b>	36
Grievance Intake and Response	37

Request for 4Ps Data	40
<b>Policy and Plans Division</b>	47
Accreditation of Civil Society Organizations as Beneficiary of DSWD Projects and/or Programs – Organized by Sustainable Livelihood Program (SLP)	48
Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non SLP Organized	53
Accreditation of Pre-Marriage Counselor	60
Accreditation of Social Workers Managing Court Cases	64
Approval for the conduct of research studies in DSWD Offices, Centers and Institutions	70
Endorsement of Duty-Exempt Importation of Donations to SWDAs	75
Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Permit Temporary Permit During State of Emergency/Calamity	81
Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Permit	89
Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity	104
Licensing of Private Social Welfare and Development Agencies (SWDAs) – operating in one region	117
Obtaining Social Welfare and Development Data Information	136
Pre-Accreditation Assessment of Social Welfare and Development Programs (Licensed Private SWAs and Public SWDAs) – operating within the Region	139
Registration of Private Social Welfare and Development Agencies	147
<b>Promotive Services Division</b>	153
Provision of Livelihood Assistance to Referrals and Walk-in Clients	154
<b>Protective Services Division</b>	159

Case Management in Center and Residential Care Facility	160
Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within the DSWS Offices (CIU/CIS/SWAD Offices)	170
Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals	177
Implementation of Republic Act 10868 or the Centenarian Act of 2016	183
Implementation of Supplementary Feeding Program	187
Provision of Assistance to Person Living with HIV (PLHIV)	193
Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)	202
Provision of Assistance to Solo Parent	206
Provision of Auxiliary Social Services for Persons with Disabilities	213
Provision of Resource Person to DSWD Intermediaries and Stakeholders	219
Provision of Temporary Shelter and Protective Custody (RHWG)	224
Provision of Temporary Shelter and Protective Custody (RSCC)	235
Referral for Care and Support Services	244
Securing Travel Clearance for Minors Traveling Abroad	246
Social Pension for Indigent Senior Citizen	253
<b>Feedback and Complaint Mechanism</b>	258
<b>List of Offices</b>	260



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE 02**

## **FRONTLINE (EXTERNAL) SERVICES**



# **ADMINISTRATIVE DIVISION (AD)**

## 1. Issuance of Gate Pass for Service Providers

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition.

<b>Office/Division</b>	Administrative Division Property and Supply Section	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entities	
<b>Who May Avail:</b>	DSWD Service Providers DSWD Suppliers	
	<b>Checklist of Requirements</b>	<b>Where to Secure</b>
	<ol style="list-style-type: none"> <li>1. Three (3) original copies of duly accomplished Gate Pass</li> <li>2. Property/ies to be brought outside the DSWD premises</li> </ol> <p><b><u>In the absence of the authorized signatory secure any of the following:</u></b></p> <ol style="list-style-type: none"> <li>1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for Order of Succession</li> <li>2. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises</li> </ol> <p><b><u>Properties for repair/replacement attach:</u></b></p> <ol style="list-style-type: none"> <li>1. One (1) photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>2. 1 photocopy of Technical Assistance Report</li> </ol>	<p>Supply and Property Section</p> <p>Requesting Employees/Suppliers</p> <p>Records and Archives Management Section</p> <p>Authorized signatory or Authorized representative with attached photocopy of SO for Order of Succession</p> <p>Supplier/Contractor</p> <p>DSWD Office concerned</p> <p>IT equipment – RICTMS Motor/Vehicle – GSS</p>

<ol style="list-style-type: none"> <li>3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</li> <li>4. 1 photocopy of PAR/ICS if property is under warranty</li> <li>5. 1 photocopy of government issued ID and company ID of client or representative</li> </ol> <p><b><u>For loaned properties to be returned to supplier attach:</u></b></p> <ol style="list-style-type: none"> <li>1. One 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt</li> <li>3. 1 photocopy of government issued ID and company ID of client or representative</li> </ol>	<p>Office Equipment – GSS          Furniture and Fixture – GSS          Maintenance Equipment – GSS          Procurement Section</p> <p>Accountable Person</p> <p>Supplier or representative</p> <p>Supplier or representative</p> <p>Security Personnel upon entry of the property, from supplier or contractor</p> <p>Supplier or representative</p> <p>Requesting Party</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Submit duly accomplished gate pass with attachments and present the property / Items requested for validation</li> </ol>	<ol style="list-style-type: none"> <li>1.1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented</li> <li>1.2. Review if the Gate Pass is duly accomplished and with attachments (PPIP and other supporting documents)</li> </ol>	None	3 minutes	Property and Supply Staff

	<p><b>Complete/Duly Accomplished</b></p> <p>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval</p> <p><b>Incomplete/Not Duly Accomplished</b></p> <p>Return the Gate Pass to requestor/DPSC for proper accomplishment</p> <p>1.3. Approve Gate Pass from 8:00 am to 4:00 pm</p> <p>1.4. Scan the Gate Pass barcode to record the time of approval</p> <p>The property staff shall provide the customer feedback form to the requesting party for the service provided</p> <p>1.5. Forward copy of the approved Gate Pass to:</p> <ul style="list-style-type: none"> <li>a. Security Guard – original copy</li> <li>b. Duplicate copy – Person who shall bring the equipment out</li> </ul>			
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<p><b><u>With Property Accountability</u></b></p> <p>5. Three (3) original copies of Clearance Form</p> <p>6. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities</p> <p>7. Duly signed PAR/ICS for transferred property accountability</p> <p><b><u>In case of Lost</u></b></p> <p>1. Commission on Audit decision for request for relief from property accountability due to loss</p> <p>2. One (1) photo copy of request for replacement approved by the Regional Director for request for replacement/ reimbursement of lost property</p>		<p>Human Resource Management and Development Receiving Area</p> <p>Property and Supply Section</p> <p>Submitted by the personnel applying for property clearance with signature of the new end user</p> <p>Property and Supply Section</p> <p>Property and Supply Section</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit three original copies of clearance form issued by the Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays</p>	<p>1.1 Receive Three copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.</p>	None	5 minutes	Property and Supply Staff
	<p>1.2. Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual</p>	None	1 Hour and 30 minutes	Property and Supply Staff

	<p>folder of personnel if cancelled</p> <p><b>No Accountability</b></p> <p>Record the date of effectivity of retirement / resignation / transfer / detail of separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Supply and Property for approval</p> <p><b>With Accountability/ies</b></p> <p>Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability</p>	None	25 minutes	Property and Supply Staff
2. Submit documents and other requirements as proof of cancelled property accountability	2.1. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 minutes	Property and Supply Staff
	2.2. If all the property accountability were cancelled, record the date of effectivity or	None	5 minutes	Property and Supply Staff



	retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property and Supply Section for approval			
	2.3. Check the “cleared” box and affix signature in the clearance form	None	5 minutes	Head, Property and Supply Section
	2.4. Scan signed clearance from, record in clearance logbook/monitoring sheet, forward to the next office concerned and provide Client Satisfaction Measurement Form (CSMF) to the requesting party/client	None	10 minutes	Property and Supply Clerk
	2.5. Upload scanned signed clearance in PREMIS	None	10 minutes	Property and Supply Staff
<b>TOTAL</b>		<b>None</b>	<b>3 hours</b>	

### 3. Receiving Request for Information

This refers to the receipt and conduct of an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

<b>Office/Division</b>	Administrative Division Records and Archives Management Section	
<b>Classification</b>	Covered by Special Law (Executive Order No. 02 series of 2016)	
<b>Type of Transaction</b>	G2C – Government to Citizens	
<b>Who May Avail:</b>	Individuals with Filipino citizenship	
	<b>Checklist of Requirements</b>	<b>Where to Secure</b>
	<b>Standard Request</b>	
	1. One (1) Request Letter addressed to the Regional Director	Requesting Party
	2. 1 FOI Request Form (state your complete name, contact information and purpose of request	Records and Archives Management Section
	3. 1 photocopy of government issued ID for school ID (for registered students) with photo	Requesting Party
	<b>Online Requests or through eFOI portal</b>	
	1. Visit the eFOI website	<a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>
	1.1. Choose Make a Request Icon	
	1.2. Select Department of Social Welfare and Development	
	1.3. Click on Write My Request (ensure all mandatory fields are filled out)	
	1.4. Attach 1 photocopy of government issued ID for school ID (for registered students) with photo	
	<b>If unable to make a written request, because of illiteracy or disability</b>	
	1. Visit nearest Visit the nearest DSWD Office or contact Ms. Gela Flor R. Perez in DSWD-FO II at (078) 304-1004 for inquiries	
	Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form	
	2. Provide 1 copy of government issued ID or school ID (for	

registered students with photo and authorization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	1. Receive FOI Request via (a) e-Freedom of Information (eFOI) Portal or (b) Manual of Request  1.1. Conduct initial evaluation on the FOI Request  1.2. Check if the FOI Request Form is properly filled out with attached photocopy of any government issued I.D. or school I.D. (for registered students) with photo  1.3. Check if the requested information is already posted and available online.  1.4. Check if the requested information is substantially similar or identical to previous requests by the same party	None	40 minutes	DSWD FO 02 FOI Receiving Officer
2. Receive notification/ requested information/ data from the contact information provided	<b>If found to be available online:</b>  2. Inform the requesting party and provide the link of posted information through the indicated contact details of the requesting party.	None	3 hours	DSWD FO 02 FOI Receiving Officer

	<p><b>If found to be available online from the previous request:</b></p> <p>2. Inform the requesting party that the Information is not maintained by the Department but is available in other Government Agencies.</p> <p>2.1. The request shall be forwarded to the identified Agency.</p> <p><b>If the request is accurate and complete:</b></p> <p>2. Transmit the FOI request to the DSWD FDM for further evaluation and onward submission to concerned ODS for retrieval of data.</p> <p>3. Update status in the FOI Monitoring Tool.</p> <p>4. File FOI Request form, Transmittal endorsed to FOI Decision Maker/ ODS.</p>	None	4 hours	DSWD FO 02 Receiving Officer
		None	10 minutes	DSWD FO 02 Receiving Officer / Outgoing Staff
		None	10 minutes	DSWD FO 02 Receiving Officer / Outgoing Staff
3. Receive FOI response	3. Receive response from the ODS holding the information.	None	15 minutes	DSWD FO 02 Receiving Officer
	3.1. The FRO/FO FOI Focal shall	None	1 hour	

	collate and ensure that the information is complete.			DSWD FO 02 Receiving Officer
	If found to be incomplete, return the same to concern ODS for compliance			
	3.2. If the information is complete and accurate, the FRO/FO FOI Focal shall then endorse the data/information to the requesting party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	5 hours	DSWD FO 02 Receiving Officer
	3.3. Transmit the approved information to the requesting party, through: (a) Electronic mail or (b) Courier service	None	1 hour	DSWD FO 02 Receiving Officer / Outgoing Staff
	3.4. Update status in the FOI Monitoring Tool	None	15 minutes	DSWD FO 02 Receiving Officer
	3.5. File copy of endorsement letter to the requesting party	None	15 minutes	DSWD FO 02 Receiving Officer
	<b>TOTAL</b>	<b>None</b>	<b>2 days</b>	

# **DISASTER RESPONSE MANAGEMENT DIVISION (DMRD)**

## 1. Augmentation of Food and Non-Food Items

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office/Division</b>	Disaster Response Management Division Regional Resource Operations Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who May Avail:</b>	Local Government Units			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Letter of Request signed by the Local Chief Executive		Office of the Mayor		
2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer (LSWDO) and noted by the Local Chief Executive		Local Social Welfare and Development Office		
3. Copy Situation/ Incident Report/ Disaster Report signed by the LSWDO and/or Local Disaster Risk Reduction Management Office.		Local Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with complete supporting documents to Office of the Regional Director.	1. Receive and forward the request with supporting documents to the Office of the Division Chief. Disaster Response Management Division.	None	5 minutes	Assigned Clerk, ORD

	1.1. Receive and forward the documents with notation of the Regional Director.	None	5 minutes	Assigned Clerk, DRMD
	1.2. Receive and forward request and supporting documents with notation of the Regional Director and Officer-in-Charge, Disaster Response Management  If incomplete, coordinate with the requestor for clarification.	None	3 minutes	Assigned Clerk, DRRS
	1.3. Review and assess documents and recommend for Assessment Report.	None	5 minutes	DRRS Head
	1.4. Prepare Request Issue Slip (RIS) and Letter of Approval and forward to the Division Chief.	None	5 minutes	Social Welfare Officer I, DRRS
	1.5. Review Assessment Report, RIS and Letter of Approval and affix initial.	None	30 minutes	OIC, DRMD
	1.6. Route Assessment Report, RIS and Letter of Approval to the Office of the OIC Assistant Regional Director for Operations	None	5 minutes	Assigned Clerk, DRRS



	1.5. Approve Assessment Report, RIS and Notice of Approval.	None	10 minutes	OIC ARDO
	1.6. Receive and file documents and input RIS detail into the Database Inventory of Releases.	None	2 minutes	Project Development Officer, DRRS
2. Receive Notice of Approval.	2. Send Notice of Approval to LGU.	None	2 minutes	Administrative Assistant, DRRS
	3. Receive RIS and prepare delivery/hauling of FNIs.	None	3 minutes	Project Development Officer, RROS
	3.1. Prepare FNIs for hauling/delivery	None	1 hour	Administrative Aide IV, RROS
4. Haul FNIs, sign RIS/Delivery Receipt	4. Receive signed and approved RIS for Delivery Receipt for immediate dispatch.	None	5 minutes	Administrative Aide, RROS
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 30 minutes</b>	

# **FINANCIAL MANAGEMENT DIVISION (FMD)**

## 1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor's Certificate of Donation/Deed of Donation or any document showing proof of donation.

<b>Office/Division</b>	Financial Management Division Accounting Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>Checklist of Requirements</b>	<b>Where to Secure</b>			
1. Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)	Download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> located under General Administration and Support Services Group and select Request Form for Certificate of Donation			
2. Electronic or hard copy of the following supporting documents:  For donors: <ul style="list-style-type: none"> <li>Signed and Notarized Deed of Donation</li> <li>Official receipt of cash donations; or</li> <li>Acknowledgement receipt <b>and</b> delivery receipt for Donations-in-Kind</li> </ul> For authorized representative: <ul style="list-style-type: none"> <li>Authorization letter from the donor</li> <li>One (1) photocopy of government issued ID of the donor and the authorized representative</li> </ul>	Accounting Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form with complete supporting documents	1. Receive the duly accomplished Request Form.  1.2. For walk-in request, check completeness of the Request Form and	None	4 minutes	Assigned Clerk

	<p>the supporting documents.</p> <p>1.3. Acknowledge receipt of request submitted via email.</p> <p>Note: Only request with complete requirements shall be accepted and processed. Requests with incomplete requirements shall be returned to the requesting party.</p>	None	5 minutes	Accounting Staff
2. Receive acknowledgement or claim stub with Reference Number and date of receipt.	2. Record detail of donation and indicate the schedule of release of the BIR Form 2322 or the Certificate of Donation.	None	5 minutes	Accounting Staff
	2.1. Issue acknowledgement or claim stub with Reference Number and date of receipt.	None	5 minutes	Accounting Staff
	2.2. Prepare BIR Form 2322 or the Certificate of Donation for the signatory of the Regional Director or her authorized representative	None	6 days	Accounting Staff
3. Present the claim stub or printed copy of the acknowledgement receipt and sign in the Logbook of Acknowledgement.	3. Issue the BIR Form 2322 or the Certificate of Donation to the requesting party.	None	5 minutes	Assigned Clerk
4. Accomplish Client Satisfaction	4. Provide the client copy of the Client Satisfaction	None	5 minutes	Assigned Clerk

Measurement Survey Form	Measurement Survey Form.			
	5. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

## 2. Processing of Request for Accounting Certification of Former DSWD Employees

<b>Office/Division</b>	Financial Management Division Accounting Section		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C – Government to Citizen		
<b>Who May Avail:</b>	Former DSWD Field Office 02 employees		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-001)</li> <li>Supporting documents</li> </ul> <p>For former DSWD FO 02 employees:</p> <ul style="list-style-type: none"> <li>One (1) Photocopy of government-issued ID</li> </ul> <p>For authorized representative:</p> <ul style="list-style-type: none"> <li>Authorization letter for the representative</li> <li>One (1) Photocopy of government-issued ID of the DSWD FO 02 former employees</li> <li>One (1) Photocopy of government-issued ID of the representative</li> </ul> <p>List of Accounting Certificatios:</p> <p>Permanent, Contractual and Casual</p> <ul style="list-style-type: none"> <li>Last salary processed</li> <li>Pag-IBIG Loan Amortization Withheld and Remittances</li> </ul>	<p>Download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> located under General Administration and Support Services Group and select Request Form for Certificate of Donation</p>		

<ul style="list-style-type: none"> <li>GSIS Loan Amortization Withheld and Remittances</li> <li>Philhealth Contribution and Remittances (maximum of one year)</li> </ul> <p>Contract of Service workers</p> <ul style="list-style-type: none"> <li>Last Cost of Service processed</li> <li>Philhealth Contribution and Remittances (maximum of one year)</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form and its supporting documents.	<p>1. Receive and review Request Form and its supporting documents.</p> <p>Note: Only request with complete requirements shall be accepted and processed. Requests with incomplete requirements shall be returned to the requesting party.</p>	None	5 minutes	Accounting Clerk
2. Receive acknowledgement or claim stub with Reference Number and date of receipt.	2. Record detail of the request and indicate the schedule of release of the requested certification.	None	10 minutes	Accounting Staff
	2.1. Issue acknowledgement or claim stub with Reference Number and date of receipt.	None		Accountant
	2.2. Collect the needed data from Cash Section and/or Personnel Administration Section	None		Accounting Staff
	2.3. Prepare the requested	None	6 days	Accounting Staff

	Accounting Certification			
	2.4. Review and sign the prepared Certification.	None	5 minutes	Regional Accountant
	2.5. Sign the requested Certification	None	5 minutes	Chief, Financial Management Division
3. Present the claim stub or printed copy of the acknowledgement receipt and sign in the Logbook of Acknowledgement.	3. Issue the requested Certification to the requesting party.	None	5 minutes	Assigned Clerk
4. Accomplish Client Satisfaction Measurement Survey Form	4. Provide the client copy of the Client Satisfaction Measurement Survey Form.	None	5 minutes	Assigned Clerk
	5. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)**



## 1. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities. AD requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

<b>Office/Division</b>	Human Resource Management and Development Division Personnel Administration Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Separated Field Office 02 officials and employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Form or Formal Letter or request sent through email ( <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a> )		Requesting Party		
2. Completed Clearance from Money, Property and Work-related accountabilities		Personnel Administration Section		
3. Special Power of Attorney (for authorized representative)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form with complete supporting documents personally or via email.	1. Receive and review duly accomplished Request Form and review completeness of submitted by the requesting party.	None	10 minutes	Assigned Clerk
2. Await for advice of the PAS Focal Person	2. Review Service Card Data of the requesting party.	None	5 minutes	PAS Focal Person
	2.1. Check 201 File or PER 16 of the requesting party if needed.	None	5 day	PAS Focal Person
	2.2. Prepare Service Record and attach supporting documents to the	None	1 day	PAS Focal Person

	<p>prepared Service Record.</p> <p>2.3. Review and affix initial in the prepared Service Record.</p> <p>2.4. Sign the prepared Service Record.</p> <p>2.5. Route the prepared Service Record to the Office of the Assistant Regional Director for Administration.</p> <p>2.6. Sign the Service Record</p> <p>2.7. Return the duly signed Service Record to the HRMDD.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>PAS Head</p> <p>OIC, HRMDD</p> <p>Assigned Clerk</p> <p>Assistant Regional Director for Administration</p> <p>Assigned Clerk, OARDA</p>
3. Receive information on the date of issuance.	3. Inform the requesting party of the issuance of the duly signed Service Record.	None	5 minutes	Assigned Clerk
4. Receive the duly signed Service Record	4. Issue the duly signed Service Record if picked-up.	None	2 minutes	Assigned Clerk
	4.1. If the mode of receipt is via courier, forward the document to the Records and Archives Management Section for courier service.	None	5 minutes	Assigned Clerk
5. Accomplish Client Satisfaction Measurement Survey Form	5. Provide the client copy of the Client Satisfaction	None	2 minutes	Assigned Clerk

	Measurement Survey Form.			
	6. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

## 2. Issuance of Completed Office Clearance Certificate for Money, Property and Legal Accountabilities to Separated Officials and Employees

The CO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated Officials and employees if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations.

<b>Office/Division</b>	Human Resource Management and Development Division Personnel Administration Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Separated DSWD Field Office 02 officials and employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Form or Formal Letter or request sent through email ( <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a> )		Requesting Party		
2. Letter of Separation and its Acceptance		Requesting Party		
3. Special Power of Attorney (for authorized representative)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form with complete supporting documents personally	1. Receive and review duly accomplished Request Form and review completeness of submitted by the requesting party.	None	10 minutes	Assigned Clerk
2. Await for advice of the PAS Focal Person	2. Check 201 File or PER 16 to retrieve the CO Completed	None	15 minutes	PAS Focal Person

	<p>Clearance from Money, Property and Work-related accountabilities .</p> <p>2.1. If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16.</p> <p>2.2. If there is only one (1) original copy of the CO Clearance Certificate on file, photocopy the Completed Clearance from Money, Property and Work-related accountabilities then stamp "Certified True Copy" on the same document.</p> <p>2.3. Review and affix initials in the Certified True Copy of the Completed Clearance from Money, Property and Work-related accountabilities.</p> <p>2.4. Sign in the Certified True Copy of the Completed Clearance from Money, Property and Work-related accountabilities.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>PAS Focal Person</p> <p>PAS Focal Person</p> <p>PAS Head</p> <p>OIC, HRMDD</p>
3. Receive information on the date of issuance.	3. Inform the requesting party of the issuance of the duly signed CO Clearance from Money, Property and Work-related accountabilities	None	5 minutes	Assigned Clerk

4. Receive the duly signed S CO Clearance from Money, Property and Work-related accountabilities	4. Issue the duly signed CO Clearance from Money, Property and Work-related accountabilities if pick-up.	None	2 minutes	Assigned Clerk
	4.1. If the mode of receipt is via courier, forward the document to the Records and Archives Management Section for courier service.	None	5 minutes	Assigned Clerk
	4.2. If the mode of receipt is via email, scan and send the duly signed CO Clearance from Money, Property and Work-related accountabilities	None	10 minutes	Assigned Clerk
4. Receive duly signed Certificate of Employment	4. Handover signed Certificate of Employment	None	5 minutes	Assigned Clerk
5. Accomplish Client Satisfaction Measurement Survey Form	5. Provide the client copy of the Client Satisfaction Measurement Survey Form.	None	2 minutes	Assigned Clerk
	6. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

### 3. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers

The COE is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

<b>Office/Division</b>	Human Resource Management and Development Division Personnel Administration Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	DSWD Field Office 02 separated officials and employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Form or Formal Letter or request sent through email ( <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a> )		Requesting Party		
2. Field Office Clearance		Requesting Party		
3. Special Power of Attorney (for authorized representative)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form with complete supporting documents personally	1. Receive and review duly accomplished Request Form and review completeness of submitted by the requesting party.	None	10 minutes	Assigned Clerk
2. Await for advice of the PAS Focal Person	2. Check 201 File/ PER 16 if needed.	None	30 minutes	PAS Focal Person
	2.1. Prepare Certificate of Employment and attach supporting documents to the prepared Certificate of Employment.	None	30 minutes	PAS Focal Person
	2.2. Review and affix initials in the prepared Certificate of Employment.	None	5 minutes	Head, PAS
	2.3. Sign the Certificate of Employment.	None	5 minutes	OIC, HRMDD
	2.4. Route the prepared Service Record to the Office of the Assistant Regional Director for Administration.	None	5 minutes	Assigned Clerk

	2.5. Sign Certificate of. Employment	None	5 minutes	Assistant Regional Director for Administration
	2.6. Return the duly signed Certificate of Employment to HRMDD	None	5 minutes	Assigned Clerk, OARDA
3. Receive information on the date of issuance.	3. Inform the requesting party of the issuance of the duly signed CO Clearance from Money, Property and Work-related accountabilities	None	5 minutes	Assigned Clerk
4. Receive the duly signed Service Record	4. Issue the duly signed Service Record if picked-up.	None	2 minutes	Assigned Clerk
	4.1. If the mode of receipt is via courier, forward the document to the Records and Archives Management Section for courier service.	None	5 minutes	Assigned Clerk
5. Accomplish Client Satisfaction Measurement Survey Form	5. Provide the client copy of the Client Satisfaction Measurement Survey Form.	None	2 minutes	Assigned Clerk
	6. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

#### 4. Issuance of Certificate of Leave without Pay (LWOP)/No LWOP to Separated Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

<b>Office/Division</b>	Human Resource Management and Development Division Personnel Administration Section			
<b>Classification</b>				
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	DSWD Field Office 02 separated Officials and			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Form or Formal Letter or request sent through email ( <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a> )		Requesting Party		
2. Field Office Clearance		Requesting Party		
3. Special Power of Attorney (for authorized representative)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form with complete supporting documents personally or via email.	1. Receive and review duly accomplished Request Form and review completeness of submitted by the requesting party.	None	10 minutes	Assigned Clerk
2. Await for the advice of the assigned PAS Focal Person	2. Review documents submitted and encode details of the Leave Ledger in the ELARS.	None	3 days (may take longer depending on the retrieving of files, if needed and on the length of service of the separated official/ employee)	PAS Focal Person
	2.1. Review the ELARS vis-à-vis the Leave Ledger.	None	1 day and 4 hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated	PAS Focal Person



	<p>2.2. Encode details in the Certificate of Employment.</p> <p>2.3. Print the Certificate of Employment.</p> <p>2.4. Review and affix initials in the prepared Certificate of Employment.</p> <p>2.5. Sign the Certificate of Employment.</p> <p>2.6. Route the Certificate of Employment to the Office of the Assistant Regional Director for Administration</p> <p>2.7. Sign the Certificate of Employment</p> <p>2.8. Return the signed Certificate of Employment to HRMDD.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>official/ employee.</p> <p>2 hours</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>PAS Focal Person</p> <p>PAS Focal Person</p> <p>PAS Focal Person</p> <p>PAS Focal Person</p> <p>Assigned Clerk</p> <p>Assistant Regional Director for Administration</p> <p>Assigned Clerk, OARDA</p>
3. Receive information on the date of issuance.	3. Inform the requesting party of the issuance of the duly signed CO Clearance from Money, Property and Work-related accountabilities	None	5 minutes	Assigned Clerk
4. Receive the duly signed Service Record	4. Issue the duly signed Service Record if picked-up.	None	2 minutes	Assigned Clerk
		None	5 minutes	Assigned Clerk

	4.1. If the mode of receipt is via courier, forward the document to the Records and Archives Management Section for courier service.			
5. Accomplish Client Satisfaction Measurement Survey Form	5. Provide the client copy of the Client Satisfaction Measurement Survey Form.	None	2 minutes	Assigned Clerk
	6. Update the status of request in the Monitoring Tool.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

# **PANTAWID PAMILYANG PILIPINO PROGRAM MANAGEMENT OFFICE (PANTAWID)**

## 1. Grievance Intake and Response

Intake and Response refers to the recording of grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

<b>Office/Division</b>	Pantawid Pamilyang Pilipino Program Management Office Grievance Redress Unit			
<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. If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  2. Proof of grievance, if available  3. Any valid ID if non-4Ps beneficiary		Issued by the assigned City/Municipal Link or Community Facilitators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the 4Ps Assistance Desk for verification of identity.	1. Receive the client, inquire what the concern is all about and verify the identity of the client.	None	5 minutes	Grievance Officer
2. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilyang Pilipino Information System (PPIS).  2.1. Encode the transaction correctly in the GRS Information System /Tracker  For instances when the GRS Information System is inaccessible, the staff may use GRS forms to intake the grievance.	None	30 minutes	Grievance Officer

	<p>2.2. Check the supporting documents provided, if available.</p> <p>2.3. Assess all the data and information available and discuss with the client the findings and next steps to take.</p> <p>2.3.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>2.3.2. If another information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance and inform the client that she/he will be contracted thru his/her mobile number.</p> <p>2.3.3. Print and provide a copy of the encoded transaction to the client.</p> <p>For instances when the GRS information is not accessible, the beneficiary will be given an acknowledgement</p>			
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	receipt found at the bottom of the grievance form.			
3. Accomplish the Client Satisfaction Measurement Survey Form.	3. Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Grievance Officer
4. Proceed to the Office Exit	4. Close the transaction and gracefully lead the client to the exit.	None	1 minute	Grievance Officer
5. Await for the update on the status of grievance within three (3) days.	<p>5. Endorse the transaction to the concerned office (Provincial Operations Office and/or OBSUs) for processing and update the resolution details in the Grievance Information System (GIS) based on the actions taken with three (3) working days.</p> <p>If transaction was received at the RPMO, the Regional Grievance Officer shall draft memorandum addressed to the concerned office (POO and/or OBSU) for information.</p> <p>5.1. Monitor the status of the transaction and check updates from the concerned office in the GRS Information System.</p>	None	7 hours and 9 minutes	Regional Grievance Officer
6. Receive update/ feedback on the status of grievance.	6. Provide the client an update/feedback about the status of his/her concern either through text			

	<p>messaging or phone call.</p> <p>For instances when the client did not or cannot provide contact information, the provision of feedback may be course through the assigned City/ Municipal Link.</p> <p>6.1. Update the status of the transaction in the GRS Information System.</p>			
<b>TOTAL</b>		<b>None</b>	<p><b>51 minutes (if grievance is resolved outright)</b></p> <p><b>3 working days (if grievance is referred to the Field Office for resolution and feedback is provided to the client.</b></p>	

## 2. Request for 4Ps Data

This service refers to the provision of assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid sharing protocol.

In processing the request, there is an exception that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

<b>Office/Division</b>	Pantawid Pamilyang Pilipino Program Management Office Regional Monitoring and Evaluation Unit			
<b>Classification</b>	G2C – Government to Citizen			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Public			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. One (1) accomplished Data Request Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled up Data Request Form	1. Receive and acknowledge the accomplished Data Request Form with uploaded/ attached supporting documents.	None	10 minutes	Regional Monitoring and Evaluation Officer
	1.2. Assess request for data	None	2 hours	Regional Monitoring and Evaluation Officer
	1.2.1. If Primary Data, the request shall be endorsed to the Policy and Plans Division.  1.2.2. If Secondary Data, determine if the data being requested are public or classified based on request form and supporting documents and evaluate the request based on the type of requested data according to simple, complex and highly technical.  1.2.3. Inform the client regarding the turnaround time via email or any other			



	form of communication.			
2. Receive requested data	2. If the data request is identified as Public Data, evaluate and endorse request to the appropriate office/division for data generation.	None	2 hours	Regional Monitoring and Evaluation Officer
	2.1. Generate the data and forward the same to Regional Monitoring and Evaluation Unit based on the type of request.	None	16 days	Designated Unit/ Focal
	2.1.1. If the data is simple, provide the data request to the client and administer the Client Satisfaction Measurement Form.	None	4 hours	Regional Monitoring and Evaluation Officer
	2.1.2. If the data is complex or highly technical, endorse to Regional Program Coordinator for review and prepare endorsement memorandum to the Regional Director.	None	1 day	Regional Program Coordinator
			1 day	Regional Director
	2.1.3. Review outgoing data and recommend clearance of the Regional Director.	None	5 minutes	Assigned Clerk, ORD
2.1.4. Review the outgoing data and sign the memorandum or response letter.	None	4 hours	Assigned Clerk, ORD	

	<p>2.1.5. Return the data and signed memorandum.</p> <p>2.1.6. Provide the data and administer the Client Satisfaction Measurement Form</p>	None	1 day	Regional Monitoring and Evaluation Officer
	<p>2.2. If the data request is identified as classified data, the RMEU shall determine if there is an existing Data Sharing Agreement (DSA) with the client.</p>	None	2 hours	Regional Evaluation and Monitoring Officer
	<p>2.2.1. If the client has an existing DSA, endorse the data request to appropriate division for data generation.</p>	None	16 days	Regional Evaluation and Monitoring Officer
	<p>2.2.2. Generate the data and forward it to the RMEU.</p>	None	4 hours	Designated Division/ Unit Focal
	<p>2.2.3. Endorse the data to Regional Program Coordinator and prepare an endorsement memorandum to the Regional Director for approval.</p>	None	1 day	Regional Evaluation and Monitoring Officer
	<p>2.2.4. Review the outgoing data and endorse back to RMEU to be provided to the client.</p>	None	1 day	Regional Program Coordinator
	<p>2.2.5. Provide the data request to the client and administer</p>	None	4 hours	Regional Evaluation and

	<p>Client Satisfaction Measurement Survey Form.</p> <p>2.2.6. If there is no existing DSA, review and provide initial comments based on the request of the client and endorse to the Regional Data Protection Officer (DPO) if the request is valid or invalid for a Memorandum of Agreement (MOA) in accordance with the Data Privacy Act.</p> <p>2.2.7. Prepare response letter.</p> <p>2.2.8. If the request is invalid, provide response letter to the client signed by the RD and administer Client Satisfaction Measurement Form.</p> <p>2.2.9. If the request is valid, a MOA between the requesting part and the proponent office will prepared by RMEU.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>4 hours</p> <p>2 days</p> <p>3 days</p>	<p>Monitoring Officer</p> <p>Regional Evaluation and Monitoring Officer</p> <p>Regional Evaluation and Monitoring Officer</p> <p>Regional Evaluation Monitoring Officer</p> <p>Regional Evaluation and Monitoring Officer</p>
3. Acknowledge draft MOA	3. Share the draft MOA to the client.	None		Regional Evaluation and Monitoring Officer
	4. Review MOA and endorse to Legal Unit.	None	4 hours	Regional Evaluation and Monitoring Officer

	4.1. Revise MOA based on the comments/inputs of the Legal Unit.	None	1 hour	Regional Evaluation and Monitoring Officer
	4.2. Endorse the revised MOA to Legal Unit for concurrence.	None	1 day	Regional Evaluation and Monitoring Officer
	4.3. Prepare communication for endorsement to the client for MOA signing.	None	1 hour	Regional Evaluation and Monitoring Officer
5. Sign MOA	5. Present the MOA to the client for signing.	None	5 minutes	Regional Evaluation and Monitoring Officer
	5.1. Endorse to Field Office Data Privacy Officer and Regional Director for signature.	None	1 hour	Regional Evaluation and Monitoring Officer
	5.2. Endorse the request to the appropriate Division/ Unit/ Focal for data generation.			
6. Receive data request	6. Provide data request to client and submit signed MOA and administer Client Satisfaction Measurement Form	None	4 hours	Regional Monitoring and Evaluation Officer
<b>TOTAL</b>		<b>None</b>	<b>For public Data:</b>  <b>Simple – 2days, 4 hour and 10 minutes</b>  <b>Complex – 6 days, 4 hours and 10 minutes</b>	

		<p><b>Highly Technical – 19 days, 4 hours and 10 minutes</b></p> <p><b>For classified data:</b></p> <p><b>With existing DSA</b></p> <p><b>Complex – 6 days, 6 hours and 10 minutes</b></p> <p><b>Without DSA</b></p> <p><b>Valid for MOA – 11 days, 7 hours and 10 minutes</b></p> <p><b>Invalid MOA – 2 days, 2 hours</b></p>	
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# **POLICY AND PLANS DIVISION (PPD)**

## 1. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

To enhance and simplify procedures for accreditation of DSWD Organized Beneficiary CSO from SLP and ensure accountability relative to potential misuse of funds and comply with the EODB requirements making programs and projects more accessible to individuals bound by common interest.

<b>Office/Division</b>	Policy and Plans Division Standards Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizens			
<b>Who May Avail:</b>	Beneficiary Civil Society Organizations organized by the Department through the SLP			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Certified true copy of the Certificate of Eligibility issued by SLP-RPMO		Sustainable Livelihood Program – Regional Program Management Office		
2. Endorsement of SLPAs with CoE signed by the RPC to include the project/s approved, address of the SLPA, and the budget approved for the project)		Sustainable Livelihood Program – Regional Program Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse requirements to Standards Section	1. Receive the documentary requirements and logs its receipt into the Document Tracking System (DTS) and provide Document Reference Number (DRN) for easy tracking.	None	15 minutes	Assigned Clerk
	1.1. Route to the Standards Section Head (SS Head)  1.2. Refer the application documents to concerned SS technical staff	None	2 hours	Standards Section

	<p>1.3. Review the application documents as to completeness and compliance to guidelines.</p> <p>1.4. If found complete, prepare the template of Certificate/s of Accreditation (COA) for printing and routes the template of Certificates to administrative support staff.</p> <p>1.5. Prepare and affix initial in the memo request for signature of the COA for the Regional Director (RD) for endorsement of SS Head.</p> <p>1.6. If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.</p>	None	1 day	Standards Technical Staff
	<p>1.7. Log receipt into the document tracking system/ Logbook.</p> <p>1.7.1. Check availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation</p>	None	2 hours	Assigned Clerk



	<p>template provided by the technical staff.          Forwards printed COA and memo request to SS Head</p> <p>1.7.2. In the absence of SECPA, secure appropriate parchment paper to be used for the printing of certificates as applicable.</p> <p>1.8. Clarify, edit and ensure completeness of the submitted documents by technical staff.</p> <p>1.8.1. Analyze the information provided based on existing guidelines on completeness, quality, grammar and spelling prior to endorsing to Regional Director.</p> <p>1.8.2. Forward the memo request with the Certificate/s of Accreditation and supporting documents to the Administrative Support Staff for routing of documents to the RD.</p> <p>1.9. Log receipt into the document tracking system / Logbook.</p>	<p>None</p> <p>None</p>	<p>4 hours</p> <p>15 minutes</p>	<p>Head, Standards Section</p> <p>Assigned Clerk</p>
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	1.9.1. Forward the memoranda request and Certificate/s of Accreditation to the RD.	None	15 minutes	Assigned Clerk
	1.10. Receive the memorandum request and Certificate/s of Accreditation.	None	2 days	Assigned Clerk, ORD
	1.10.1. Forward the documents to the Regional Director for review/ approval.			
	1.11. Review the memorandum request.	None	2 days	Regional Director
	1.11.1. If found in order, affix signature and endorse the document to the Standards Section.			
	1.11.2.If there are corrections and/or denial, return the Standard Section.			
	1.12. Forward signed Certificate/s of Accreditation			
	1.12.1. Log receipt into the document tracking system/ Logbook of the signed Certificate/s of Accreditation.	None	15 minutes	Assigned Clerk, ORD
	1.13. Forwards the documents to the Standards Section Head.	None	10 minutes	Assigned Clerk
2. Receives the signed Certificate of Accreditation.	2. Forward the signed certificates to technical staff for	None	5 hours	Standard Technical Staff

	<p>endorsement of signed COA and notification of CSO applicants through the SLP-RPMO and request for posting at the website through the Regional Information and Communications Technology Management Service (ICTMS)</p> <p>2.1. Prepare memorandum endorsing signed certificates to SLP-RPMO. 2.1.1. Prepares memo request for ICTMS for posting of the list of accredited beneficiary CSOs.</p> <p>2.2. Review, clarify, edit and ensure completeness of the submitted documents by technical staff prior to endorsing the memo with signed certificates to SLP-RPMO and request for posting to RICTMS. 2.2.1. Sign and forward the respective memoranda for routing.</p> <p>If there are comments or corrections, return the memo to the FO SS technical staff</p>	None	4 hours	Head, Standards Section
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	<p>2.3. Log receipt into the document tracking system/ logbook.</p> <p>2.4. Forward the signed memoranda to SLP-RPMO with the signed certificates and secures receiving copy.</p> <p>2.5. Scan the Certificate/s of Accreditation</p> <p>2.6. Forward signed memoranda to RICTMS for posting to Field Office website</p> <p>2.7. Post of list of accredited beneficiary CSOs to FO-assigned bulletin board</p>	None	3 hours	Assigned Clerk
3. Accomplish Client Satisfaction Measurement Form	3. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>6 days and 15 minutes</b>	

## 2. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non SLP Organized

Provide streamlined and simplified procedures for accreditation of CSOs as beneficiaries of DSWD projects and/or programs recognizing the individuals bound by common interest to organize themselves and assist the government in projects or program implementation.

<b>Office/Division</b>	Policy and Plans Division Standard Section
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Client

<b>Who May Avail:</b>		Beneficiary Civil Society Organizations (CSOs) that are not organized by the Department		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
DSWD-Organized Beneficiary CSO Applicants 1. Certificate of Compliance issued by the Regional Head of the applicable DSWD program or project e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project and in accordance with the minimum accreditation requirements that are applicable under Rule 65 of the 2017 GAA.		SLP Regional Program Management Office		
Other CSO applicants 1. Duly accomplished Application Form, supported with: (a) Organizational Chart, (b) Location sketches and (c) Photographs of the Office/ Meeting Place		SLP RPMO (DSWD-BCSOA 001A)		
2. List of Projects and Programs		SLP RPMO (DSWD-BCSOA-001B)		
3. Roster of Members		SLP RPMO (DSWD-BCSOA 001C)		
4. Original Certificate of Good Standing		SLP RPMO (DSWD-BCSOA 002)		
5. Certification that the Beneficiary CSO has undergone Social Preparation; or		SLP RPMO (DSWD-BCSOA 003)		
6. Certification on the willingness of Beneficiary-CSO to undergo social preparation.		SLP RPMO (DSWD-BCSOA-004)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse requirements to DSWD FO – Standards Section (SS)	1. Receive the documentary requirements and log its receipt into the Document Tracking System (DTS) and provide Document Reference Number	None	15 minutes	Assigned Clerk



	<p>1.7. Log receipt into the document tracking system/ Logbook.</p> <p>1.8. Checks availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation template provided by the technical staff. Forwards printed COA and memo request to SS Head</p> <p>1.8.1. In the absence of SECPA, secures appropriate parchment paper to be used for the printing of certificates as applicable.</p>	None	2 hours	Assigned Clerk
	<p>1.9. Review, clarify, edit and ensure completeness of the submitted documents by technical staff.</p> <p>1.9.1. Analyze the information provided based on existing guidelines on completeness, quality, grammar and spelling prior to endorsing to Regional Director.</p>	None	4 hours	Head, Standards Section
	<p>1.9.2. Forward the memorandum request with the Certificate/s of Accreditation and</p>	None	15 minutes	Assigned Clerk

	<p>supporting documents to the to the Office of the Regional Director.</p>			
	<p>1.10. Log receipt into the document tracking system/ Logbook.</p>	None	15 minutes	Assigned Clerk, ORD
	<p>1.10.1. Forward the memorandum request and Certificate/s of Accreditation to the Regional Director.</p>	None	4 hours	Assigned Clerk, ORD
	<p>1.8. Receives the memo request and Certificate/s of Accreditation. Forwards the documents to the Regional Director for review/ approval.</p>	None	15 minutes	Assigned Clerk, ORD
	<p>1.9. Review the memorandum request.</p>	None	2 days	Regional Director
	<p>1.9.1. If found in order, affix signature and endorse the document to the Standards Section.</p>			
	<p>1.9.2. If there are corrections and/or denial, return the endorsement to the Standards Section</p>			
	<p>1.10. Forward signed Certificate/s of Accreditation</p>	None	15 minutes	Assigned Clerk, ORD
	<p>1.11. Log receipt into the document tracking system/ Logbook of the</p>	None	10 minutes	Assigned Clerk



	<p>signed Certificate/s of Accreditation.</p> <p>1.11.1. Forward the documents to the Standards Section Head</p> <p>1.11.2. Forward the signed certificates to technical staff for endorsement of signed COA and notification of CSO applicants through the SLP-RPMO and request for posting at the website through Regional Information and Communications Technology Management Service (RICTMS)</p>	None	4 hours	Head, Standards Section
2. Receive the signed Certificate of Accreditation.	<p>2. Prepare memorandum endorsing signed certificates to SLP-RPMO.</p> <p>2.1. Prepare memorandum request for RICTMS for posting of the list of accredited beneficiary CSOs.</p> <p>2.2. Review, clarify, edit and ensure completeness of the submitted documents by technical staff prior to endorsing the memo with signed certificates to SLP-RPMO and request for posting to RICTMS.</p>	None	4 hours	Standards Technical Staff
		None	4 hours	Head, Standards Section

	<p>2.3. Sign and forward the respective memoranda for routing.</p> <p>2.3.1. If there are comments or corrections, return the memorandum to the FO SS technical staff</p> <p>2.4. Log receipt into the document tracking system/ logbook</p> <p>2.5. Forward the signed memorandum to SLP-RPMO with the signed certificates and secure receiving copy.</p> <p>2.6. Scan the Certificate/s of Accreditation</p> <p>2.7. Forward signed memo to ICTMS for posting to Field Office website</p> <p>2.8. Post of list of accredited beneficiary CSOs to FO-assigned bulletin board</p>	None	3 hours	Assigned Clerk
3. Accomplish Client Satisfaction Measurement Form	3. Administer and receive accomplished Client Satisfaction Measurement For.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>6 days and 15 minutes</b>	

### 3. Accreditation of Pre-Marriage Counselor

The accreditation of Pre-marriage Counselors is to assess the capacity of the applicants or service provider based on set indicators along with knowledge, skills, and attitude. It further aims to establish a clear procedural process in the accreditation including documentary requirements and qualifications required.

<b>Office/Division</b>	Policy and Plans Division Standards Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizens G2G – Government to Government	
<b>Who May Avail:</b>	Social Workers other Professionals or Service Providers	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
<b>New application</b>		
1. Duly accomplished application form	Standards Section	
2. Any of the following as proof that the applicant is a graduate of four (4) year course: <ul style="list-style-type: none"> <li>• Photocopy of Certificate of graduation</li> <li>• College diploma or transcript of records</li> <li>• Certified true copy of PRC ID</li> </ul>	Requesting Party	
3. Any of the following as proof that the applicant has undergone seminars, orientation, or other related activities to pre-marriage counseling: <ul style="list-style-type: none"> <li>• Photocopy of Training Certificates</li> <li>• Certified True Copy of the certificate of participation/ attendance.</li> </ul>	Requesting Party	
4. Certification/Endorsement from immediate supervisor and/or an Executive Order that applicant is tasked to conduct Pre-Marriage Counseling and/or other forms of counseling sessions.	Requesting Party	
5. Documentation of at least six (6) PMC sessions		
6. Accomplished MEI Form of the would-be-married couple during the validation.		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the complete set of documents	1. Record receipt of application and forward to the assigned staff	None	1 working day	Support Staff
2. Await for acknowledgement or notification relative to the application	<p>2. Review and assesses the completeness of the requirements/ documents submitted and prepare acknowledgement letter.</p> <p>2.1. If complete/ sufficient, acknowledge receipt of application, notify applicant and coordinate for the schedule of assessment visit</p> <p>2.1.1. If incomplete/ have not met required qualification and requirement, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance</p> <p>2.2. Review and/or provide inputs/comments/ corrections</p> <p>2.2.1. If acceptable, affix initial in the letter and endorse to ORD;</p> <p>2.2.2. If with inputs/ comments/</p>	None	2 days	Technical Staff

	<p>corrections, return to technical staff</p> <p>2.2. Endorse letter to ORD</p> <p>2.3. If approved: signed/approved acknowledgement letter</p> <p>2.3.1. If with inputs/ comments/ corrections, return to technical staff</p> <p>2.4. Email advance copy of the acknowledgement letter to applicant.</p>			
3. Prepare for the actual assessment	3. Conduct validation assessment	None	1 day	Assigned Technical Staff
4. Await the approval of the application/ confirmation report/ issuance of the Certificate	4. Final Assessment and prepare for the confirmation letter/ assessment form and Certificate of Accreditation	None	4 days	Assigned Technical Staff
	<p>4.1. Review and/or provide inputs/comments/ corrections</p> <p>4.1.1. If acceptable, affix initial in the letter and endorse to ORD;</p> <p>4.1.2. If with inputs/ comments/ corrections, return to technical staff</p>	None	2 days	Standards Section Head and PPD, Chief
	4.2. Endorse Confirmation Letter to ORD	None	1 day	Regional Director

	<p>4.2.1. If approved: signed/approved confirmation letter</p> <p>4.2.2. If with inputs/ comments/ corrections, return to technical staff</p> <p>4.3. Email advance copy of confirmation to applicant.</p>	None	15 minutes	Support Staff
5. Receive the Certificate of Accreditation	5. Prepare certificate and assign accreditation number	None	1 day	Assigned Technical Staff
	5.1. Review and/or provide inputs/comments/ corrections	None	2 days	Standards Section Head and PPD, Chief
	5.1.1. If acceptable, affix initial in the letter and endorse to ORD;			
	5.1.2. If with inputs/ comments/ corrections, return to technical staff			
	5.2. For approval/ signature of the Certificate of Accreditation to ORD	None	1 day	Regional Director
	5.2.1. If approved: signed/approved Certificate of Accreditation			
	5.2.2. If with inputs/ comments/ corrections, return to technical staff			
	5.3. Email advance copy the approved	None	1 hour	Support Staff

	Certificate to applicant			
6. Accomplish Client Satisfaction Measurement Form	6. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>19 days</b>	

#### 4. Accreditation of Social Workers Managing Court Cases

This is to promote professional practice of social workers in managing court-related cases thereby ensuring delivery of quality service. Through accreditation, recognition is given to the social worker's competence as an expert witness in court litigation and to exercise professional handling of cases in the court setting.

<b>Office/Division</b>	Policy and Plans Division Standards Section		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C – Government to Citizens		
<b>Who May Avail:</b>	Social Workers Managing Court Cases –Supervising Social Workers and Direct Social Workers		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>	
<b>New applicants</b>			
1. Duly Accomplished Application Form <i>Annex A. SWMCC Form Application</i>		Standard Section	
2. Valid Professional Regulations Commission Registration ID Card		Professional Regulations Commission	
3. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions		Requesting Party	
In case of lost certificate, a certified true copy from the training provider may be presented			
4. Summary of documentation of 4 cases managed <i>Annex B - SWMCC Form</i>		Standards Section	
5. Technical supervisory notes of 2 supervisees as proof of providing technical assistance		Requesting Party	

<p><b>Renewal</b></p> <ol style="list-style-type: none"> <li>1. Duly Accomplished Application Form <i>Annex A. SWMCC Form Application</i></li> <li>2. Certificate of attendance to relevant trainings attended or refresher source of at least 24 hours given by DSWD or its recognized training institutions</li> <li>3. Summary of documentation of cases managed for the last six months; and <i>Annex B_ SWMCC Form</i></li> <li>4. Technical supervisory notes of 2 supervisees as proof of providing technical assistance</li> </ol> <p><b>For Direct Social Workers New Applicant</b></p> <ol style="list-style-type: none"> <li>1. Duly Accomplished Application Form <i>Annex A. SWMCC Form Application</i></li> <li>2. Valid Professional Regulations Commission Registration ID Card</li> <li>3. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions</li> </ol> <p>In case of lost certificate, a certified true copy from the training provider may be presented</p> <ol style="list-style-type: none"> <li>4. Summary of documentation of 4 cases managed <i>Annex B-SWMCC Form</i></li> <li>5. A letter of recommendation attesting to the competence of the social worker</li> </ol> <p>The following documents on cases handled must be made available during the on-site assessment:</p> <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries; and</li> </ul>	<p>Standards Section</p> <p>Requesting Party</p> <p>Standards Section</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Standards Section</p> <p>To be secured from any of the following:</p> <ul style="list-style-type: none"> <li>• Supervisor of the Applicant</li> <li>• Philippine Association of Social Workers, Inc (PASWI) and</li> </ul> <p>If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</p>
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<ul style="list-style-type: none"> <li>Case conference proceedings/notes.</li> </ul> <p><b>Renewal</b></p> <ol style="list-style-type: none"> <li>Duly Accomplished Application Form Annex A. SWMCC Form Application</li> <li>Certificate of attendance to relevant trainings attended or refresher source of at least 24 hours given by DSWD or its recognized training institutions</li> <li>Summary of documentation of cases managed for the last six months <i>Annex B-SWMCC Form</i></li> <li>Recommendation from the Supervisor attesting to the competence of the social worker in managing court cases</li> <li>The following documents on cases handled must be made available during the on-site assessment visit:           <ul style="list-style-type: none"> <li>Case study reports;</li> <li>Progress notes; and</li> <li>Other relevant documentations pertaining to the cases.</li> </ul> </li> </ol>		Standards Section		
		Requesting Party		
		Standards Section		
		Applicant's Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (walk-in)	1. Log its receipt into the document tracking system	None	30 minutes	Standards Section Support Staff
	1.1. Review the completeness and correctness of the submitted application documents  1.2. Provide the walk-in applicant with Document Reference Number for easy tracking			
	If incomplete, documents shall be returned	None	20 minutes	Section Support Staff/Technical Staff

	<p>accompanied by provision of technical assistance and checklist of requirements.</p> <p>1.3. Log its receipt into the document tracking system.</p> <p>1.4. Route to Standards Section Head.</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>20 minutes</p>	<p>Standards Section Support Staff</p> <p>Standards Section Support Staff</p>
2. Applications received through Mail/Courier	<p>2. Log its receipt into the document tracking system.</p> <p>2.1. Route to Standards Section Head.</p> <p>2.2. Monitor incoming applications and assigns to technical staff.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>20 minutes</p> <p>3 hours</p>	<p>Standard Section Support Staff</p> <p>Standard Section Support Staff</p> <p>Head, Standards Section</p>
	<p>For applications received through walk-in and courier:</p> <p>3. Provide notes/ instructions for action.</p> <p>3.1. Conducts desk review of the received application as to completeness and compliance.</p> <p>3.1. If complete and compliant, prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social</p>	<p>None</p>	<p>1.5 days</p>	<p>Head, Standards Section</p>

	<p>Worker on the status of the application.</p> <p>3.1.1. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p> <p>3.2. Provides inputs/comments /corrections.</p> <p>3.3. Endorse draft pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the PPD Chief for initial.</p> <p>3.4. If approved, endorse the final draft pre-assessment report and/or endorsement report to the Regional Director for approval.</p> <p>3.4.1. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>3.5. Update document tracking system.</p> <p>3.6.Route finalized pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>20 minutes</p> <p>20 minutes</p>	<p>OIC, PPD</p> <p>Standards Section Support Staff</p> <p>ORD Support Staff</p>
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	<p>letter to the Regional Director for approval.</p> <p>3.7. If approved, signed/approved pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the applicant.</p> <p>3.7.1. If with inputs/ comments/ corrections, return to technical staff.</p> <p>3.8. Update it in the document tracking system.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>20 minutes</p>	<p>Regional Director</p> <p>Standard Section Support Staff</p>
4. Receive signed pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the applicant.	<p>4. Email in advance copy of the signed pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the applicant.</p> <p>4.1. Send the pre-assessment report and/or endorsement letter to the Standards Bureau and applicant Social Worker the acknowledgement letter.</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes</p>	<p>Standard Section Support Staff</p> <p>Standard Section Support Staff</p>
5. Accomplish Client Satisfaction Measurement Form	5. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Standard Section Support Staff
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

## 5. Approval for the conduct of research studies in DSWD Offices, Centers and Institutions

Approval is issued to external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g. face-to-face interviews, survey questionnaires, focus group discussions, case studies among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects and services, wherein their main subject of research study involves the DSWD as an organization. Requests to conduct such activities need to undergo research protocol. Research in which target respondents involve **more than one (1) region** shall seek the approval of the Director of the Policy Development and Planning Bureau (PDPB). Research requests must be submitted to the PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not to go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

- Observations and/or photo/video shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of a client or beneficiary is essential for the study, the 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 DSWD, 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 researches.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to DSWD's program operations.
- Study conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

<b>Office/Division</b>	Policy and Plans Division Policy Development and Planning Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who May Avail:</b>	External researches (e.g. students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions and

	other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to involving the DSWD.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
If request shall not undergo Research Protocol:		Researcher		
1. Request Letter		Researcher		
If request shall undergo Research Protocol:		Researcher		
1. Request Letter		Policy Development and Planning Section		
2. Research Request Form		Researcher		
3. Research Brief		Researcher		
4. Research Instruments		Researcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter and/or research request documents.	1. Receive the request letter addressed to the Regional Director and/or the request documents.  1.2. Encode the details in the Office's Document Tracking/ Monitoring System	None	2 hours	Assigned Clerk
2. Accept the receiving copy of the Request Letter	2. Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/information education and communication (IEC) materials detailing the process flow and requirements.  2.1. If request is received through email, reply and acknowledge receipt with attached digital	None	2 hours	Assigned Clerk

	<p>leaflets/IEC materials showing the process flow and requirements.</p> <p>2.2. Endorse to the PPD Division Chief or Head, Policy Development and Planning Section for assignment and further instructions (if any) to the concerned technical staff.</p> <p>2.3. Review the request and assign to available technical staff</p> <p>2.4. Review the request as to the following:</p> <p style="padding-left: 40px;">a. Area/region of coverage (refer to Memorandum Circular No. 10 series of 2019 Section VII. Item 4) to ensure that is sent to the correct office.</p> <p style="padding-left: 40px;">Otherwise, endorse to the correct office.</p> <p>2.5. Check completeness of submitted requirements.</p> <p>If incomplete, assist the researcher in the completion of</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>2 hours</p>	<p>OIC, PPD or Head, PDPS</p> <p>PDPS Technical Staff</p>
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	<p>documentary requirements and provide orientation on the research protocol.</p> <p>2.6. If the request falls within the scope of the office, asses if it shall undergo research protocol (i.e. approval of the PPD Chief) using the checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests.</p> <p>2.6.1. For requests that need not to go through the protocol, endorse researcher to the concerned DSWD Field Office, Division and Section using the Endorsement of Research and SWD Data Request Form (either hard copy or soft copy via email).</p>	None	4 days	Technical Staff, PDPS
2. Accomplish the Client Satisfaction Measurement Form.	2. Administer the Client Satisfaction Measurement Form.	None	5 minutes	Technical Staff, PDPS
3. Await for the approval of the request.	3. For requests with complete documentary requirements that need to go through the protocol, review research request in consultation with concerned Office, Division and Sections.	None	7 days	Technical Staff, PDPS



<p>3.1. Accomplish the Client Satisfaction Measurement Form.</p>	<p>3.1. Receive the comments/inputs and recommendations from other offices.</p> <p>3.1.1. If recommended for approval, prepare a recommendation for approval using the Outline Memorandum of Recommendation on the Research Request for review and initial of the OIC, PPD and Head, PDPS.</p> <p>3.1.2. Administer Client Satisfaction Measurement Survey Form.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>5 minutes</p>	<p>Technical Staff, PDPS</p> <p>Technical Staff, PDPS</p>
<p>4. Respond through letter to continue or terminate the request.</p>	<p>4. If not recommended for approval, communicate decision to the research and inform of the relevant revisions that are needed to be made.</p>	<p>None</p>	<p>2 days</p>	<p>Technical Staff, PDPS</p>
<p>5. Pursue research</p>	<p>5. Request submission of revised request based on the DSWD comments.</p> <p>5.1. For requests with complete documentary requirements that need to go through the protocol, review research request in consultation with concerned Office, Division and Sections.</p>			

5.1. Accomplish Client Satisfaction Measurement Form	<p>5.2. Approve/ disapprove requests based on recommendation.</p> <p>5.3. If approved, inform researcher and endorse to the concerned ODS.</p> <p>5.4. Coordinate with concerned office where the research was endorsed.</p> <p>5.5. Assist the researcher in matters related to conduct of data gathering activities.</p> <p>5.6. Administer Client Satisfaction Measurement Form.</p>			
<b>TOTAL</b>		<b>None</b>	<b>5 days for non-protocol</b> <b>12 days for protocol</b>	

## 6. 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/Division</b>	Policy and Plans Division Standards Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who May Avail:</b>	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> <li>Application Form (DSWD DFE Form 1) Authenticated Deed of Donation from the Philippine Consular Office of the country of origin</li> <li>Notarized Deed of Acceptance</li> <li>Copy of valid DSWD Registration, License and/or Accreditation Certificate</li> <li>Bill of Lading or Airway Bill</li> <li>Packing List</li> <li>Plan of Distribution</li> </ol>		<p>Standards Section</p> <p>Philippine Consular Office (i.e. embassy or consulate) of the country of origin</p> <p>Notary Public</p> <p>Issued by DSWD to the licensed</p> <p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.</p> <p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.</p> <p><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> – DSWD DFE Form 2</p> <p>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</p>		
<p><b>Optional Requirements</b></p> <ol style="list-style-type: none"> <li>Certification from Food and Drug Administration (FDA), in case of medicines</li> <li>Notarized distribution report on latest shipment, if not the first time to import foreign donations.</li> <li>Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines</li> </ol>		<p>Food and Drug Administration</p> <p><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> – DSWD DFE Form 3 <i>To be certified correct by the concerned DSWD Field Office</i></p> <p>Appropriate government agencies</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The representative of the SWDA files the application form, together	1. Review the completeness and correctness of the submitted	None	30 minutes  <i>note: Application documents received after</i>	Assigned Clerk

<p>with the supporting documents/ requirements at the respective DSWD Field Office covering the region where the intended distribution of goods shall take place.</p>	<p>application documents based on the checklist.</p> <p>If complete, forward for tracking to Support Staff If incomplete, return to applicant, provide TA and checklist of requirements.</p> <p>1.1. Log its receipt into the document tracking system</p> <p>1.2. Provide the walk-in applicant with document reference number for easy tracking</p>		<p><i>3:00 PM shall be considered as a next working day transaction</i></p>	
<p>2. Pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section</p>	<p>2. Accounting Section for the order of payment then pay the necessary fee to Cash Section;</p> <p>2.1. Issues an official receipt.</p>	<p>P 1, 000 .00</p>	<p>10 minutes</p>	<p>Cashier</p>
<p>3. Awaits results of the assessment</p>	<p>3. Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements If found compliant to eligibility and documentary</p>	<p>None</p>	<p>3 days</p> <p><i>Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that</i></p>	<p>Standards Section technical staff</p>

	<p>requirements</p> <p>3.1. Prepare for conduct of area visit</p> <p>If found non-compliant to eligibility and documentary requirements</p> <p>3.2. Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements</p> <p>3.3. Provide the applicant the Client Satisfaction Measurement Form</p>		<p><i>the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.</i></p>	
4. Prepare for the Validation Visit	4. Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program	None	2 days (per agreed schedule)	Standards Section Technical Staff
	5. Endorse the draft acknowledgment letter to the Regional Director for approval	None	1 day	Standards Section Technical Staff



	<p>5.3. Prepare the following:          a. Endorsement letter to Department of Finance          b. Conforme letter to applicant that it should comply with post facilitation requirements          Letter to concerned DSWD Field Office informing them of the endorsement</p> <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p> <p>5.4. Endorse to the Secretary</p>	None	1 day	DSWD Undersecretary supervising the Standards Bureau
	5.5. Affix initial to the endorsement letter to DOF and endorse approval	None	3 days	DSWD Secretary
	5.6. Affix signature to the endorsement letter to DOF			

		None	3 days	DSWD Secretary
6. Pick up the Endorsement Letter	6. Inform the applicant and Field Office of the approval of endorsement.  6.1. Prepare the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	10 minutes	Standards Section Technical Staff
<b>TOTAL</b>		<b>P 1,000.00</b>	<b>14 days for complete and compliant</b>  <b>10 days and fifty minutes and 20 minutes</b>  <b>30 minutes for incomplete submission</b>	

### **7. Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Permit Temporary Permit During State of Emergency/Calamity**

This is to promote transparency and accountability in the conduct of public solicitation during state of calamity by any person, groups, corporation, organization and association for charitable or public welfare purposes. Ensure compliance of any person, corporation, organization or association to regulatory documents including post reportorial requirements. This is done through the issuance of Regional Temporary Solicitation Permit valid for three (3) months.

<b>Office/Division</b>	Policy and Plans Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizens
<b>Who May Avail:</b>	Any person, corporation, organization or association desiring or intending to conduct solicitation activities for public welfare and charitable purposes.



Checklist of Requirements		Where to Secure		
For individual				
1. Duly Accomplished Application Form (Annex 2)		Standards Section		
2. Project Proposal on the intended public solicitation approved by Head of the Agency (Annex 5)		Standards Section		
3. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (Annex 8 Undertaking for Individuals)		Standards Section		
4. Two (2) valid Government Issued Identification Cards		Requesting Party		
5. Certification from the concerned Barangay Office that the person has the capability to conduct/manage fund raising activity (Annex 13)		Standards Section/Barangay Office		
6. Endorsement from the group, the person is representing with		Requesting Party		
<b>For Corporation, Organization, Association or Organized Groups</b>				
1. Duly Accomplished Application Form (Annex 2)		Standards Section		
2. Project Proposal with the list of officers and staff or employees/association or group members, officially designated to conduct solicitation or fund raising activities (Annex 5)		Standards Section		
3. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit (Annex 9 Undertaking-Corporate)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (walk-in)	1. . Review the completeness and correctness of the submitted application	None	20 minutes	Standards Section Technical Staff

	<p>documents based on the checklist;</p> <p>1.1. If incomplete, provides technical assistance and checklist of requirements and inform applicant that application shall only be processed upon completion of requirements.</p> <p>1.2. Whether complete/ incomplete, application will be forwarded to Support Staff for tracking.</p> <p>1.3. Log its receipt into the document tracking system;</p> <p>1.4. Provide the walk-in applicant with document reference number for easy tracking; and</p> <p>1.5. Route application document to Standards Section Head.</p>	None	10 minutes	Standards Section Technical Staff
2. Submit application via mail/courier	<p>2. Log its receipt into the document tracking system;</p> <p>2.1. Provide document reference number for easy tracking;</p> <p>2.2. Review the completeness of the submitted</p>	None	20 minutes	Standards Section Support Staff



	<p>2.8. Provides inputs/ comments/ corrections.</p> <p>2.9. Endorse draft acknowledgement letter to the Division Chief for initial.</p>	None	50 minutes	Head, Standards Section
	<p>2.10. Log its receipt into the document tracking system.</p> <p>2.11. Route document to Section Head.</p> <p>2.12. Log its receipt into the document tracking system.</p> <p>2.13. Route document to Policy and Plans Division Chief.</p>	None	5 minutes	PPD Support Staff
	<p>2.14. Review acknowledgement letter.</p> <p>2.15. If no comments/ clarification, initial/ endorse the final draft of the acknowledgement letter to the Field Office Director for approval.</p> <p>2.16. If with inputs/ comments/ corrections, return to the technical staff.</p>	None	1.5. hours	PPD Chief
	<p>2.17. Log its receipt into the document tracking system.</p> <p>2.18. Route finalized acknowledgement</p>	None	10 minutes	PPD Support Staff
		None	10 minutes	ORD Support Staff

	<p>letter to the Office of the Regional Director for approval.</p> <p>2.19. If approved: sign/approve acknowledgement letter.</p> <p>2.20. If with inputs/ comments/ corrections, return to SS/technical staff.</p> <p>2.21. Logs its receipt into the document tracking system.</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>10 minutes</p>	<p>Regional Director</p> <p>Standards Section Support Staff</p>
3. Receive signed acknowledgement	<p>3. Email advance copy of the signed acknowledgement letter.</p> <p>3.1. Transmit to Records Section for delivery to the applicant.</p>	<p>None</p>	<p>5 minutes</p>	<p>Standards Section Support Staff</p>
4. Attend Assessment	<p>4. Review and assess the submitted documents.</p> <p>4.1. If complete and compliant, facilitates the preparation of the Permit/ Certificate of Authority to Conduct Fund-Raising Campaign, Accomplished RFC assessment tool, draft regional RFC Authority/Permit, and draft Conforme Letter to the applicant.</p>	<p>None</p>	<p>4 hours</p>	<p>Assigned Technical Staff</p>

	<p>4.2. Receive and review application documents, provides inputs/ comments/edit and enhanced communications made by Technical Staff.</p> <p>4.3. If found in order, affixes initial and endorses to the Division for approval.</p>	None	2 hours	Head, Standards Section
	<p>4.4. Log its receipt into the document tracking system.</p> <p>4.5. Route the document to the Policy and Plans Division Chief.</p>	None	10 minutes	Standards Section Support Staff
	<p>4.6. If no comments/ clarification, endorses final draft of acknowledgement letter to the Regional Director for approval.</p> <p>4.7.. If with inputs/ comments/ corrections, return to the technical staff, then to the Section Head for concurrence and return to Division Chief.</p>	None	3 hours	PPD Chief
	<p>4.8. Log its receipt into the document tracking system.</p> <p>4.9. Route draft RFC Authority together with other</p>	None	10 minutes	PPD Support Staff

	<p>documentary requirements.</p> <p>4.10. Log its receipt into the document tracking system.</p> <p>4.11. Route RFC Authority/Permit together with supporting documents for review and approval of the Regional Director.</p> <p>4.12. Review the application documents.</p> <p>4.13. If found in order, approve and sign the RFC Authority/Permit.</p> <p>4.14. Sign and approve the Conforme Letter to applicant.</p> <p>4.15. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>4.16. Log its receipt into the document tracking system.</p> <p>4.17. Route the signed RFC Authority/Permit to the Standards Section.</p> <p>4.18. Log its receipt into the document tracking system.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 day</p> <p>10 minutes</p> <p>30 minutes</p>	<p>ORD Support Staff</p> <p>Regional Director</p> <p>ORD Support Staff</p> <p>Standards Section Support Staff</p>
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5. Receive signed Conforme Letter, signed RFC	5.1. Email advance copy of the signed Conforme Letter and signed RFC Authority 5.2. Transmit to Records Section for delivery to the applicant.	None	5 minutes	
6. Accomplish Client Satisfaction Measurement Form	6. Administer and receive accomplished Client Satisfaction Measurement For			
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	

### 8. Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Permit

This is to promote transparency and accountability in the conduct of public solicitation by any person, groups, corporation, organization and association for charitable or public welfare purposes. Ensure compliance of any person, corporation, organization or association to regulatory documents including post reportorial requirements. This is done through the issuance of Regional Fund-Raising Campaign Authority valid for a period of six (6) months.

<b>Office/Division</b>	Policy and Plans Division Standards Section	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Citizens	
<b>Who May Avail:</b>	Any person, group, corporation, organization, association or any other entity that donates funds in a solicitation or fundraising activity.	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
<b>For Individual Endorsed by the Local Government Unit (LGU)</b>		
1. Duly Accomplished Application Form (Annex 2)	Standard Section	
2. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities	Requesting Party	
For children beneficiaries, only the parent/s or maternal/paternal relative/s		



<p>may sign the document in behalf of the child.</p> <ol style="list-style-type: none"> <li>3. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section</li> <li>4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</li> <li>5. Signed Memorandum of Agreement (MOA) between the DSWD and the P/C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office</li> <li>6. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</li> <li>7. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</li> <li>8. Fund Utilization Report of proceeds and expenditures (<i>Annex 12</i>)</li> <li>9. Official Receipt as proof of payment of processing fee.</li> </ol>	<p>Attending Physician or by the Hospital Records Section</p> <p>Local Social Welfare and Development Office (LSWDO)</p> <p>Local Social Welfare and Development Office (LSWDO)/Department of Social Welfare and Development (DSWD)</p> <p>Requesting Party</p> <p>Local Government Unit (LGU) (i.e. Barangay/Municipal/City)</p> <p>Standards Section</p> <p>Cash Section</p>
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<b>For Individual Endorsed by the Social Work Agency (SWA)</b>	
1. Duly Accomplished Application Form (Annex 2)	Standards Section
2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (Annex 5)	Standards Section
3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities	Requesting Party
For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	Licensed and Accredited Social Welfare and Development Agency (SWDA)
5. Medical Certificate/Abstract and/ or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Attending physician or by the Hospital Records Section
6. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	Local Social Welfare and Development Office (LSWDO)
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)	Requesting Party
8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or	Local Government Unit

<p>association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p>	
<p>9. Fund Utilization Report of proceeds and expenditures (Annex 12)</p>	<p>Standards Section</p>
<p>10. Official Receipt as proof of payment of processing fee</p>	<p>Cash Section</p>
<p><b>For SWDA with valid License and/or Accreditation</b></p>	
<p>1. Duly Accomplished Application Form (Annex 2)</p>	<p>Standards Section</p>
<p>2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (Annex 5)</p>	<p>Standards Section</p>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities</p>	<p>Requesting Party</p>
<p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child</p>	
<p>4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</p>	<p>Requesting Party</p>
<p>5. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any</p>	<p>Local Government Unit (LGU)</p>

<p>manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p>	
<p>6. Fund Utilization Report of proceeds and expenditures (Annex 12)</p>	Standards Section
<p>7. Official Receipt as proof of payment of processing fee</p>	Cash Section
<p><b>For Non-Government Organization/Association</b></p>	
<p>1. Duly Accomplished Application Form (Annex 2)</p>	Standards Section
<p>2. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant</p>	Securities and Exchange Commission (SEC)
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency</p>	Securities and Exchange Commission (SEC)/ Other regulatory government agencies
<p>4. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer (Annex 6)</p>	Standards Section/Applicant
<p>5. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (Annex 5)</p>	Standards Section
<p>6. Endorsement or Certification from agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable</p>	Not limited to the following agencies: Director of Private Schools; Schools Superintendent of Public School;

<p>7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</p> <p>8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p> <p>9. Fund Utilization Report of proceeds and expenditures (Annex 12)</p> <p>10. Official Receipt as proof of payment of processing fee.</p>	<p>Head or authorized representative of National Government Agencies (NGAs);          Head or authorized representative of Local Government Unit (LGU);          Bishop/Parish Priest/Minister or Head of Sect or Denomination; and          Others.</p> <p>Requesting Party</p> <p>Local Government Unit (LGU)</p> <p>Standards Section</p> <p>Cash Section</p>
<p><b>For Government Agencies</b></p>	
<p>1. Duly Accomplished Application Form (Annex 2)</p> <p>2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (Annex 5)</p> <p>3. Endorsement or Certification from agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable</p>	<p>Standards Section</p> <p>Standards Section</p> <p>Not limited to the following agencies:          Director of Private Schools;          Schools Superintendent of Public School;          Head or authorized representative of National Government Agencies (NGAs);</p>

<p>4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11)</p> <p>5. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area</p> <p>6. Fund Utilization Report of proceeds and expenditures (Annex 12)</p> <p>7. Official Receipt as proof of payment of processing fee</p>		<p>Head or authorized representative of Local Government Unit (LGU); Bishop/Parish Priest/Minister or Head of Sect or Denomination; and others</p> <p>Requesting Party</p> <p>Local Government Unit (LGU)</p> <p>Standards Section</p> <p>Cash Section</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit application (walk-in).</p>	<p>1. Review the completeness and correctness of the submitted application documents based on the checklist;</p> <p>1.1. If complete, forward for tracking to Support Staff.</p> <p>1.1.1. If incomplete, provide the applicant with the necessary technical assistance to rectify the gap and/or submit</p>	<p>None</p>	<p>1 hour</p>	<p>Standards Section Technical Staff</p>

	<p>lacking requirements.</p> <p>1.1.2. Provide applicant with checklist of requirements.</p> <p>1.1. Log its receipt into the document tracking system</p> <p>1.2. Provide the walk-in applicant with document reference number for easy tracking</p> <p>1.3. Accepts application and prepares billing statement and pay the necessary fee to Cash Section</p> <p>1.4. Attach the photocopy of the official receipt of processing fee</p> <p>1.5. Log its receipt into the document tracking system.</p> <p>1.6. Route to concerned Section Head.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>P500.00</p> <p>30 minutes</p>	<p>Standards Section Technical Staff</p> <p>Cash Section</p> <p>Standards Section Technical Staff</p>
<p>2. Submit application via mail/courier</p>	<p>2. Log its receipt into the document tracking system</p> <p>2.1. Review the completeness of the submitted application documents</p> <p>2.2. Provide with document reference</p>	<p>None</p>	<p>30 minutes</p>	<p>Standards Section Technical Staff</p>

	number for easy tracking,			
	<p>2.3. Route to the Standards Section Head.</p> <p>2.4. Receive incoming applications and assigns to the concerned technical staff.</p> <p>2.5. Provide notes/instructions for action of the concerned technical staff.</p>	None	30 minutes	Head, Standards Section
	<p>2.6. Review and assess the submitted documents as to completeness and compliance.</p> <p>2.6.1. If complete and compliant, accept application document for processing</p>	None	4 hours	Assigned Technical Staff
	<p>2.7. Notify applicant to pay the necessary processing fee to Cash Section; and Attach the photocopy of the official receipt of processing fee.</p> <p>2.8. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of documents for compliance to be</p>	P500.00		Cash Section



	<p>secured or accomplished.</p> <p>2.8.1. Provides inputs/ comments/ corrections.</p> <p>2.8.2. Endorse draft acknowledgement letter to the Division Chief for initial.</p> <p>2.8.3. Log its receipt into the document tracking system</p> <p>2.8.4. Route document to the PPD Division Chief</p> <p>2.8.5. Log its receipt into the document tracking system.</p> <p>2.8.6. Route document to the Policy and Plans Division Chief for approval.</p> <p>2.8.7. If no comments/ clarification, affix initial and endorses the final draft of acknowledgement letter to the Regional Director for</p> <p>2.8.8. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>2.8.9. Logs its receipt into the document tracking system</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>30 minutes</p> <p>30 minutes</p> <p>4 hours</p>	<p>Head, Standards Section</p> <p>Head, Standards Section</p> <p>PPD Support Staff</p> <p>Chief, PPD</p>
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	<p>2.8.10. Endorse the draft acknowledgement letter to the Regional Director for approval</p> <p>2.8.11. If found in order, affixes his/her signature in the acknowledgement letter</p> <p>2.8.12. If with inputs/ comments/ corrections, return to technical staff.</p> <p>2.8.13. Log its receipt into the document tracking system</p> <p>2.8.14. Route documents to Standards Section</p> <p>2.8.15. Log its receipt into the document tracking system</p> <p>2.9. Provide technical assistance along fund-raising campaign requirements per MC 05 s. 2021 shall be provided to organizations enabling them to comply with the set standards.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 day</p> <p>30 minutes</p>	<p>ORD Support Staff</p> <p>Regional Director</p> <p>ORD Support Staff</p>
<p>3. Receive signed copy of the acknowledgement letter</p>	<p>3. Email advance copy of the signed acknowledgement letter.</p> <p>3.1. Send acknowledgement letter indicating the</p>			

	<p>reason for return, lacking requirements and documents need to be submitted per set timeline.</p> <p>3.2. Transmit original to Records Section</p>			
	<p>4. Review and assess the submitted documents and the necessity of conducting a validation visit</p> <p>4.1. Conduct an area/validation visit, if deemed necessary</p> <p>4.2. During normal situation, technical staff conduct area visit to obtain in-depth information concerning administrative and operational aspects of the program. However in order to mitigate the transmission of COVID-19, eligibility check and collateral interview will be done through text messages, telephone calls or electronic means (e-mails).</p> <p>4.3. Prepare permit/certification documents</p> <p>4.4. Review, clarify and endorse draft pre-assessment</p>	<p>None</p> <p>None</p>	<p>2 days</p> <p>4 hours</p>	<p>Assigned Technical Staff</p> <p>Head, Standards Section</p>

	<p>report, endorsement memo and draft Regional FRC Authority/Permit, draft Conforme Letter to applicant for approval of Division Chief</p> <p>4.5. If found in order affix his/her signatures in the accomplished assessment tool and affixes initial in the endorsement memo for the Regional Director.</p> <p>4.6. Log its receipt into the document tracking system</p> <p>4.7. Route document for review of the Division Chief</p> <p>4.8. Prints the Regional FRC Authority Certificate in SECPA.</p> <p>4.9. Log its receipt into the document tracking system</p> <p>4.10. Routes the draft Regional FRC Authority/Permit, pre-assessment tool and draft endorsement memo, draft Conforme Letter to applicant for review of the Division Chief</p> <p>4.11. Reviews and endorses final draft Regional FRC</p>	None	30 minutes	Standards Section Support Staff
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	<p>Authority/Permit, pre-assessment tool, and Endorsement Memo to Regional Director and Conforme Letter to the applicant for approval of the Regional Director</p> <p>4.12. If found in order affixes his/her initial</p> <p>4.13. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>4.14. Log its receipt into the document tracking system</p> <p>4.15. Route the Regional FRC Authority/Permit, pre-assessment tool with draft endorsement memo to the Office of the Regional Director for his/her review and approval.</p> <p>4.16. Log its receipt into the document tracking system</p> <p>4.17. Route Regional FRC Authority/Permit, endorsement memo, accomplished assessment tool and draft Conforme Letter for approval of the Regional Director.</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes</p>	<p>PPD Staff</p> <p>Support Staff, ORD</p>
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	<p>4.18. Review, approve and sign Regional FRC Authority/Permit, Conforme Letter to applicant.</p> <p>4.19. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>4.20. Log its receipt into the document tracking system</p> <p>4.21. Route the signed Regional FRC Authority/Permit, pre-assessment and other attachments.</p>	<p>None</p> <p>None</p>	<p>2 days</p> <p>1 hour</p>	<p>Regional Director</p> <p>Standard Section Support Staff</p>
<p>5. Receive copy of the signed Conforme Letter, Regional Authority/Permit transmittal memo and pre-assessment report and application documents.</p>	<p>5. Handcarry the signed Regional FRC Authority/Permit and conforme letter to applicant to Regional Office Records Section.</p> <p>5.1. Log its receipt into the document tracking system.</p> <p>5.2. Sends the signed Regional FRC Authority/ Permit either thru pick-up or send thru courier.</p>	<p>None</p>	<p>30 minutes</p>	<p>Records and Archives Management Section</p>
<p>6. Accomplish Client Satisfaction Measurement Form</p>	<p>6. Administer and receive accomplished Client Satisfaction Measurement Form</p>	<p>None</p>	<p>5 minutes</p>	<p>Assigned Staff</p>
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

## 9. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

<b>Office/Division</b>	Policy and Plans Division Standards Section	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who May Avail:</b>	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity		
1. One duly accomplished Application Form signed by the Agency Head or his/her authorized representative	Standards Section (SS) or <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> or; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 1 - DSWD-SB-PSF-001: Application Form	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<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> or; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal	
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 7 - DSWD-SB-PSF-006: Undertaking	
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12)	<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> or; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report	
5. Additional Requirements for Persons	Requesting Party	

<ul style="list-style-type: none"> <li>• Two valid government issued Identification Cards</li> <li>• Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</li> </ul> <p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p> <p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020</p> <p><b>For Person/s representing an unorganized/unregistered group</b></p> <ol style="list-style-type: none"> <li>1. One duly accomplished Application Form signed by the Agency Head or his/her authorized representative</li> <li>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</li> <li>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</li> </ol>	<p>Requesting Party</p> <p>Concerned LGU where the applicant is based.</p> <p>Standards Section Field Office</p> <p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>        Annex 2 - DSWD-SB-PSF-001: Application Form</p> <p><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> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>        Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> <p><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> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>        Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
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<p>4. Additional Requirements for Persons</p> <ul style="list-style-type: none"> <li>• Two valid government issued Identification Cards</li> <li>• Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</li> </ul> <p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p> <p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12)</p> <p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p> <p><b>For Corporations, Organizations or Associations including SWDAs and Religious Organizations</b></p> <p>1. One duly accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p><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> <b>or</b>;</p> <p><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p> <p>Concerned LGU where the applicant is based</p> <p>Standards Section (SS) of the concerned DSWD Field Office</p> <p><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> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 2 - DSWD-SB-PSF-001: Application Form</p>
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<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
<p>4. Fund Utilization Report of proceeds and expenditures</p>	<p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<p>Requesting Party</p>
<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ol style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> </ol>	<p>Requesting Party</p>

<p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> <p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020</p> <p><b>For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b></p> <p>1. One duly accomplished Application Form signed by the Agency Head or his/her authorized representative</p> <p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p> <p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<p>Requesting Party</p> <p>Standards Section (SS)</p> <p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-001: Application Form</p> <p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> <p><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> or;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></p>
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<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p> <p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12)</p> <p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> <li>j. Ticket, Ballots, Cards and similar forms</li> <li>k. Donation Boxes, Coin Banks and other similar forms</li> <li>l. Benefits show such as fashion show, concert and similar activities</li> <li>m. Photo or Painting Exhibits and similar activities</li> <li>n. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>o. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>p. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>q. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>r. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul> <p>Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must</p>	<p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p> <p>Requesting Party</p> <p><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>        Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> <p>Requesting Party</p>
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satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (walk-in)	1. Determine whether the submitted documents are complete.  1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  1.2. Prepare billing statement for the payment of the processing fee to Cash Section  1.3. Instruct the applicant to settle the processing fee at the DSWD Field Office Cash Unit.  1.4. If incomplete, return all documents	P500.00	30 minutes	Standards Section Support Staff

	submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
2. Await for the result of assessment	<p>2. Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>2.1. May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p>2.2. If found compliant to eligibility and documentary requirements</p> <p>2.2.1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2.2.2. Sign and endorse the assessment report, complete application documents and</p>	None	4 hours	<p>NFRC Focal</p> <p>Standards Section DSWD Field Office 02</p>

	<p>Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p> <p>2.2.3. If found non-compliant to eligibility and documentary requirements return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non compliance and/or submit lacking requirements.</p> <p>2.2.4. Review and sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>3 hours</p>	<p>Standards Section Technical Staff</p> <p>Head, Standards Section OIC, PPD Regional Director</p>
3. Awaits the result of application	3. Review and Sign assessment report with complete application documents	None	3 hours	Head, Standards Section

	<p>3.1. Prepare Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>3.2. Endorse to the Office of the Division Chief Supervising the Standards Section</p>			
<p>4. Await the result of the application</p>	<p>4. Review and sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.1. Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.2. Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund</p>	<p>None</p>	<p>3 hours</p>	<p>OIC, PPD</p>



	Raising Campaign.			
5. Receive the Certificate	5. Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standards Section
<b>Processing Procedures of Applications submitted at the Field Office through mail/courier</b>				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation	1. Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff	None	10 minutes	Standards Section Support Staff
2. Await result of the assessment	2. Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements:  2.1. May conduct validation activities, collateral interview and/or	None	4 hours	NFRC Focal  Standards Section

	<p>agency visit, if necessary.</p> <p>2.2. If found compliant to eligibility and documentary requirements</p> <p>2.2.1. Prepare Solicitation Permit/ Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2.2.2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p> <p>2.2.3. If found non-compliant to eligibility and documentary requirements, Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify</p>	None	2 hours	<p>NFRC Focal Person</p> <p>Standards Section DSWD Field Office</p>
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	<p>non-compliance and/ or submit lacking requirements</p> <p>2.2.4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non compliance and/ or submit lacking requirements</p>			
3. Await the result of the application	<p>3. Review and Sign assessment report with complete application documents</p> <p>3.1. Prepare Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>3.2. Endorse to the Office of the Division Chief Supervising the Standards Section</p>	None	3 hours	OIC, PPD
4. Await the result of application	<p>4. Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign.</p> <p>4.1. Release/ transmit the approved/signed permit to the applicant with a letter of instruction</p>	None	3 hours	Head, Standards Section

	to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds			
<b>TOTAL</b>		<b>P500.00</b>	<b>Two (2) days for complete and compliant</b>  <b>6 hours for complete and/or incomplete submission</b>  <b>30 minutes for incomplete submission</b>	

### 10. Licensing of Private Social Welfare and Development Agencies (SWDAs) – operating in one region

This is to assess the qualifications and authorizing a registered Social Welfare and Development Agencies (SWDAs) to operate as a Social Work Agency (SWA) or as an Auxiliary SWDA.

<b>Office/Division</b>	Policy and Plans Division Standards Section		
<b>Classification</b>	Highly Technical		
<b>Type of Transaction</b>	G2C – Government to Citizens		
<b>Who May Avail:</b>	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of Social Welfare and Development (SWD) programs and services.		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>	
For intending to operate Auxiliary SWDAs			
1. Duly Accomplished Application Form ( <i>Annex 2</i> )		Standards Section	
2. A certification plan to hire the required Registered Social Worker (RSW) or staff complement ( <i>Annex 13</i> ) -or-		Standards Section	

<p>Profile of Employees and volunteers, which is applicable. <i>With Template</i></p> <ol style="list-style-type: none"> <li>3. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others (<i>Annex 4</i>)</li> <li>4. Profile of Board of Trustees (<i>Annex 21</i>)</li> <li>5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies (<i>Undertaking to Comply</i>)</li> <li>6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years</li> <li>7. Work and Financial Plan for the two (2) succeeding years (<i>Annex 9</i>)</li> <li>8. For those operating in more than one (1) region:       <ul style="list-style-type: none"> <li>• List of main and satellite/branch offices with contact details, if any; (<i>Annex 7</i>)</li> <li>• Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and</li> <li>• Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:           <ul style="list-style-type: none"> <li>• Validation report from the concerned DSWD Field Office</li> <li>• Certification from Cluster ABSNET</li> <li>• Certification from the LGUs</li> </ul> </li> </ul> </li> </ol> <p><i>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</i></p>	<p>Standards Section</p> <p>Standards Section/ Requesting Party</p> <p>Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section</p> <p>Requesting Party</p> <p>Standards Section</p> <p>DSWD FO2 Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office</p>
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<p>4. Profile of Board of Trustees (<i>Annex 21</i>)</p> <p>5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies (<i>Undertaking to Comply</i>)</p> <p>6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years</p> <p>7. Work and financial Plan for the two (2) succeeding years (<i>Annex 9</i>)</p> <p>8. For those operating in more than one (1) region:</p> <ul style="list-style-type: none"> <li>• List of main and satellite/branch offices with contact details, if any; (<i>Annex 7</i>)</li> <li>• Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and</li> <li>• Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:           <ul style="list-style-type: none"> <li>• Validation report from the concerned DSWD Field Office</li> <li>• Certification from Cluster ABSNET</li> <li>• Certification from the LGUs</li> </ul> </li> </ul> <p><i>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</i></p> <p>9. For applicant SWA implementing Child Placement Services.</p> <p>10. Certification from DSWD or photocopy of the certificate of training attended by</p>	<p>Standards Section</p> <p>Securities and Exchange Commission (SEC)/ Standards Section</p> <p>Requesting Party</p> <p>Standards Section</p> <p>Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office</p> <p>Standards Section/ Requesting Party</p>
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<p>17. Copy of Official Receipt (OR) of processing fee on licensing amounting to ₱1,000.00</p> <p><b>For Already Implementing Auxiliary SWDA:</b></p> <ol style="list-style-type: none"> <li>1. Duly Accomplished Application Form (<i>Annex 2</i>)</li> <li>2. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others (<i>Annex 4</i>)</li> <li>3. Profile of Board of Trustees (<i>Annex 21</i>)</li> <li>4. Profile of Employees and Volunteers</li> <li>5. At least one (1) full time staff who will manage its operation <i>With Template</i></li> <li>6. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies (<i>Undertaking to Comply</i>)</li> <li>7. Certificate of No Derogatory Record information issued by SEC (except those in operation for less than six months upon filing of the application) <i>Undertaking to Comply</i></li> <li>8. ABSNET Membership: Certification from the Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWA <i>Annex 23</i></li> <li>9. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No.</li> </ol>	<p>Standards Section</p> <p>Standards Section/Requesting Party</p> <p>Standards Section</p> <p>Standards Section</p> <p>Requesting Party</p> <p>Securities and Exchange Commission (SEC)/ Standards Section</p> <p>Securities and Exchange Commission (SEC)/ Standards Section</p> <p>Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office</p> <p>Standards Section</p>
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<p>9211 (Tobacco Regulation Act of 2003)          AO 11 s2019 Annex A</p> <p>10. Work and financial Plan for the two (2) succeeding years (<i>Annex 9</i>)</p> <p>11. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years</p> <p>12. Annual Accomplishment Report of the previous year (<i>Annex 6</i>)</p> <p>13. Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or</p> <p>Financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php500,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice  <i>Annex 8</i></p> <p>14. Profile of clients/community being served for the preceding and current year (<i>Annex 20</i>)</p> <p>15. For those operating in more than one (1) region:</p> <ul style="list-style-type: none"> <li>• List of main and satellite/branch offices with contact details, if any; (<i>Annex 7</i>)</li> <li>• Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and</li> <li>• Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:</li> </ul>	<p>Standards Section</p> <p>Requesting Party</p> <p>Standard Section</p> <p>Standards Section/Requesting Party</p> <p>Standards Section</p> <p>Standards Section Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office</p>
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<ul style="list-style-type: none"> <li>○ Validation report from the concerned DSWD Field Office</li> <li>○ Certification from Cluster ABSNET</li> <li>○ Certification from the LGUs</li> </ul> <p><i>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</i></p> <p>15. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP;</p> <p><i>If none, certification from the head of agency that no IP beneficiaries</i></p> <p>16. 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. If none, certification from the head of agency that no funds/grants received from any of the government agencies. <i>With Template</i></p> <p>17. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021) <i>With Template</i></p> <p>18. Copy of Official Receipt (OR) of processing fee on licensing amounting to ₱1,000.00</p> <p><b>For Already Implementing Social Work Agency</b></p> <ol style="list-style-type: none"> <li>1. Duly Accomplished Application Form (<i>Annex 2</i>)</li> <li>2. Manual of Operation containing the SWDAs' program and administrative</li> </ol>	<p>National Commission on Indigenous People</p> <p>Standards Section/Requesting Party</p> <p>Standards Section/ Requesting Party</p> <p>Standards Section</p> <p>Cash Section</p> <p>Standards Section</p> <p>Standards Section/ Requesting Party</p>
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<p>policies, procedures and strategies to attain its purpose/s, among others (<i>Annex 4</i>)</p> <p>3. Profile of Board of Trustees (<i>Annex 21</i>)</p> <p>4. Profile of Employees and Volunteers</p> <p>5. For Social Work Agency, to consider the following staff requirement:</p> <ul style="list-style-type: none"> <li>• At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management;</li> <li>• For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and houseparent;</li> <li>• For Center Based (Non-Residential Based), to observe at least one (1) full time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizens center and the like, a part-time social worker is considered; and</li> <li>• For community based, implementing community development or community organizing, any of the following shall be hired in full/part time basis per region:             <ul style="list-style-type: none"> <li>• Graduate of Bachelor Degree in Social Work or Community Development; or</li> <li>• Other professionals who have at least three (3) years work experience in the field of social welfare and development.</li> <li>• <i>With Template</i></li> </ul> </li> </ul>	<p>Standards Section</p> <p>Standards Section</p> <p>Requesting Party</p>
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<p>6. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies <i>Undertaking to Comply</i></p>	<p>Security and Exchange Commission</p>
<p>7. Certificate of No Derogatory Record information issued by SEC (except those in operation for less than six months upon filing of the application) <i>Undertaking to Comply</i></p>	<p>Security and Exchange Commission</p>
<p>8. ABSNET Membership: Certification from the Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant <i>SWA Annex 23</i></p>	<p>Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer</p>
<p>9. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003) <i>AO 11 s2019 Annex A</i></p>	<p>Standards Section</p>
<p>10. Work and financial Plan for the two (2) succeeding years (<i>Annex 9</i>)</p>	<p>Standards Section</p>
<p>11. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years.</p>	<p>Requesting Party</p>
<p>12. Annual Accomplishment Report of the previous year (<i>Annex 6</i>)</p>	<p>Standards Section</p>
<p>13. Annual Accomplishment Report of the previous year (<i>Annex 6</i>)</p>	<p>Standards Section</p>
<p>14. Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or</p>	<p>Standards Section/Requesting Party</p>

Financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php500,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice;  
*Annex 8*

15. Profile of clients/community being served for the preceding and current year (*Annex 20*)

16. For those operating in more than one (1) region:
- List of main and satellite/branch offices with contact details, if any; (*Annex 7*)
  - Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and
  - Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:
    - Validation report from the concerned DSWD Field Office
    - Certification from Cluster ABSNET
    - Certification from the LGUs

*There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.*

17. For applicant SWA implementing Child Placement Services.

Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service

18. For Center Based (Residential Based and Non-Residential Based)

Standards Section

Regional ABSNET (RAB)  
President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer

Department of Social Welfare and Development Field Office

Requesting Party

<ul style="list-style-type: none"> <li>• Copy of the valid safety certificates namely:</li> <li>• Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings);</li> <li>• Fire Safety Inspection Certificate; and</li> <li>• Water Potability Certificate or Sanitary Permit.</li> </ul> <p>19. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP</p> <p><i>If none, certification from the head of agency that no IP beneficiaries</i></p> <p>20. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ul style="list-style-type: none"> <li>• Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies. <i>With Template</i></li> </ul> <p>21. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021); and <i>With Template</i></p> <p>22. Copy of Official Receipt (OR) of processing fee on licensing amounting to ₱1,000.00</p>	<p>National Commission on Indigenous People</p> <p>Standards Section/Requesting Party</p> <p>Standards Section</p> <p>Cash Section</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit application (walk-in)</p>	<p>1. Log its receipt into the document tracking system;</p> <p>1.1. Review the completeness of the</p>	<p>None</p>	<p>10 minutes</p>	<p>Standards Section Support Staff</p>

	<p>submitted application documents;</p> <p>1.2. Provide the walk-in applicant with document reference number for easy tracking.</p> <p>1.3. Prepare billing statement and pay the necessary fee to Cash Section or thru online payment; and</p> <p>1.4. Attach the photocopy of the official receipt of processing fee.</p> <p>1.5. If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p> <p>1.7. Log its receipt into the document tracking system.</p> <p>1.8. Route to Standards Section Head.</p>	<p>P1,000.00</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Cash Section</p> <p>Standards Section Support Staff</p> <p>Standards Section Support Staff</p> <p>Standards Section Support Staff</p> <p>Standard Section Support Staff</p>
2. Submit application through mail/courier	<p>2. Log its receipt into the document tracking system.</p> <p>2.1. Route to the concerned Section Head.</p> <p>2.2. Monitor incoming applications and assigns to technical staff.</p> <p>2.2.1. Provide notes/ instructions for action.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour</p> <p>20 minutes</p>	<p>Standard Section Support Staff</p> <p>Standard Section Support Staff</p> <p>Support Staff</p>



	<p>2.3. Conduct desk review of the received application as to completeness and compliance.</p>	None	3 hours	Head, Standards Section
	<p>2.4. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment:</p>	None	3 days	Assigned Technical Staff
	<p>2.5. Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated.</p>	P1,000.00		
	<p>2.6. Under normal circumstances actual validation visit shall be conducted; and During the state of calamity/emergency, conduct virtual assessment</p>			
	<p>2.7. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	<p>2.8. Provide inputs/ comments/corrections. 2.9. Endorse draft acknowledgement letter to the PPD Chief for initial.</p>			
	<p>2.10. If no comments/ clarification, initial/ endorse the final draft of acknowledgement letter to the Regional Director for approval.</p>	None	2 days	Head, Standards Section

	<p>2.11. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>2.12. Update it in the document tracking system.</p> <p>2.13. Route finalized acknowledgement letter to the Regional Director for approval.</p> <p>2.14. If approved: signed/ approved acknowledgement letter.</p> <p>2.15. If with inputs/ comments/ corrections, return to the technical staff.</p> <p>2.16. Update it in the document tracking system.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>20 minutes</p> <p>20 minutes</p> <p>1 day</p> <p>20 minutes</p> <p>30 minutes</p>	<p>Chief, PPD</p> <p>Standards Section Support Staff</p> <p>Standards Section Support Staff</p> <p>Regional Director</p> <p>ORD Staff</p> <p>Standards Section Support Staff</p>
3. Receive advanced copy of the signed acknowledgement letter	3. Email advance copy of the signed acknowledgement letter	None	30 minutes	Standards Section Support Staff
4. Attend validation assessment	<p>4. Conduct of validation assessment, with the applicable mode:</p> <p>4.1. Under normal circumstances, conduct actual validation visit; and During the state of calamity/emergency virtual assessment.</p> <p>4.1.1. Activities to take place: (a) Courtesy call to the head of the</p>	None	1 day	Assigned Technical Staff

	<p>SWDA; (b) Focused Group Discussion; Key Informant Interview</p> <p>4.2. Review of documents based on the SWDA's compliance with standard indicators; Ocular inspection (thru virtual or actual); Exit conference;</p> <p>4.3. Highlight the result of the assessment</p> <p>4.3.1. If initial findings are not favorable, agreed, Action plan shall be prepared.</p>			
5. Receive signed confirmation report along with the Certificate of License to Operate	5. If favorable, prepares Confirmation Report with attachments.	None	3.5. days	Assigned Technical Staff
	5.1. Review and provide inputs and endorses the draft Confirmation Report to the PPD Chief for initial.	None	2 days	Head, Standards Section
	5.2. Update Document Tracking System.	None	1 hour	Standards Section Support Staff
	5.3. Forward to Outgoing Support Staff.			
	5.4. If approved: endorse final draft Confirmation Report, draft Certificate of License to Operate to the Regional Director for approval.	None	2 days	Chief, PPD
	5.5. If with inputs/			

	<p>comments/ corrections, return to technical staff.</p> <p>5.6. Log, track and forward to the Office of the Regional Director for approval.</p> <p>5.7. Update it into the document tracking system.</p> <p>5.8. Endorse the Confirmation Report to the Regional Director for approval.</p> <p>5.9.. If approved: Signed/approved Confirmation Report and Certificate of License to Operate.</p> <p>5.10.If with inputs/ comments/ corrections, return to technical staff.</p> <p>5.11. Track, log and forward the signed/approved Certificate of License to Operate to the Standards Section.</p> <p>5.12. Log into the document tracking system.</p> <p>5.13. Update Document Tracking System.</p> <p>5.14. Email advance copy of the signed confirmation report along with the Certificate of License to Operate.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes</p> <p>3 days</p> <p>30 minutes</p>	<p>Standards Section Support Staff</p> <p>ORD Support Staff</p> <p>Regional Director</p> <p>ORD Staff</p>
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	<p>5.15. Endorse to the Record Section the signed Confirmation Report and Certificate of License to Operate.</p> <p>5.16. Release the Certificate of License to Operate to the SWDA.</p> <p>5.17. Log and sign in the logbook for received certificate thru pick-up.</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 hour</p>	<p>Standards Section Support Staff</p> <p>ORD ARDA Standards Section</p>
<p>6. If held in abeyance, submit Action Plan and receive signed confirmation report along with the Certificate of License to Operate</p>	<p>6. Prepare Confirmation Report summarizing the indicators for compliance of SWDA and period for compliance (maximum of six (6) months) as discussed with the SWDA with attached Action Plan.</p> <p>6.1. Endorse draft Confirmation Report to the PPD Chief for initial.</p> <p>6.2. Update Document Tracking System</p> <p>6.3. Forward to Outgoing Support Staff.</p> <p>6.4. If approved: endorse final draft of Confirmation Report to Regional Director for approval.</p> <p>6.5. If with inputs/ comments/ corrections, return to technical staff.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 days</p> <p>3 days</p> <p>35 minutes</p> <p>2 days</p>	<p>Assigned Technical Staff</p> <p>Standards Section Head</p> <p>Standards Section Support Staff</p> <p>Chief, PPD</p>

	6.6. Log, track and forward to the Office of the Regional Director for approval.	None	35 minutes	Standards Section Support Staff
	6.7. Update Document Tracking System.			
	6.8. Endorse the Confirmation Report to the Regional Director for approval.	None	35 minutes	ORD Staff
	6.9. If approved: sign/approve Confirmation Report.	None	2.5. days	Regional Director
	6.10. If with inputs/ comments/ corrections, return to technical staff.			
	6.11. Track, log and forward the signed Confirmation Report to the Standards Section.	None	35 minutes	ORD Support Staff
	6.12. Update Document Tracking System.			
	6.13. Update Document Tracking System.			
	6.14. Email advance copy of the signed confirmation report. Endorsed to the Record Section the signed confirmation Report	None	40 minutes	Standards Section Support Staff
	6.15. Prepare receiving copy of signed Confirmation Report to be hand carries to the Records Section.	None	1 hour	Standards Section Support Staff

7. Accomplish Client Satisfaction Measurement Form	7. Administer and receive Client Satisfaction Measurement Form	None	5 minutes	Assigned Staff
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	

## 11. Obtaining Social Welfare and Development Data Information

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 series of 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has been consolidated and/or published by the DSWD and readily available as public document.

<b>Office/Division</b>	Plans and Policy Division Policy Development and Planning Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who May Avail:</b>	Research 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 DSWD.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Letter		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1. Receive request for SWD data from the researcher.  1.1. For walk-in request, receive request letter and ask the researcher to provide details in the logbook.  1.1.1. For request sent via email, download and print request.	None	10 minutes	Assigned Clerk

	<p>1.2. Check completeness of information in the request letter (i.e. name of the researcher, contract details and data being requested).</p> <p>1.2.1. if complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)</p> <p>1.3. Encode details to the Enhanced Document Transaction Management System (EDTMS).</p>	None	10 minutes	Assigned Staff
	1.4. Endorse request to the concerned Unit	None	5 minutes	Assigned Staff
	1.5. Endorse request to OIC, PPD.	None	5 minutes	Assigned Staff
	1.6. Endorse request to Head, PDPS.	None	5 minutes	OIC, PPD
	1.7. Assign request to concerned technical staff	None	5 minutes	Head, PDPS
	1.8. Assess if data/information being requested is available within the Section.	None	10 minutes	Technical Staff, PDPS
	1.9. If data is available, prepare data and letter response (utilizing the letter response template).	None	Single Data: 7 hours  Multiple Data: 1 day and 4 hours	Technical Staff, PDPS



	1.10. Submit letter response to PDPS Section for initial and OIC for signature.			
2. Accomplish the Client Satisfaction Measurement Form	2. Administer Client Satisfaction Measurement Form	None	5 minutes	Assigned Staff
	<p>3. If not available within the office/ section, endorse the request to the concerned office/ division/ section using the Endorsement of Research and SWD Data Request Form.</p> <p>3.1. If data/ information is not available in DSWD, inform the researcher of other sources of data.</p> <p>3.2. Prepare a letter response (utilizing the letter response template).</p> <p>3.3. Submit to the OIC, PPD and Section Head, PDPS.</p> <p>3.4. Review, approve and sign the letter response, prepared data (if available) and applicable form.</p> <p>3.5. Send the signed letter response containing Client Satisfaction Measurement Survey Form link/code to the</p>	None	30 minutes	Technical Staff, PDPS
		None	20 minutes	OIC, PPD Head, PDPS

	researcher together with the approved data (if available) and applicable form.			
4. Accomplish the Client Satisfaction Measurement Survey Form.	4. Administer the accomplished Client Satisfaction Measurement Survey Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>1 day, 15 minutes for single data</b>  <b>1 day, 5 hours and 15 minutes for multiple data</b>  <b>1 hour 45 minutes for no data</b>	

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

This aims to conduct Pre-accreditation assessment on the readiness of the Licensed Social Work Agency and Public SWDA for accreditation in accordance with the set DSWD standards in the delivery of social welfare programs and services. This is to ensure that requirements and set standards are compiled by the SWAs prior to the Standards Bureau accreditation assessment of the applicant SWDA.

<b>Office/Division</b>	Policy and Plans Division Standards Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizens G2G – Government to Government	
<b>Who May Avail:</b>		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. Duly accomplished Application Form	Standards Section	
2. Self-assessment: duly accomplished pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative	Requesting Party	
3. Certificate of No Derogatory Record information issued by SEC (except	Securities and Exchange Commission	

<p>those in operation for less than six months upon filing of the application) <i>(Not applicable for public SWDAs)</i></p>	
4. ABSNET Membership Certification attesting the active ABSNET membership of the applicant SWA	Regional ABSNET President/ Chairperson of the Cluster ABSNET/ Authorized ABSNET Officer
5. Work and Financial plan (two succeeding years)	Requesting Party
6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years. <i>(Not applicable for public SWDAs)</i>	Requesting Party
7. Annual Accomplishment Report of the previous year	Requesting Party
8. Audited Financial Report of the previous year	Requesting Party
9. Profile of clients/community being served for the preceding and current year	Requesting Party
10. Certification from the SWA's Head of Agency on their observance and compliance to the provisions of Executive Order No.26 of 2017 (Providing for the establishment of Smoke-Free Environment in Public and Enclosed Places) and RA No.9211 (Tobacco Regulation Act of 2003)	Requesting Party
11. Manual of Operation	Requesting Party
12. Profile of Board of Trustees or its equivalent	Requesting Party
13. Profile of employees and Volunteers	Requesting Party
14. List of main and satellite/branch offices <i>(if operating in more than one region)</i>	Requesting Party
15. Certified True Copy of General Information Sheet (G.I.S.) <i>(Not applicable for public SWDAs)</i>	Securities and Exchange Commission

<p>16. <u>For Applicant SWA's implementing Child Placement Services</u></p> <p>Certification from DSWD or photocopy of the Certificate of training attended by the hired RSW related to child placement service</p>		DSWD Field Office		
<p>17. Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> <li>• Occupancy permit (only for new buildings) or; Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>• Fire Safety Certificate</li> <li>• Water Potability Certificate or Sanitary Permit (Not applicable for Community-Based SWA)</li> </ul>		Local Government Unit		
<p>18. For applicant that are identified that would be serving Indigenous People (IP), appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>		National Commission on Indigenous Peoples (NCIP)		
<p>19. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p><i>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation</i></p>		DSWD Field Office		
<p>20. Copy of the Official Receipt (OR) processing fee for Accreditation of P1,000.00 per programs and services</p>		DSWD Field Office Cash Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter together with the complete set of documents	1. Receive, stamp, and track the document.  1.1. Forward to the Standards Section Head	None	30 minutes	Standards Section Support Staff

	<p>1.2. Provide notes/ instructions for action</p> <p>1.3. Assign to the Technical Staff</p>	None	4 hours	Head, Standards Section
2. Await for acknowledgement or notification relative to the application	<p>2. Coordinate with the SWDA the proposed schedule of assessment.</p> <p>2.1. Conduct desk review of the documentary requirements and/or documentation of previous monitoring visit as to completeness and compliance on accreditation standards.</p> <p>2.2. Without supporting documents: draft acknowledgement letter and forward the draft letter to Standards Section Head for review and initial.</p> <p>2.3. With complete supporting documents: prepare acknowledgement letter indicating the schedule of assessment.</p> <p>2.4. For incomplete supporting documents, prepare acknowledgement letter indicating the checklist of the documents for compliance to be</p>	None	3 days	Standards Section Technical Staff

	<p>secured or accomplished per MC 17 s2018 and return all the submitted documents to applicant</p> <p>2.5. Endorse acknowledgement letter for initial and approval</p> <p>2.6. If no comments/ inputs/ clarifications, affix initial /endorse the final draft of the acknowledgement letter to the PPD chief for initial.</p> <p>2.7. If with inputs/ comments/ corrections, return to technical staff.</p> <p>2.8. Route to PPD Support Staff</p> <p>2.9. Route to PPD Chief</p> <p>2.10. Review the acknowledgement letter</p> <p>2.11. If no comments/ inputs/ clarifications, initial /endorse the final draft of the acknowledgement letter to the RD for approval</p> <p>2.12. If with inputs/ comments/</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>30 minutes</p> <p>30 minutes</p> <p>1 day</p>	<p>Head, Standards Section</p> <p>Standards Section Support Staff</p> <p>PPD Support Staff</p> <p>Chief, PPD</p>
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	<p>corrections, return to technical staff.</p> <p>2.13. Route to ORD</p> <p>2.14. Review and provide notes for the RD and forward to the RD</p> <p>2.8. Review /approve acknowledgement letter</p> <p>2.9. If no comments/clarifications, approves the acknowledgement letter</p> <p>2.10. If with inputs/comments/corrections, return to technical staff.</p> <p>2.9. Forward to Standards Section support staff</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 hour</p> <p>1 day</p> <p>1 hour</p>	<p>ORD Support Staff</p> <p>ORD</p> <p>Regional Director</p> <p>ORD Support Staff</p>
3. Receive advance copy of the signed acknowledgement letter	2.10. Email advance copy of the signed acknowledgement letter to the SWDA	None	1 hour	Standards Section Support Staff
4. Prepare of the Pre-Accreditation	<p>4. Conduct pre-accreditation assessment</p> <p>Focused Group Discussion</p> <p>Key informant Interview</p> <p>Review of documents based on the SWDA's compliance with standards indicators</p> <p>Ocular inspection</p> <p>Technical Assistance along</p>	None	2 days	Assigned Technical Staff

	Accreditation requirements Exit Conference			
5. Await the approval of the confirmation report and memorandum for SB	5. Conduct Final Assessment and prepares the confirmation report	None	3 days	Assigned Technical Staff
	5.1. If compliant, indicate the favorable findings			
	5.2. If non-compliant, indicate the indicators/ requirements for compliance of SWDA			
	5.3. Forward to Standards Section Support Staff			
	5.4. Forwards to Standards Section Head	None	1 hour	Standards Section Support Staff
	5.5. Review/ approve confirmation report	None	1 day and 4 hours	Head, Standards Section
	5.6. Endorse the final draft of confirmation report to the PPD chief for initial.	None	1 hour	PPD Support Staff
	5.7. If with inputs/ comments/ corrections, return to technical staff.			
5.8. Forward to the PPD Support Staff for tracking to PPD Chief				



	<p>5.9. Forward to PPD Chief for review/initial</p> <p>5.10. Review and affix initial on the confirmation report and memorandum for SB</p> <p>5.11. Endorse the final draft of confirmation report to the RD for approval</p> <p>5.12. If with inputs/ comments/ corrections, return to technical staff.</p> <p>5.13. Forward to the ORD Support Staff</p> <p>5.14. Review and provide notes for the RD and forward to the RD</p> <p>5.15. Review /approve confirmation report and transmittal memo to Standards Bureau</p> <p>5.16. If no comments/ clarifications, approve the confirmation report</p> <p>5.17. If with inputs/ comments/ corrections, return to technical staff.</p> <p>5.18. Forward to Standards Section Support Staff</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>1 hour</p> <p>4 hours and 30 minutes</p> <p>3 days</p> <p>1 hour</p>	<p>Chief, PPD</p> <p>PPD Support Staff</p> <p>Office of the Regional Director</p> <p>Regional Director</p> <p>ORD Support Staff</p>
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6. Receive the Signed confirmation report	6. Email advance copy of confirmation/ assessment report to SWDA and SB  6.1. Prepare receiving copy of signed Confirmation Report and memo for SB to be hand-carried to the Records Section	None	1 hour	Standards Section Support Staff
7. Accomplish Client Satisfaction Measurement Form	7. Administer and accomplish Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	

### 13. Registration of Private Social Welfare and Development Agencies

This aims to assess private organizations through registration whose intended purpose is within the purview of social welfare and development, where the determination of the same shall result in the inclusion of the agency in the Department's registry of Social Welfare and Development Agencies (SWDAs).

<b>Office/Division</b>	Policy and Plans Division Standards Section	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who May Avail:</b>		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. Duly accomplished Application Form	Standards Section	
2. 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.	Securities and Exchange Commission	
3. Copy of any of the following: <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> </ul>	Requesting Party	

4. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency		Requesting Party		
5. Copy of Official Receipt (OR) of processing fee on registration amounting to ₱1,000.00		Cash Section		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements together with the complete set of documents (walk-in)	1. Log its receipt in the Document Tracking System	None	30 minutes	Standards Section Support Staff
	1.1. Review the completeness of the submitted application documents			
	1.2. Provide walk-in applicant with document reference number for easy tracking			
	1.3. Prepare billing statement and pay the necessary fee to Cash Section or thru online payment	P1,000.00	10 minutes	Cash Section Staff
	1.4. Attach the photocopy of the official receipt of the processing fee			
	1.5. Assign to Standards Section Technical Staff	None	30 minutes	Standards Section Support Staff
	1.6. Route to Standards Section Head	None	15 minutes	Standards Section Support Staff
	1.7. If incomplete, return documents accompanied by checklist of requirements and	None	15 minutes	Standards Section Support Staff

	provide technical assistance			
2. Submits requirements together with the complete set of documents via mail or courier	2. Receive application and endorse to Standards Section Head	None	30 minutes	Standards Section Support Staff
	1.1. Receive incoming applications and assign to concerned technical staff	None	30 minutes	Head, Standards Section
	1.2. Conduct desk review of the received application as to completeness and compliance.	None	3 hours	Assigned Technical Staff
	1.3. If complete and compliant, notify the applicant SWDA on the payment of processing fee. Proceed to No. 4 Registration Process  1.4. If incomplete, prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement			
3. Await for acknowledgement letter relative to the application (for incomplete requirements)	3. Review acknowledgement letter and affixes the initial.  3.1. Provide inputs/ comments/ corrections  3.2. Endorse draft acknowledgement letter to PPD Chief for initial	None	2 hours	Head, Standards Section

	<p>3.3. Review acknowledgement letter for initial</p> <p>3.4. If no inputs/ corrections, endorse final draft of acknowledgement letter to the RD for approval</p> <p>3.5. If with inputs/ corrections, return to technical staff</p> <p>3.6. Endorses the acknowledgement letter to RD</p>	None	1 hour	Chief, PPD
	3.7. Route the draft acknowledgement letter to RD for approval	None	15 minutes	ORD Support Staff
	3.8. If approved: sign acknowledgement letter	None	1 hour	Regional Director
	3.9. If with inputs/ comments/ corrections of RD, return to technical staff.			
	3.10. Email advance copy of the signed/approved acknowledgement letter and send to SWDA indicating the lacking requirements and documents through Records	None	1 hour	Standards Section Support Staff
4. Await Confirmation Reports with	4. Prepare the Confirmation report with attached Certificate of	None	5 hours and 30 minutes	Assigned Technical Staff

Certificate of Registration	Registration in Security Paper (SECPA) and duplicated copy			
	4.1. Review the Confirmation Report with attached Certificate of Registration in SECPA for endorsement to PPD Chief	None	2 hours	Head, Standards Section
	4.2. Route the Confirmation Report with attached Certificate of Registration in SECPA to the PPD Chief for approval	None	20 minutes	Standards Section Support Staff
	4.3. Endorse the final draft of Confirmation Report with attached Certificate of Registration in SECPA to RD for approval	None	1 hour and 30 minutes	Chief, PPD
	4.4. Route to the RD for approval			
	4.5. Endorse Confirmation Report with attached Certificate of Registration in SECPA to RD for approval	None	20 minutes	ORD Support Staff
	4.6. Approve of the Confirmation Report and Certificate of Registration	None	1 hour	Regional Director
4.7. Route the approved/ signed Confirmation Report	None	30 minutes	ORD Staff	

	and Certificate of Registration to Standards Section			
5. Receive the signed/ approved Confirmation Report along with the signed Certificate of Registration	5. Email advance copy of Confirmation Report along with the signed Certificate of Registration  5.1. Endorse to Records Section the signed Confirmation Report and Certificate of Registration and to be sent to the SWDA applicant	None	30 minutes	Standards Section Support Staff
6. Accomplish Client Satisfaction Measurement Form	6. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Assigned Staff
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

# **PROMOTIVE SERVICES DIVISION (PMSD)**



## 1. Provision of Livelihood Assistance to Referrals and Walk-in Clients

<b>Office/Division</b>	Promotive Services Division Sustainable Livelihood Program (SLP)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Client G2G – Government to Government			
<b>Who May Avail:</b>	All qualified program participants			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
4. Filled out SLP Profile Form and Data Privacy Consent Form for Walk-in Clients, Referral/ endorsement letter from OBSUs, NGAs and NGOs		<p>DSWD SLP RPMO Regional Office, Carig Sur, Tuguegarao City, Cagayan</p> <p>DSWD SLP PMO Cagayan San Gabriel, Tuguegarao City, Cagayan</p> <p>DSWD SLP PMO Isabela Ilagan City, Isabela</p> <p>DSWD SLP PMO Quirino, Cabarroguis, Quirino</p> <p>DSWD SLP PMO Nueva Vizcaya Bayombong, Nueva Vizcaya</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to SLP Office and register in the Walk-in Clients Logbook	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012	None	10 minutes	SLP Technical Staff
	<p>1.1. Conduct briefing on the SLP Processes</p> <p>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 1.4</p> <p>1.2. Fill -out the SLP Profile Form.</p>	None	20 minutes	SLP Technical Staff

	<p>1.3. Request the client to register in the Walk-In Clients Logbook</p> <p>1.4. Issue SLP Walk-In Client Slip to walk-in client; certify that client appeared at the SLP RPMO</p>			
2. Provide information for assessment and/or validation.	2. Acknowledge receipt of referrals from SLP NPMO, PCC, 8888 OP and other institutions.	None	1 hour	Regional Coordinator SLP Technical Staff
	2.1. Encode client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	Assigned Clerk
	2.2. Provides list of names for name matching to Listahanan and Pantawid Database	None	1 day for Pantawid	SLP Technical Staff
			2 days for non-Pantawid	Pantawid Technical Staff Listahanan Technical Staff
	2.3. Endorse to Provincial Offices for appropriate action, Inform the client on the result of name matching.	None	1 hour	SLP Technical Staff
2.3.1. if client is not matched with database, Listahanan conduct HAF or SLP Means Test through (a) conduct of home visitation to administer HAF or Means Test or (b) administer SLP Means Test.	None	1 day	SLP Technical Staff	

	<p>Note: For Island Municipalities or Geographically Isolated and Disadvantaged Areas (GIDA) validation may exceed the prescribed timeline due to the distance and travel time.</p> <p>2.3.2. Administer Livelihood Assessment Form.</p> <p>2.3.3. If not eligible, refer to another institutions.</p>			
3. Attend activities on social preparation for qualified clients	<p>3. Conduct Capacity Building</p> <p>3.1. Provide results on the conducted Sustainable Livelihood Analysis (SLA) and SWOT analysis.</p> <p>3.2. Track selection of client/s to identify suited tract.</p> <p>3.3. Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training</p>	None	3 days and 5 hours	SLP Technical Staff
	<p>4. Prepare and submit the Modality Application Form and Mungkahing Proyekto</p> <p>4.1. Review and Assess the project proposal</p>	None	1 day	SLP Technical Staff
		None	1 day	Program participants
		None	1 day	Provincial Coordinator

	<p>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</p> <p>Note: The succeeding SLP processes will be subjected to the availability of funds.</p>			<p>RPMO Project Development Officer</p> <p>Regional Review Committee</p>
	4.2. Prepare funding requirements of the approved project proposal.	None	2 days	Regional Monitoring and Evaluation Officer for Finance
	4.3. For approved project proposal, prepare Obligation Report.	None	2 days	SLP Mainstreamed Staff
	4.4. Prepare/ process voucher			SLP Mainstreamed Staff
	4.5. Monitor the issuance of the approved check for disbursement	None	1 day	SLP Mainstreamed Staff
5. Receive information on the status of request.	<p>5. Notify the program participants for the status of their request.</p> <p>Note: Subject to available means of communication in informing the client (text, email, call, visit)</p>	None	1 day	Field Project Development Officer
	5.1. Release livelihood grants	None	1 day	<p>Cashier</p> <p>SLP Technucal Staff</p>

6. Accomplish Client Satisfaction Measurement Form	6. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>19 days, 7 hours and 15 minutes</b>	

# **PROTECTIVE SERVICES DIVISION (PTSD)**

## 1. Case Management in Center and Residential Care Facility

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing and restoring client's social functioning

<b>Office/Division</b>	Protective Services Division Cagayan Valley Regional Rehabilitation Center for Youth			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail:</b>				
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Referral Letter		Local Government Unit/Other referring party		
2. Social Case Study Report		Local Government Unit/Other referring party		
3. Medical Clearance		Private/Government Physician		
4. Court Order (if any)				
5. Barangay Clearance/ Certificate		Local Barangay Office		
6. Other pertinent documents per CRCF manual				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Pre-Admission Phase</b>				
1. Submits for initial interview and assessment	1. Conducts initial interview with the client (either walk-in, outreach, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.  Remarks: In new normal	None	30 minutes	Social Worker on duty

	<p>situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</p> <p>1.1. If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>1.1.1. If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.</p> <p>(Endorsement should be made depending on the Level of Accreditation)</p>	None	Within 5 days	
2. Attends pre-admission conference	2. Conduct pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility	None	2 hours	Social Worker



	<p>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</p>			
<b>Admission Phase</b>				
<p>3. Attend admission conference</p>	<p>3. Facilitate conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices of the facility</p> <p>3.1. Accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos'</i> is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>3.2. Orients client/resident about</p>	<p>None</p>	<p>1 Day</p>	<p>Helping Team</p> <p>Multidisciplinary Team,</p> <p>Referring Party</p>

	the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.			
4. Submit self to inventory of belongings	4. Conduct an inventory of the client's belongings and records it.	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent on Duty
5. Accept set of clothings and other provision.	5. Provide the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.  (This is not applicable to non-residential facilities).	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent
6. Submit self for examination	6. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.  6.1. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with his/her properly.  (This is not applicable to non-residential facilities)	None	During client's first day in the facility	Medical Officer, Nurse

<b>Center-based Intervention Phase</b>				
7. Submits for interview	7. Conduct further interview with the client to gather additional relevant information on problem presented as basis for assessment and recommendation.	None	During client's 1 <sup>st</sup> day in the facility	Social Worker
	7.1. Conduct initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During client's 1 <sup>st</sup> day in the facility	Psychologist, Psychometrician or  Outsourced service of a Psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs
	7.3. Gather additional information from the client, significant others and the worker's own observation on the client	None	During client's 1 <sup>st</sup> day in the facility	Helping Team/  Multidisciplinary members,  Referring Party, LGU Social Worker
	7.4. Coordinate to LGU request for Parental/Family Capability Assessment (PCA).			
	7.5. Draft the Initial Social Case Study Report, and Intervention Plan with the client/resident.			Within 30 days after admission
	7.6. Collaborates with the clients/ residents to identify the problem areas			Within 15 days after admission for the

	<p>and needs, then formulate a structured plan for achieving both short- and long-term goals.</p> <p>7.7. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>7.8. Review and update the Intervention Plan based on the result of the case conference, if necessary.</p>	None	<p>Intervention Plan</p> <p>During client's 4<sup>th</sup> week in the facility</p> <p>During client's 4<sup>th</sup> week in the facility</p>	<p>Helping Team/ Multidisciplinary Team</p> <p>Referring Party, LGU</p> <p>Helping Team/ Multidisciplinary Team</p>
8. Receive the provisions of the center and various interventions provided	8. Implement and facilitate provision of services to the client towards improvement of social functioning and rehabilitation goal	None	<p>During the client's/ resident's stay in the facility which is a minimum of six months with exception to the following:</p> <p>Early reintegration/ rehabilitation prior to six months;</p> <p>Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the</p>	<p>Helping Team/ Multidisciplinary Team</p>

	<p>8.1. Monitor the progress of the client in relation to achievement of goals. The Helping Team/ Multidisciplinary Team conducts regular case conference as part of monitoring the case.</p>	None	assessment of the Social Worker. Monthly	Helping Team/ Multidisciplinary Team
	<p>8.2. Reassesses and modifies the intervention plan per developments/ changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.</p>	None	During client's 3 <sup>rd</sup> month in the facility	Social Worker Helping Team Multidisciplinary Team
<b>Evaluation and Termination</b>				
	<p>9. Conduct individual or group session with clients/residents and meets with the Helping Team/ Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.</p>	None	3 months prior to discharge	Helping Team/ Multidisciplinary Team Referring Party LGU Social Worker Client's family if available
	<p>9.1. Inform the referring party regarding the client's achievement of rehabilitation/helping goals, and requests</p>	None	Upon receipt of P/FCAR submitted by LGU	Social Worker

	<p>for Parental Capability Assessment Report (PCAR).</p> <p>9.1.1. For CICL cases, inform the court of the achievement of the rehabilitation goals of the client/resident.</p>			
10. Attend pre-discharge conference	<p>10. Conduct pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>10.1. Prepare After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of</p>	<p>None</p> <p>None</p>	2 hours	<p>Helping Team</p> <p>Multidisciplinary Team</p> <p>Accepting Party,</p> <p>Client's family,</p> <p>Key members in the community such as Barangay Officials among others</p> <p>Helping Team</p> <p>Multidisciplinary Team</p>

	<p>the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p> <p>10.2. Prepare Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.</p>	None	5 days	Social Worker
11. Submit to medical examination	11. Conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/ Nurse or other medical personnel in the facility
12. Attend discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	12. Facilitate discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team  Multidisciplinary Team  Client  Family concerned  SWDAs  LGU
13. Accomplish Client Satisfaction Measurement Survey Form	13. Administer Client Satisfaction Measurement Survey Form	None	5 minutes	Social Worker
<b>Post Center Based Intervention Form</b>				
	14. Send request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her	None	3 months to 6 months after discharge	Social Worker  LGU  Stakeholders  Client





	or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report		at least 50% of the After-Care Program Plan	
<b>TOTAL</b>		<b>None</b>	<b>6 months for Center-Based Phase</b>	

## 2. Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients Transacting within the DSWS Offices (CIU/CIS/SWAD Offices)

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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office/Division</b>	Protective Services Division Crisis Intervention Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<b>Checklist of Requirements</b>	<b>Where to Secure</b>



<p>death certificate, and/or court order/subpoena</p>	<p>Justification – Social Worker</p>
<p><b>Medical Assistance for Hospital Bill</b></p> <ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within three months (original/certified true copy)</li> <li>2. Hospital bill/ Statement of Account (outstanding balance) with name and signature of billing clerk.</li> <li>3. Social Case Study Report/ Case Summary</li> </ol>	<p>Medical Records of the Hospital/ Clinic or the Attending Physician</p> <p>Billing Office of the hospital</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Medical Assistance for Medicine/ Assistive Device</b></p> <ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within three months (original/certified true copy)</li> <li>2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three (3) months</li> <li>3. Social Case Study Report</li> </ol>	<p>Medical records of the Hospital/Clinic or the Attending Physician</p> <p>Attending Physician</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Medical Assistance for Laboratory</b></p> <ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within</li> </ol>	<p>Attending Physician or from Medical Records of the hospital/clinic</p>

<p>three months (original/certified true copy)</p> <p>2. Laboratory Requests with name, license number and signature of the Physician</p> <p>3. Social Case Study Report/Case Summary</p>	<p>Attending Physician from a hospital/clinic</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Funeral Assistance for Funeral Bill</b></p> <p>1. Death Certificate/Certification from the Tribal Chieftain (Original/Certified True Copy)</p> <p>2. Promissory Note/Certificate of Balance</p> <p>3. Funeral Contract</p>	<p>City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</p> <p>Authorized staff of the Funeral Parlor/Memorial Chapel</p> <p>Authorized staff of the Funeral Parlor/Memorial Chapel</p>
<p><b>Funeral Assistance for Transfer of Cadaver</b></p> <p>1. Death Certificate/Certification from the Tribal Chieftain (Original/Certified True Copy)</p> <p>2. Transfer Permit</p>	<p>City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</p> <p>City/Municipal Hall</p>
<p><b>Educational Assistance</b></p> <p>1. Validated School ID and Valid I.D</p> <p style="margin-left: 20px;">a. Enrollment Assessment Form or</p> <p style="margin-left: 20px;">b. Certificate of Enrollment or</p> <p style="margin-left: 20px;">c. Registration or</p> <p style="margin-left: 20px;">d. Statement of Account</p>	<p>School Registrar or concerned office</p>
<p><b>Food Assistance for Individuals and Families in Groups</b></p> <p>1. Project Proposal</p> <p>2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required</p>	<p>Barangay Hall where the client is presently residing</p>

<b>Cash Assistance for Other Support Services</b>  Depending on the circumstances:  <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  For Distressed OFWs: Passport Travel Document/s, certification from OWWA or the Barangay  <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.  <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children  <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		Bureau of Fire/ Philippine National Police  Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay  Local Social Welfare and Development Office or other social welfare agencies  Local Social Welfare and Development Office or other social welfare agencies  Police Station –Police Blotter Hospital/Clinic - Medical Certificate signed by the Registered Physician		
<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		Barangay Hall where the client is presently residing Police Station AFP or PNP Office of Civil Registry Certificate from the LDRMO; or Local Government Unit Hospital or Clinic signed by Licensed Physician		
<b>Material Assistance:</b>  1. General Intake Sheet  2. Material Assistance Distribution Sheet		DSWD CIU/CIS/SWAD  DSWD CIU/CIS/SWAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Secure a queuing number.	1. Provide Client with queuing number.	None	10 minutes (excluding queuing time)	Administrative Staff
2. Present pertinent document	2. Check the validity, and completeness of required documents presented by the client.	None	20 minutes (excluding queuing time)	Administrative Staff
	2.1. Check the client's record to the Crisis Intervention Monitoring System (CrIMS).	None	20 minutes (excluding queuing time)	DSWD personnel
	2.2. If documents are complete and valid, and right frequency of availment, advise client advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advise to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met	None	10 minutes (excluding queuing time)	DSWD Personnel
3. Submit pertinent documents for Interview and Assessment	3. Interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	None	40 minutes (excluding queuing time)	Social Welfare Officer
	3.1. Determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.	None	40 minutes (excluding queuing time)	Social Welfare Officer

	<p>3.1.1. If found to be ineligible for the services under the program, inform of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.</p> <p>3.2. Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.</p> <p>3.3. Forward the Client's Document to the Authorized Approving Officer.</p> <p>3.4. Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.</p> <p>3.5. Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>40 minutes (excluding queuing time)</p> <p>40 minutes (excluding queuing time)</p> <p>40 minutes (excluding queuing time)</p> <p>30 minutes (excluding queuing time)</p>	<p>Social Welfare Officer</p> <p>Authorized Official/s</p> <p>Authorized Approving Officer</p> <p>DSWD Personnel</p>
4. Receive assistance	4. Check the client's identity	None	15 minutes (excluding queuing time)	DSWD Personnel
	4.1. Release the Assistance.	None	15 minutes (excluding queuing time)	DSWD Personnel
5. Accomplish the Data Satisfaction Measurement Survey Form.	5. Administer the Client Satisfaction Measurement Survey Form.	None	20 minutes (excluding queuing time)	Administrative Personnel



<b>TOTAL</b>	<b>None</b>	<p><b>*5 hours, 40 minutes for Cash Outright</b></p> <p><b>**1 day or 24 hours for Guarantee Letter</b></p>	
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\* Time may vary depending on the influx of clients, technical and other circumstances outside the control of the Department.

\*\*Time may vary depending on the influx of clients, technical and other circumstances outside the control of the Department.

### 3. Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals

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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office/Division</b>	Protective Services Division Crisis Intervention Section	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. One (1) valid identification card of the client/ person to be interviewed	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> <li>• Philippine Statistics Authority (PhilSys ID)</li> </ul>	



<p>2. Signed Authorization Letter</p>	<ul style="list-style-type: none"> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit             <ul style="list-style-type: none"> <li>○ PWD ID</li> <li>○ Solo Parent ID</li> <li>○ City/Municipal ID</li> <li>○ Barangay ID</li> <li>○ Office of Senior Citizen Affairs (OSCA ID)</li> </ul> </li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> </ul> <p>Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old</p>
<p><b>Transportation Assistance</b></p> <p>1. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena</p>	<p>Blotter – Police Station Hospitals/Clinic – Medical Abstract Court – Court Order/subpoena Justification – Social Worker</p>
<p><b>Medical Assistance for Hospital Bill</b></p>	

<ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within three months (original/certified true copy)</li> <li>2. Hospital bill/ Statement of Account (outstanding balance) with name and signature of billing clerk.</li> <li>3. Social Case Study Report/ Case Summary</li> </ol>	<p>Medical Records of the Hospital/ Clinic or the Attending Physician</p> <p>Billing Office of the hospital</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Medical Assistance for Medicine/ Assistive Device</b></p> <ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within three months (original/certified true copy)</li> <li>2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three (3) months</li> <li>3. Social Case Study Report</li> </ol>	<p>Medical records of the Hospital/Clinic or the Attending Physician</p> <p>Attending Physician</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Medical Assistance for Laboratory</b></p> <ol style="list-style-type: none"> <li>1. Medical Certificate/ Clinical Abstract/ Discharge Summary/ Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the physician issued within three months (original/certified true copy)</li> </ol>	<p>Attending Physician or from Medical Records of the hospital/clinic</p>

<p>2. Laboratory Requests with name, license number and signature of the Physician</p> <p>3. Social Case Study Report/Case Summary</p>	<p>Attending Physician from a hospital/clinic</p> <p>Registered Social Worker in public or private practice</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• Medical Social Service</li> </ul>
<p><b>Funeral Assistance for Funeral Bill</b></p> <p>1. Death Certificate/Certification from the Tribal Chieftain (Original/Certified True Copy)</p> <p>2. Promissory Note/Certificate of Balance</p> <p>3. Funeral Contract</p>	<p>City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</p> <p>Authorized staff of the Funeral Parlor/Memorial Chapel</p> <p>Authorized staff of the Funeral Parlor/Memorial Chapel</p>
<p><b>Funeral Assistance for Transfer of Cadaver</b></p> <p>1. Death Certificate/Certification from the Tribal Chieftain (Original/Certified True Copy)</p> <p>2. Transfer Permit</p>	<p>City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</p> <p>City/Municipal Hall</p>
<p><b>Educational Assistance</b></p> <p>1. Validated School ID and Valid I.D</p> <p>e. Enrollment Assessment Form or</p> <p>f. Certificate of Enrollment or</p> <p>g. Registration or</p> <p>h. Statement of Account</p>	<p>School Registrar or concerned office</p>
<p><b>Food Assistance for Individuals and Families in Groups</b></p> <p>1. Project Proposal</p> <p>2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required</p>	<p>Requesting Party</p> <p>Barangay Hall where the client is presently residing</p>
<p><b>Cash Assistance for Other Support Services</b></p> <p>Depending on the circumstances:</p>	

<p><b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>For Distressed OFWs: Passport Travel Document/s, certification from OWWA or the Barangay</p> <p><b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p><b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p><b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p>		<p>Bureau of Fire/ Philippine National Police</p> <p>Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station –Police Blotter Hospital/Clinic - Medical Certificate signed by the Registered Physician</p>		
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>		<p>Barangay Hall where the client is presently residing Police Station AFP or PNP Office of Civil Registry Certificate from the LDRMO; or Local Government Unit Hospital or Clinic signed by Licensed Physician</p>		
<p><b>Material Assistance:</b></p> <p>1. General Intake Sheet</p> <p>2. Material Assistance Distribution Sheet</p>		<p>DSWD CIU/CIS/SWAD</p> <p>DSWD CIU/CIS/SWAD</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pertinent Documents	1. Conduct cross-matching of clients/beneficiaries with the official list of	None	5 minutes (excluding queuing time)	Administrative Staff

<p>1.1. Comply with the required documents</p>	<p>target beneficiaries to avoid duplication.</p> <p>1.1. Check the validity and completeness of the required documents presented by the client.</p> <p>1.2. If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.</p>			
<p>2. Submit pertinent documents for Interview and Assessment</p>	<p>2. Fill out the identifying information of the client in the GIS.</p> <p>2.1. Conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.</p> <p>2.2. If determined to be eligible to receive assistance, recommend the appropriate assistance and fill out the CE.</p>	<p>None</p>	<p>15 minutes (excluding queuing time)</p>	<p>Social Welfare Officer</p>
		<p>None</p>	<p>15 minutes (excluding queuing time)</p>	<p>Social Welfare Officer</p>
<p>3. Receive Assistance</p>	<p>3. Check the Client's Identity</p>	<p>None</p>	<p>2 minutes (excluding queuing time)</p>	<p>DSWD Personnel</p>
	<p>3.1. Release the assistance</p>	<p>None</p>	<p>2 minutes (excluding queuing time)</p>	<p>DSWD Personnel</p>
<p>4. Accomplish the Data Satisfaction Measurement Survey Form.</p>	<p>4. Administer the Client Satisfaction Measurement Survey Form.</p>	<p>None</p>	<p>20 minutes (Excluding Queuing Time)</p>	<p>Administrative Personnel</p>

<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	
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#### 4. Implementation of Republic Act 10868 or the Centenarian Act of 2016

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/Division</b>	Protective Services Division Centenarian
<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>Living Centenarian</b>	
1. Any of the following documents:	
<ul style="list-style-type: none"> <li>• Birth Certificate</li> </ul>	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
<ul style="list-style-type: none"> <li>• Philippine Passport</li> </ul>	Department of Foreign Affairs
<ul style="list-style-type: none"> <li>• Identification Cards</li> </ul>	Office for Senior Citizens Affairs (OSCA); Land Transportation Office (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)
<ul style="list-style-type: none"> <li>• Marriage Certificate</li> </ul>	Philippine Statistics Authority (PSA) or Local Civil Registrar (CR)
<ul style="list-style-type: none"> <li>• Affidavits executed by at least two (2) disinterested persons</li> </ul>	Lawyer or Employment Agency
<ul style="list-style-type: none"> <li>• Old school of employment records</li> </ul>	School or employment agency
<ul style="list-style-type: none"> <li>• Baptismal and/or confirmation records</li> </ul>	Parish church and other religious denomination

<ul style="list-style-type: none"> <li>• Medical and/or dental examination</li> <li>• Other related documents</li> </ul> <p><b>For deceased centenarians:</b></p> <ol style="list-style-type: none"> <li>1. Death certificate</li> <li>2. Identification card of the nearest surviving relative</li> <li>3. Certificate of live birth of the nearest surviving relative</li> <li>4. Special Power of Attorney</li> <li>5. Warranty Release from Liability</li> </ol>	<p>Government/private doctors or dentist</p> <p>National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans</p> <p>Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)</p> <p>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)</p> <p>Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)</p> <p>Lawyer (either public or private)</p> <p>DSWD Field Office</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Submit application of centenarians and/or nearest surviving relative</li> </ol>	<ol style="list-style-type: none"> <li>1. Receive the masterlist of the centenarians through the following:               <ol style="list-style-type: none"> <li>a. Local Government Unit through the Office of the Senior Citizens Affairs or the Local Social Welfare and Development Office shall submit consolidated validated masterlist of centenarian in their city/ municipality.</li> </ol> </li> </ol>	None		Applicant LGU

	<p>b. Endorsement from the legislators</p> <p>c. Office of the President</p> <p>d. Walk-in clients</p> <p>1.1. Conduct validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians.</p>	None	<p>1 to 3 days for desk validation</p> <p>1 to 15 days for home validation</p>	Centenarian Focal
2. Comply with the lacking requirements as identified	2. In case of incomplete documents or documents discrepancy, require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.	None		Centenarian Focal
	2.1. Coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative	None		Centenarian Focal
	2.2. Provide technical assistance	None		Centenarian Focal



	<p>to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p> <p>2.3. Send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:</p>			
3. Receive centenarian gift	<p>3. Facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p>	None	1 to 20 days	Centenarian Focal Person
	<p>3.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.</p>	None		Special Disbursing Officer
	<p>3.2. Notify LGU on the schedule of release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.</p> <p>3.3. Release to eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode:</p>	None	1 to 3 days	Centenarian Focal Person

	a. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU  b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative			
4. Accomplish Client Satisfaction Measurement Form	4. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Centenarian Focal
<b>TOTAL</b>		<b>None</b>	<b>66 days</b>	

## 5. Implementation of Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.

<b>Office/Division</b>	Protective Services Division Supplementary Feeding Program	
<b>Classification</b>	Highly Technical (Governed by Special Law)	
<b>Type of Transaction</b>	G2G – Government to Government	
<b>Who May Avail:</b>	Local Government Units	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding	Local Government Unit (Office of the Mayor / City/Municipal Social Welfare and Development Office)	
2. Certified True Copy of Sangguniang Bayan Resolution	Local Government Unit (Office of the Mayor)	
3. Duly signed Project Proposal	Local Government Unit (Office of the Mayor / City/Municipal Social Welfare and Development Office)	

4. Weight Monitoring Report (Form 3.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)			
5. Masterlist of Beneficiaries (Form 2.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)			
6. Masterlist of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Social Preparation for the Implementation of SFP (LGU to Field Offices)</b>				
1. Submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1. Receive and review the completeness of the documents submitted	None	3 days	Assigned Clerk
	1.1. Process the submitted documents for inclusion in the program beneficiaries	None	20 days	SFP Focal Person
	1.2. Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	SFP Focal Person
	1.3. Keep the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			
2. Comply with the necessary signatures /action needed for the processing of the	2. Facilitate signing and Notarization of Memorandum of Understanding	None	20 days	SFP Focal Person

documents.	(MOU) between LGU and DSWD FO.			
	3. Proceed with the processing of the procurement of commodities	None	20 days	SFP Focal Person
	3.1. If Transfer of Fund (TOF) is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	SFP Focal Person
	3.1.1. If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	SFP Focal Person Regional Director Finance
	3.1.2. Facilitate processing and Distribution of available checks / ADA for the LGU.	None	20 days	Cash Section Disbursing Officer
4. Participate to the program orientation	4. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/ Province	SFP Focal
<b>Creation of Cycle Menu and Supervision of Feeding Program</b>				
5. Participate in the creation of cycle menu	5. Solicit Recommendation from LSWDOs/Focal Persons on Menu preference per province			

	<p>5.1. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets</p> <p>5.2. Draft two to four week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids..</p>			
6. Finalize Cycle Menue	<p>6. Submit the draft cycle menu for approval of the SFP Focal.</p> <p>6.1. Approve the cycle menu for allocation in the purchase request.</p> <p>6.2 Prepare the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request</p>	<p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>4 hours</p> <p>20 days</p>	<p>SFP Focal Nutritionist-Dietician</p> <p>SFP Focal Nutritionist-Dietician</p> <p>SFP Focal Nutritionist-Dietician</p>
7. Implement the approved cycle menu	7. Distribute copy of the menu to the LGU SFP Focal Person for reference and implementation	None	20 days	SFP Focal Nutritionist-Dietician

8. Receive and assist in the delivery of foods to the beneficiaries based on distribution plan	8. Monitor the delivery of food commodities to the implementing LGU	None	3 days	SFP Focal Nutritionist-Dietician
	8.1. Monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation	None	120 feedings days	SFP Focal Nutritionist-Dietician
9. Submit Accomplish Report	9. Acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	SFP Focal
	9.1. Consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	198 days	SFP Focal
<b>Monitoring and Evaluation</b>				
10. Coordinate with the Field Office for technical assistance	10. Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.	None	4 hours	SFP Focal PDO in-charge
	10.1. May conduct spot checks to assess and monitor the implementation	None	3 days per LGU	SFP Focal PDO in-charge

	<p>(delivery/feeding/weighting, quality and quantity etc.).</p> <p>10.2. Notify the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance</p> <p>10.3. Prepare the Travel Order and/or Virtual Link for the Technical Assistance</p> <p>10.4. Provide technical assistance through either demonstration, actual observation of the procedure and/or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>7 days</p>	<p>SFP Focal</p> <p>PDO in-charge</p> <p>SFP Focal</p> <p>PDO in-charge</p> <p>SFP Focal</p>
11. Provide feedback, issues and concerns on the SFP implementation	<p>11. Discuss the salient findings and recommendations to the Local Chief Executive during the Exit Conference.</p> <p>11.1. Prepares the Feedback Report and Confirmation Report to the LGU monitored.</p> <p>11.2. Approves the feedback report and confirmation report.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>SFP Focal</p> <p>PDO in-charge</p> <p>SFP Focal</p> <p>PDO in-charge</p> <p>SFP Focal</p>

	Focal Person will be responsible for any e revisions and other instructions in the feedback report and confirmation report.			Regional Director
	11.2.1. Log the document number of the confirmation report in the DTS.	None	5 minutes	Assigned Clerk
	11.2.2. Endorse to Records Unit / Section.			
12. Accomplish Client Satisfaction Measurement Form	12. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>15 days, 4 hours and 15 minutes</b>	

## 6. Provision of Assistance to Person Living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of these assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and contributing to the overall response of the national government to HIV and AIDS.

<b>Office/Division</b>	Protective Services Division Community-Based Services Section		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C – Government to Citizen		
<b>Who May Avail:</b>	People Living with HIV (PLHIV) and their affected families		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>		
<b>Medical Assistance for Hospital Bill</b>			
1. Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)		



<ol style="list-style-type: none"> <li>2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)</li> <li>3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)</li> <li>4. Social Case Study Report/ Case Summary</li> <li>5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</li> </ol>	<p>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</p> <p>Billing clerk of the hospital</p> <p>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</p> <p>From the Barangay where the client is presently residing.</p>
<p><b>Medical Assistance for Medicine:</b></p>	
<ol style="list-style-type: none"> <li>1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the attending physician issued within three months (original and one(1) photocopy)</li> <li>2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three (3) (original and one(1) photocopy)</li> <li>3. Any valid identification card of the client/ person to be interviewed</li> <li>4. Social Case Study Report/ Case Summary</li> <li>5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</li> </ol>	<p>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</p> <p>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</p> <p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p> <p>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</p> <p>From the Barangay where the client is presently residing.</p>

<p><b>Medical Assistance for Laboratory Requests</b></p> <ol style="list-style-type: none"> <li>1. Any valid identification card of the client/ person to be interviewed</li> <li>2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)</li> <li>3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)</li> <li>4. Social Case Study Report/ Case Summary</li> <li>5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</li> </ol>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p> <p>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</p> <p>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</p> <p>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</p> <p>From the Barangay where the client is presently residing.</p>
<p><b>Burial Assistance for Funeral Bill</b></p> <ol style="list-style-type: none"> <li>1. Any valid identification card of the client/ person to be interviewed</li> <li>2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)</li> <li>3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)</li> </ol>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p> <p>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,</p> <p>Authorized staff of the Funeral Parlor/ Memorial Chapel</p>

<p>4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</p>	<p>From the Barangay where the client is presently residing.</p>
<p><b>Burial Assistance for Transfer of Cadaver</b></p>	
<p>1. Any valid identification card of the client/ person to be interviewed</p>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p>
<p>2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)</p>	<p>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader</p>
<p>3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)</p>	<p>Authorized staff of the Funeral Parlor/ Memorial Chapel</p>
<p>4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</p>	<p>From the Barangay where the client is presently residing.</p>
<p><b>Educational Assistance</b></p>	
<p>1. Any valid identification card of the client/ person to be interviewed</p>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p>
<p>2. Validated school ID of the student beneficiary</p>	<p>Registrar, Authorized staff from the school</p>
<p>3. Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)</p>	<p>Registrar, Authorized staff from the school</p>
<p>4. Statement of Account for college students, when available. This may not available to State Universities Registrar (original and one(1) photocopy)</p>	<p>Registrar officer, Authorized staff from the school</p>

<p>5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)</p>	<p>From the Barangay where the client is presently residing.</p>
<p><b>Food Assistance for Individuals and Families</b></p>	
<p>1. Any valid identification card of the client/ person to be interviewed</p>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p>
<p>2. Barangay Certificate/ Certificate of Residency</p>	<p>From the Barangay where the client/s is/are presently residing</p>
<p><b>Transportation and Cash Assistance for Other Support Services</b></p>	
<p>1. Any valid identification card of the client/ person to be interviewed</p>	<p>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</p>
<p>2. Depending on the circumstances:</p>	
<ul style="list-style-type: none"> <li>• Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</li> </ul>	<p>Police Station/PNP</p>
<ul style="list-style-type: none"> <li>• Passport, Travel Document/s, certification from OWWA or the Barangay</li> </ul>	<p>OWWA/Philippine Embassy/Consulate</p>
<ul style="list-style-type: none"> <li>• Certification from social worker or Case manager from rescued clients.</li> </ul>	<p>Social Worker from welfare agencies</p>
<ul style="list-style-type: none"> <li>• Police Blotter and social worker's certification for the victims of online sexual exploitation of children</li> </ul>	<p>Police Station/PNP</p>
<ul style="list-style-type: none"> <li>• For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</li> </ul>	<p>Police Station/PNP</p>

For all other incidents		From the Barangay where the client is presently residing.		
1. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive accomplish Health Declaration Form and received queuing number	1. Issue Health Declaration Form and queue number	None	5 minutes	Assigned Clerk
2. Submit documents and self for interview and assessment	2. Conduct initial interview to identify needs / queries of client.	None	5 minutes	PLHIV Focal
	2.1. If asking for informational service, provide necessary information and a copy of checklist of requirements.	None	5 minutes	PLHIV Focal
	2.2. If submission of requirements to avail service, receive documents.			
	2.2.1. Review documents submitted by client.			
	2.3. If the client is a referral from other agencies or organizations, check Documentary Requirements for needed Assistance and completeness of forms for referrals			
	2.4. If the walk-in client, PLHIV,			

	<p>conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance</p> <p>If supporting documents are incomplete and non-compliant, provide a checklist. Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.</p>			
3. Fill-out necessary fields in prescribed forms	<p>3. Conduct of further verification of submitted documents and probing interview.</p> <p>3.1. Verify submitted requirements for veracity, consistency, and authenticity.</p> <p>3.1.1. If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client.</p>	None	15 minutes	PLHIV Focal
4. Comply with the observation	4. Provide a checklist and identify which document is inauthentic and inadequate.			

	4.1. Conduct assessment and intake interview			
5. Receive assistance	<p>5. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs.</p> <p>5.1. If assistance may be directly provided, prepare Certificate of Eligibility</p> <p>5.1.1. Encode client's information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency.</p> <p>5.1.2. Submit documents to authorized personnel for review and approval.</p> <p>5.1.3. Ensure all required signatories and fields are accomplished</p> <p>5.2. If client needs to be referred to other OBSUs such as the CIS and SLP, facilitate referral with reference to respective Citizen's Charter of receiving offices.</p> <p>5.2.1. Conduct follow-through to seek feedback on</p>	None	15 minutes	PLHIV Focal

	<p>the actions taken and/or, if needed, provide further clarification.</p> <p>5.3. Facilitate approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider</p> <p>5.4. Conduct final review of submitted documents and initiate final approval of the worker's recommendation.</p> <p>5.5. Prepare vouchers of designated personnel</p>	None	<p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance being sought for</p> <p>If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought</p>	<p>PLHIV Focal</p> <p>Authorized Approving Personnel</p> <p>Designated Disbursing Officer</p>
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	5.6. Disburse assistance to client			
6. Accomplish Client Satisfaction Measurement Form	6. Administer Client Satisfaction Measurement Form	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>For within the day transaction: 1 hour and 45 minutes</b>  <b>If not within the day: 3 days, 1 hour, and 15 minutes</b>	

## 7. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The Recovery and Reintegration Program for Trafficked Persons (RRPTP) is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

<b>Office/Division</b>	Protective Services Division Community-Based Services Section	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who May Avail:</b>	<ol style="list-style-type: none"> <li>1. Victim-survivor of trafficking</li> <li>2. Families of the victim-survivor of trafficking.</li> <li>3. Witnesses of cases of human trafficking</li> <li>4. Communities with incidence of human trafficking.</li> </ol>	
<b>Checklist of Requirements</b>		<b>Where to Secure</b>
<b>Case Management</b>  <ol style="list-style-type: none"> <li>1. Travel documents (for repatriated Trafficked in Person)</li> <li>2. Valid ID</li> <li>3. Social Case Study Report</li> </ol>		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)

<p><b>Medical Assistance</b></p> <ol style="list-style-type: none"> <li>1. Clinical Abstract/ Medical Certificate with signature and license number of the attending physician (issued within three months)</li> <li>2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).</li> <li>3. Barangay Certificate and Valid ID for the client</li> </ol> <p><b>Educational Assistance</b></p> <ol style="list-style-type: none"> <li>1. School registration and/ or certificate of enrolment</li> <li>2. Statement of Account for tertiary education</li> <li>3. Valid school ID Valid ID of the parent/ guardian</li> </ol> <p><b>Skills Training</b></p> <ol style="list-style-type: none"> <li>1. Official receipt from the training school (TESDA/ CHED accredited training school)</li> <li>2. Valid school ID</li> </ol> <p><b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b></p> <ol style="list-style-type: none"> <li>1. Contract of Employment or any similar document which indicates that they are hired</li> <li>2. Valid ID</li> </ol> <p><b>Financial Assistance for Livelihood</b></p> <ol style="list-style-type: none"> <li>1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must</li> </ol>	<p>Hospital where the client is admitted or seen.</p> <p>Hospital where the client is admitted or seen.</p> <p>Hospital where the client is admitted or seen.</p> <p>School where the client is enrolled</p> <p>School where the client is enrolled</p> <p>School where the client is enrolled</p> <p>TESDA / accredited training school where the client is enrolled</p> <p>TESDA / accredited training school where the client is enrolled</p> <p>Employer of the client</p> <p>DSWD Field Office</p>
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<p>be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.</p> <p>2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal</p> <p>3. Valid ID</p> <p>4. Social Case Study Report</p> <p><b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking - N/A</b></p> <p><b>Temporary Shelter</b></p> <p>1. Medical Certificate</p> <p>2. Case Summary</p> <p>3. Referral Letter from the Social Worker</p> <p><b>Support for Victim-survivors/ Witness and Transportation Assistance</b></p> <p>1. Valid ID</p> <p>2. Social Case Study Report</p> <p>3. Official receipt for the client's board and lodging</p>		<p>DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.</p> <p>DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.</p> <p>DSWD Field Office</p> <p>DSWD Field Office</p> <p>DSWD Field Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the DSWD Field/ or Rescued by Social Worker	1. Interview client	None	15 minutes	RRPTP Focal
	1.1. Provide Psychological counseling	None	30 minutes	RRPTP Focal

	1.2. Assess referred client	None	30 minutes	RRPTP Focal
	1.3. Refer to Residential Care Facility should the client needs temporary shelter	None	30 minutes	RRPTP Focal
	1.3.1. Provide list of documentary requirements depending on the assistance to be provided.	None	30 minutes	RRPTP Focal Residential Care Social Worker
2. Submit documentary requirement for the service/s to be availed	2. Screen the submitted documents.	None	10 minutes	RRPTP Focal
	2.1. Forward the documents to Sustainable Livelihood Program for further assessment for livelihood assistance.	None	7 to 15 days	RRPTP Focal Technical Staff, SLP
3. Receive assistance	3. Process assistance	None	3 days	RRPTP Focal
	3.1. Prepare Voucher (if financial related, Social Case Study Report			
	3.1.1. Prepare referral letter (if needs other program assistance)			
	3.2. Recommend the provision of assistance for approval of the Regional Director	None	1 to 2 days	Chief, Protective Services Division
	3.3. Approve the provision of assistance to the	None	1 to 2 days	Budget Officer Regional Director

	victim-survivors of trafficking.			
	3.4. Release assistance to client (cash or non-cash)	None		
4. Accomplish Client Satisfaction Measurement Survey Form	4. Administer and receive accomplish Client Satisfaction Measurement Form	None	5 minutes	RRPTP Focal
<b>TOTAL</b>		<b>None</b>	<b>2 hours for provision of temporary shelter</b>  <b>12 days for livelihood assistance</b>  <b>5 days for other assistance</b>	

## 8. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

<b>Office/Division</b>	Protective Services Division Community-Based Services Section	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G – Government to Government	
<b>Who May Avail:</b>	Eligible solo parent	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
<b>Requirements for AICS Assistance</b>		
<b>Medical Assistance:</b>		
1. Any of the following as may be applicable (original or certified true copy) issued within the last 3 months, with name, signature and license number, if applicable, of the attending physician or staff): Medical Certificate or Medical Abstract; or Discharge summary; or Certificate of confinement; or Alagang Pinoy Tagubilin Form; or Referral Letter from the Malasakit Center	Local Government Unit  Attending Physician/from Medical Records/Billing Section of the hospital/clinic	
2. If payment for hospital bill (original or CTC) Temporary/final hospital bill / Statement of Account (Outstanding Balance); or A Certificate of Balance or promissory note	Attending Physician/from Medical Records/Billing Section of the hospital/clinic	
3. If payment for medical/assistive devices (original or CTC) Prescription; or Treatment protocol	Attending Physician/from Medical Records/Billing Section of the hospital/clinic	
4. If for medical procedures (original or CTC) Laboratory request/s; or Laboratory protocol; or Doctor's order	Attending Physician/from Medical Records/Billing Section of the hospital/clinic	
5. If for therapy and other special treatment (original or CTC) Treatment protocol; or Philhealth certification that their coverage is exhausted; or Prescription; or Doctor's order; or Quotation; or Psychiatrist or psychologist certification if payment for hospital bill	Attending Physician/from Medical Records/Billing Section of the hospital/clinic	

<p><b>For assistance amounting to more than P10,000.00</b></p> <ol style="list-style-type: none"> <li>1. Quotation for laboratory or special medicines</li> <li>2. Social Case Study Report from LSWDO or medical social worker or NGO social worker or Case Summary from DSWD social worker</li> </ol>	<p>Attending Physician/from Medical Records/Billing Section of the hospital/clinic</p> <p>Licensed Social Worker from DSWD Local Social Welfare and Development Office, Medical Social Service and Non-Government Agency</p>
<p><b>Funeral Assistance</b></p> <ol style="list-style-type: none"> <li>1. Valid Solo Parent Identification Card</li> <li>2. Death Certificate or Certification from hospital/doctor/authorized medical practitioner/Imam for Moros or Tribal Chieftain for Ips (original or CTC)</li> <li>3. Any of the following, as may be applicable (original or CTC): Funeral contract; or Statement of account; or Certification from the Barangay that the family made the casket but they have debt to pay for the materials and other expenses; or Transfer permit</li> <li>4. Certificate of Balance or promissory note should there be funeral expenses left unpaid</li> </ol>	<p>Local Government Unit</p> <p>Hospital/City/Municipal Hall (Civil Registry Office/Imam/Tribal Chieftain</p> <p>Hospital/City/Municipal Hall (Civil Registry Office/Imam/Tribal Chieftain</p> <p>The authorized staff of the Funeral parlor/ Memorial Chapel</p>
<p><b>For assistance more than P10,000.00</b></p> <ol style="list-style-type: none"> <li>1. Valid Solo Parent Identification Card</li> <li>2. Any of the following, as may be applicable (original, CTC or photocopy): Police blotter/certification (for victims of pickpockets, illegal recruitment, etc); or Death Certificate of family or relative Depending on the applicable circumstances, other supporting document/s such as, but not limited to, medical certificate, and/or court order/subpoena/referral from other agencies, barangay or LSWDO</li> </ol>	<p>Local Government Unit</p> <p>Barangay / Police Station / Civil Registrar / Hospital / Local Government Unit</p>

<p><b>Education Assistance</b></p> <ol style="list-style-type: none"> <li>1. Valid Solo Parent Identification Card</li> <li>2. Any of the following, as may be applicable (original or CTC): Certificate of Enrollment or Registration; or Valid School ID of the student; or Statement of Account; or Any document issued by the school that can establish that the student is enrolled</li> </ol>	<p>Local Government Unit</p> <p>Registrar Officer, Authorized Staff from the school</p>
<p><b>Food Assistance</b></p> <ol style="list-style-type: none"> <li>1. Valid Solo Parent Identification Card</li> <li>2. Any of the following, as may be applicable (original or CTC): Any document/record that can prove that the solo parent is in crisis/in need of food assistance; or Referral letter; or Certificate of indigency; or Any document/record that can prove that the solo parent is stranded/trip ticket; or For solo parent patient or their authorized representatives, any medical document/record that can prove that the solo parent is admitted in a hospital (medical certificate or abstract)</li> </ol>	<p>Local Government Unit</p> <p>Local Government Unit / or Head of the residential care facility</p>
<p><b>Cash Assistance</b></p> <ol style="list-style-type: none"> <li>1. Valid Solo Parent Identification Card</li> <li>2. Any of the following, as may be applicable: Police Report/Blotter; or BFP Report/Certification for fire victims; or Passport, Travel document(s), Certification from OWWA/POLO/DMW or the Barangay or any proof of repatriation by the OF; or Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children issued by the LSWDO; or Referral letter/endorsement (e.g. from the DOJ/NGOs, LGU/s or other concerned agency); or Declaration of State of Calamity by the National Government</li> </ol>	<p>Local Government Unit</p> <p>Local Government Unit / Barangay / School / Non-Government Agency / Government Agency</p>



or LGU, whenever applicable; or Recommendation from Disaster Response Management Group (DRMG/DRMD/DRMS) for Augmentation Support from AICS; or Incident report of the LGU; or Spot report from the AFP or PNP; or Certification of death; or Certificate from the LDRMO; or Disaster Assistance Family Access Card (DAFAC); or Joint AFP RDs-PNP Intelligence Committee (JAPIC) certificate; or Medico-legal certification				
<b>Material Assistance</b>				
1. Valid Solo Parent Identification Card		Local Government		
2. General Intake Sheet		DSWD Social Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. PACD direct the client to the solo parent focal person	None	5 minutes	PADC Officer
2. Submit valid Solo Parent ID and provide required information and or required documents.	2. Validate the Solo Parent Identification Card (SPIC)  2.1. Interview client utilizing the general intake sheet and recommend assistance based on assessed needs  2.2. Check authenticity and completeness of presented documentary requirements.  2.2.1. If client has incomplete requirements, give a list of required documents and advise the client to come back upon	None	10 minutes	Solo Parent Focal

	completion of requirements.			
3. Receive psychological support	<p>3. Provide psychological support to the solo parent.</p> <p>3.1. Prepare endorsement letter to CIS or SWADT or SLP.</p> <p>3.1.1. Forward Referral letter to the Division Chief for initial and approval.</p> <p>3.1.2. Once approved, the referral letter to AICS/SLP.</p> <p>3.1.3. Encode the caseload inventory of solo parent provided with assistance.</p>	None	30 minutes	<p>Solo Parent Focal</p> <p>SWADT social worker/Focal Person</p>
	<p>3.2. Draft referral to the concerned LGU or other agency/ies in favor of the client who needs other local services that should be catered thereby.</p> <p>3.2.1. If necessary, the focal person handling the case prepare a case summary indicating his/ her assessment and recommendation, and shall include it in the referral letter of the client.</p>	None	2 working days	Solo Parent Focal

	<p>3.2.2. Forward Referral Letter to the Division Chief for initial and approval of the Regional Director.</p> <p>3.2.3. Once approved, the referral letter will be forwarded to the records manager for transmission to the concerned LGU or other implementing agency. Email or SMS may be used for advanced information.</p> <p>3.2.4. For all other services, the focal person further must refer the solo parent to an appropriate implementing office or agency that may respond to the client's needs.</p> <p>3.2.5. In all cases, the focal person shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the solo parent shall likewise be done by the handling social worker.</p>			
<b>TOTAL</b>	<b>None</b>	<b>35 minutes for provision of AICS/SLP</b>		

		<b>2 days for services referred to other agencies</b>	
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## 9. Provision of Auxiliary Social Services for Persons with Disabilities

The Department of Social Welfare and Development is mandated by law, through the Magna Carta for Disabled Persons (RA 7277), to provide Auxiliary Social Services for persons with disabilities. Our agency has thrust towards development to strengthen and empower the disabled sector as partners in the development process. Thus PWDs need to be mobilized and feel that they are not a burden in their families and communities but major contributory and valuable partners in development. Hence, providing the necessary auxiliary social services will restore their social function and participation in community affairs.

<b>Office/Division</b>	Protective Services Division Community-Bases Services Section		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2C – Government to Citizen		
<b>Who May Avail:</b>	Person with Disability who are in need of auxiliary social services		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>		
<b>For Quad Cane, Crutches, White Cane, Walking Stick, Wheelchair, Walking Aid</b>			
1. Internal or Referral Letter	Provincial /City/Municipal Social Welfare and Development Office		
2. Whole body picture	Client		
3. Duly signed Medical Abstract/ Certificate indicating that client is recommended to use the requested assistive device	City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic		
4. Social Case Study Report	Provincial/City/Municipal Social Welfare and Development Office		
5. Requisition and Issuance Slip (RIS)/ Distribution list	Sectoral		
6. Photocopy of PWD ID	Client		

<b>For Prosthesis and Hearing Aid</b>				
1. Internal or Referral Letter		Provincial/City/Municipal Social Welfare and Development Office		
2. Whole body picture		Client		
3. Duly signed Medical Abstract/ Certificate indicating that client is recommended to use the requested assistive device		City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic		
4. Barangay Certification of Indigency		Barangay where the client resides		
5. Social Case Study Report		Provincial/City/Municipal Social Welfare and Development Office		
6. Photocopy of PWD ID		Client		
<b>For other cash assistance (for those who lost their job/livelihood due to pandemic</b>				
1. Internal or Referral Letter		Provincial/City/Municipal Social Welfare and Development Office		
2. Photo copy of PWD ID		Client		
3. Barangay Certification of Indigency		Barangay where the client resides		
4. Original Barangay Certification indicating that client lost his/her job		Barangay where the client resides		
5. Certification from establishment that it is closed due to pandemic		Establishment where the client worked		
6. Photo copy of Company ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Quad Cane, Crutches, White Cane, Walking Stick, Wheelchair, Walking Aid</b>				
1. Submit documentary requirements  Scanned copy if sent via email and through the Records Section if submitted in the DSWD Office	1. Print/receive and log  1.1. Review and assess completeness and correctness of documents.	None	5 minutes	PWD Focal Person

	<p>If documents are correct and complete and client is assessed eligible for provision of assistive device, documentary requirements will be forwarded to the Community-based Services Section (CBSS).</p> <p>1.2. Review and endorse documents</p> <p>1.3. Approve documentary requirements.</p> <p>1.4. If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement.</p>	None	1 day	Head, CBSS
2. Claim/receive assistive device and sign in the distribution list	<p>2. Coordinate with referring LGU and plot schedule of delivery of assistive device.</p> <p>2.1. Prepare travel order and request for vehicle</p> <p>2.2. Approve travel order and use of available vehicle</p> <p>2.3. Travel going to referring LGU</p>	None	25 minutes	PWD Focal Person
		None	30 minutes	PWD Focal Person
		None	2 days	Regional Director and Assistant Regional Director for Administration
		None	1 day	PWD Focal Person
		None	30 minutes	PWD Focal Person

	<p>2.4. Demonstrate use and release of assistive device</p> <p>2.5. Log the transaction in a RIS/distribution list signed by the receiving client</p> <p>After receipt of financial assistance, record information of the client in the database of served clients and documents will be filed.</p>	None	30 minutes	PWD Focal Person
3. Accomplish Client Satisfaction Measurement Form	3. Administer Client Satisfaction Measurement Form	None	5 minutes	PWD Focal
<b>For Prosthesis and Hearing Aid</b>				
1. Submit complete requirements	1. Print/receive and log scanned/ original documentary requirements.	None	5 minutes	PWD Focal Person
	<p>1.1. Review and assess completeness and correctness of documents.</p> <p>If documents are correct and complete and client is assessed eligible for provision of assistive device, documentary requirements will be forwarded to the Community-based Services Section (CBSS).</p>	None	2 hours	PWD Focal Person
	1.2. Review and endorse documents to Division Chief.	None	1 day	Head, CBSS

	<p>1.3. Recommend Approval of documentary requirements.</p> <p>1.4. Approve documentary requirements</p> <p>1.5. If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>Chief, Protective Services Division</p> <p>Regional Director</p> <p>PWD Focal Person</p>
<p>2. Claim/receive assistive device and sign in the Certificate of Eligibility and payroll.</p>	<p>2. Coordinate with referring LGU and plot schedule of delivery of assistive device</p> <p>2.1. Prepare Travel Order and request for vehicle.</p> <p>2.2. Approve Travel Order and use of available vehicle</p> <p>2.3. Prepare payroll, Certificate of Eligibility and cash for financial assistance</p> <p>2.4. Travel going to referring LGU</p> <p>2.5. Provide financial assistance</p> <p>2.6. Present the Certificate of</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>25 minutes</p> <p>30 minutes</p> <p>2 days</p> <p>1 hour</p> <p>1 day</p> <p>30 minutes</p>	<p>PWD Focal Person</p> <p>PWD Focal</p> <p>Regional Director and Assistant Regional Director for Administration</p> <p>Special Disbursing Officer</p> <p>PWD Focal Person</p> <p>PWD Focal Person</p>



	Eligibility and payroll.			
3. Accomplish Client Satisfaction Measurement Form	3. Administer Client Satisfaction Measurement Form	None	5 minutes	PWD Focal Person
<b>For other cash assistance (for those who lost their job/livelihood due to pandemic)</b>				
1. Submit complete documentary requirements	1. Review and assess completeness and correctness of documents.	None	30 minutes	PWD Focal Person
	1.2. Verify client through Crisis Intervention Management System (CRIMS)		5 minutes	CIU Verifier
	1.3. Verify of client through Crisis Intervention Management System (CRIMS)			
	If documents are correct and complete and client is assessed eligible for provision of financial assistance, documentary requirements will be forwarded to the Community-based Services Section (CBSS).			
1.4. Approve of documentary requirements.	10 minutes	Head, CBSS		
2. Receive financial assistance	2. Upon approval of documentary requirements, endorse to the Special Disbursing Officer (SDO) for pay-out of financial assistance	None	10 minutes	Special Disbursing Officer

	After receipt of financial assistance, record information of the client in the database of served clients and documents will be filed.			
3. Accomplish Client Satisfaction Measurement Form	3. Administer Client Satisfaction Measurement Form	None	5 minutes	PWD Focal Person
<b>TOTAL</b>		<b>None</b>	<b>5 days and 4 hours and 5 minutes for Quad Cane, Crutches, White Cane, Walking Stick, Wheelchair, Walking Aid</b>  <b>6 days and 5 hours and 5 minutes for Prosthesis and Hearing Aid</b>  <b>1 hour for other cash assistance (for those who lost their job/livelihood due to pandemic)</b>	

## 10. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office/Division</b>	Protective Services Division Social Welfare Institutional Development Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Memorandum of Request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request letter to DSWD	1. Receive, check and log the request letter.  1.1. Create a Routing Slip for the received request.  1.2. After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).	None	1 hour	Receiving Officer
	2. Upon receipt at the ORD, record the received request.  2.1. Forward the request to the Regional Director for his/her action.	None	3 hours	Receiving Officer, ORD
	2.2. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS.	None	3 hours	Regional Director
	2.3. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.	None	3 hours	Assigned Clerk
		None	1 hour	Head, SWIDS

	<p>2.4. Review the request and assign it to technical staff.</p>	None	15 minutes	SWIDS Technical Staff
	<p>2.5. Review the completeness of the request.</p>	None	1 hour and 45 minutes	SWIDS Technical Staff
	<p>2.6. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p>			
	<p>2.6.1. If not complete, coordinate with the requestor to complete the details of the request through a request form.</p>			
	<p>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</p>	None	12 hours	SWIDS Technical Staff
	<p>2.7. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p> <p>Note: If the supervisor of the CGS member will</p>			

	<p>not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</p> <p>2.7.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> <li>1. Junior Specialist (JS)</li> <li>2. Program Focal (PF)</li> <li>3. SWDL Net Member</li> </ol> <p>2.7.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process of coordination, following the sequence, will be done.</p>			
	<p>3. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p>	None	2 hours	SWIDS Technical Staff

	<p>3.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p> <p>3.2. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director</p> <p><i>with corrections:</i> Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p> <p>3.3. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p>	None	3 hours	Head, SWIDS
		None	3 hours	Regional Director

	<i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.			
4. Receive the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.	4. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.  Record the details in the Logbook/ Incoming Database.	None	1 hour	Assigned Clerk
5. Accomplish the Client Satisfaction Measurement Form and send via email	5. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.  Encode the rest of the details of the request to the Database.	None	5 minutes	Assigned Clerk
<b>TOTAL</b>		<b>None</b>	<b>4 days, 2 hours and 5 minutes</b>	

## 11. Provision of Temporary Shelter and Protective Custody

The Regional Haven for Women and Girls is one of the regional facilities of the DSWD Field Office 02. It is a 24-hour residential care facility which provides temporary shelter and protective custody as well as healing and recovery services, promote and protect gurls and welfare of the disadvantaged and vulnerable women and girls in collaboration with other stakeholders.

<b>Office/Division</b>	Regional Haven for Women and Girls Protective Service Division	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who May Avail:</b>	<p>Women who are 18-59 years old and girls who are 7 to below 18 years old, who are victim of sexual and other forms of abuse and exploitation and who are under threat and those who manifest difficulty in performing their social functioning.</p> <p><b>Mode of admission is through the following:</b></p> <ol style="list-style-type: none"> <li><b>Walk-in</b> or client come directly to the center;</li> <li><b>Referral</b> from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies; and</li> <li><b>Outreached</b> by virtue of direct contact by Social Workers.</li> </ol> <p>Stay in the center is at least 6 months. <i>(Stay in the center may vary, especially to those with court related cases)</i></p>	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. Referral Letter addressed to the Regional Director	Local Social Welfare and Development Officer,  Social Worker from Non-Government Organizations or National Government Agencies.	
2. Initial Case Study/Assessment Report that the client is in threat or crisis situation, thus need to refer to residential care facility	Local Social Welfare and Development Officer,  Social Worker from Non-Government Organizations or National Government Agencies.	
3. Copy of Client's PSA Birth Certificate	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)	
4. Medical Certificate with laboratory examinations on urinalysis, complete blood count, drug test, pregnancy test (for sexually-abused and rescued women and girls from videoke bars), chest x-ray, immunization record (for baby/toddler), new born screening result (for baby/toddler) and negative result of Antigen Test or RTPCR	Attending physicians from hospital/clinic or medical records	



5. School records especially if it is In-School Youth/children	School where the client last attended schooling			
6. Copy of court records if client's case has been filed in court)	Office of the Provincial Prosecutor where the case was filed			
7. Psychological/Psychiatric Report	Government or private psychological testing center			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Admission Phase/Initial Contact</b>				
1. Access/enter Regional Haven for Women and Girls	1. Conduct initial interview with the client or referring party to determine eligibility to receive services in the center.	None	30 minutes	Social Worker on duty
	In new normal situation/ emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the center.			
	1.1. If the client is eligible, conduct intake interview and accomplish the Intake Sheet, and the client/referring party and the Social Worker signs the informed consent portion for further data gathering activities.	None	Upon client's referral or arrival in the Facility	Social Worker on duty
	1.1.1. If the client is not eligible, the Social Worker on	None	8 hours	Social Worker on duty

	<p>duty refers the client to other agency if her needs are beyond the service capacity of the center. (Endorsement should be made depending on the Level of Accreditation of the center)</p>			
<p>2. Attend pre-admission conference</p>	<p>2. Facilitate conduct of pre-admission conference to discuss the problem of the client in line with her admission to the center, and orient the referring party and the client on the programs and services of the center and health and safety protocols in times of pandemic. The LGU with the family shall also be discussing discharge plan focusing on the roles and responsibilities of the LGU, family and community. It is also part of the discussion the documentary requirements needed to be prepared by the referring party and presentation of the said documents during the admission conference.</p>			

	In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.			
<b>Admission Phase</b>				
3. Attend admission conference	3. Facilitate conduct of admission conference, Contract Setting and orientation on the general rules and policies of the center.	None	1 day	Helping Team Multi-disciplinary Team Referring Team
	3.1. Accomplish the admission slip, and requires referring party's signature. Client of legal age is required to affix her signature as an expression of conformity. Parent/relative of minor client should sign the admission slip witnessed by the referring party. Client signing of Data Privacy Consent or Pahintulot Hinggil sa Pagkalahim ng Datos' is also facilitated in compliance to Data Privacy Act of 2012.	None		Case Manager
	3.2. Orient the client about the center and on the existing house rules and	None	2 days upon admission	Social Worker on Duty Case Manager

	<p>policies of the center, and introduce her to the Helping Team/ Multi-disciplinary Team.</p>			Houseparent
4. Submit self to inventory of belongings	<p>4. Conduct an inventory of the client's belongings and records it. The client, referring party and or parents are required to affix their signature in the inventory of belongings.</p> <p>4.1. Provide the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.</p>	<p>None</p> <p>None</p>	<p>During client's 1<sup>st</sup> day in the facility</p> <p>During client's 1<sup>st</sup> day in the facility</p>	<p>Houseparent on Duty</p> <p>Houseparent on Duty</p>
5. Accept set of clothings and other provision.	<p>5. Provide the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.</p>	None	<p>During the Client's 1<sup>st</sup> day in the facility</p>	Houseparent
6. Submit self for examination	<p>6. Refer or submit the client for physical examination and pre-natal check-up in case the client is pregnant.</p> <p>For some cases, for purpose of determination of client's age, dental examination is conducted</p>	None	<p>During client's 1<sup>st</sup> day in the facility</p> <p>Client's 2<sup>nd</sup> to 7<sup>th</sup> day in the facility</p>	<p>Medical Officer</p> <p>Nurse</p>

7. Introduce self to the Houseparent	7. Endorse the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with her properly.	None	During client's 1 <sup>st</sup> day in the facility	Social Worker on duty  Houseparent
<b>Center-Based Intervention Phase</b>				
8. Submit for interview	8. Conduct initial assessment using the intake sheet. It solicits information on the individual and her situation and needs. The Case Manager probes deeper into the background of the client through validation of gathered data and collated information	None	Within 24 hours upon admission	Case Manager
9. Submit for initial psychological assessment	9. Conduct initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old.	None	During client's 2 <sup>nd</sup> to 7 <sup>th</sup> day in the facility	Psychologist or Psychometrician
	10. Gather additional information from the client, significant others and the worker's own observation on the client. It guides the Case Manager's focus in the formulation of Intervention Plan.	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of stay in the facility	Helping Team  Multidisciplinary Team  Referring Party  LGU  Social Worker

	<p>At this stage, the request for Parental/ Family Capability Assessment (PCA) is also coordinated by the Case Manager to the concerned LGU.</p> <p>10.1. Draft the Initial Social Case Study Report, and Helping/ Intervention Plan with the client. The Case Manager addresses with the client collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short and long-term goals</p>	None	<p>SCSR: Within 5 days after admission for Level 3 Accredited;</p> <p>Within 15 days for Level 2; and within 30 days for Level 1</p>	Case Manager
11. Attend Case Conference	<p>11. Present the case to the Helping Team/ Multidisciplinary Team, and gather update on the adjustment of the resident in the center and result of the assessment of other members of the team and share their professional knowledge, information and concern on the case. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan.</p>			
	12. Review Intervention Plan	None	During resident's 4 <sup>th</sup>	Case Manager

	<p>12.1. Implement and facilitate provision of services to the resident towards improvement of her social functioning and achievement of her rehabilitation goal.</p> <p>a. Early reintegration rehabilitation prior to six months;</p> <p>b. Six months and beyond depending on the coping of resident and other circumstances of the case and the assessment of the Social Worker.</p> <p>12.2. Monitor the progress of the resident in relation to achievement of goals.</p> <p>12.3. Conduct regular case conference as part of monitoring the case.</p> <p>12.4. Reassess and modify the Intervention Plan per developments/ changes along helping process and based on the assessment of other members of the</p>	None	week in the facility	<p>Helping Team</p> <p>Multidisciplinary Team</p>
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	Helping Team/ Multidisciplinary Team			
	13. Conduct individual or group session with residents and meets with the Helping Team/ Multi-disciplinary Team, referring party, resident's family to evaluate the progress of the residents in relation to the helping goals set.	None	3 months/ 6 months after admission	Case Manager Helping Team Multidisciplinary Team Referring Party LGU Social Worker Resident's family
	14. Inform the referring party regarding the resident's achievement of rehabilitation/ helping goals, and requests for Parental/ Family Capability Assessment Report (P/FCAR).	None	Upon receipt of the P/FCAR	Case Manager
15. Attend pre-discharge conference	15. Conduct pre-discharge conference with the accepting party, resident's family either through virtual or face-to-face to assess the readiness of both the resident and her family. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/ other facilities with reintegration agreement duly signed by all parties.	None	On the agreed schedule of concerned parties	Helping Team Multidisciplinary Team Accepting Party Resident's family Key members in the community such as Barangay Officials among others



	16. Prepare Termination Report if the resident is for reintegration, and Transfer Summary if the resident is for transfer to other Social Welfare Agency.	None	3-5 days after the pre-discharge conference	Case Manager
16. Submit self to general medical examination	16. Conduct general medical examination to the resident.	None	One week prior to discharge	Medical Officer/ Nurse
17. Attend discharge conference	17. Facilitate discharge conference for the turn-over of the resident either to the LGU, family, Social Welfare Agency, placement to independent living, adoption or foster care. Occur when a resident is ready to operate in a fully independent way without further service from the center.	None	As per agreed timeline during the pre-discharge conference	Helping Team Multidisciplinary Team Resident's family Concerned SWDAs LGU
18. Accomplish Client Satisfaction Measurement Form.	18. Administer Client Satisfaction Measurement Form.	None	After the conduct of discharge conference	Social Worker, Resident
<b>Post-Center Based Intervention Phase</b>				
	19. Send request to concerned LGU for the submission of detailed progress report on the adjustment of the client in her family and community likewise the status of implementation of after care services provided based on the agreed After Care Plan. The submission of Progress Report is	None	6 months to 1 year after discharge	Case Manager LGU Other Stakeholders Resident Resident's family

	also discussed with the LGU during the discharge conference.			
<b>TOTAL</b>		<b>None</b>	<b>3 to 6 months</b>	

## 12. Provision of Temporary Shelter and Protective Custody

The Reception and Study Center for Children (RSCC) is a facility of the Department of Social Welfare and Development that provides temporary care, shelter and protection to the abandoned, neglected and abused children in the five provinces of Region II.

<b>Office/Division</b>	Protective Services Division Reception and Study Center for Children		
<b>Classification</b>	Highly Technical		
<b>Type of Transaction</b>	G2C – Government to Citizen		
<b>Who May Avail:</b>	Children aged 0-6 years old who are; <ol style="list-style-type: none"> <li>1. Abandoned;</li> <li>2. Neglected;</li> <li>3. Victims of abuse and exploitation; and</li> <li>4. Children with special needs.</li> </ol> <p><b>Mode of admission is through the following:</b></p> <ol style="list-style-type: none"> <li>1. <b>Walk-in</b> or client come directly to the center;</li> <li>2. <b>Referral</b> from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies; and</li> <li>3. <b>Outreached</b> by virtue of direct contact by Social Workers.</li> </ol> <p>Stay in the center is at least 6 months.</p>		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>	
1. Referral letter addressed to the Regional Director		Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.	
2. Initial Case Study/Assessment Report that the client is in crisis situation, thus need to refer to residential care facility		Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.	
3. Copy of Client's PSA Birth Certificate		Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)	
4. Medical Certificate with laboratory examinations results on urinalysis,		Attending physicians from hospital/clinic or medical records	

<p>complete blood count, baby gram/chest x-ray, Antigen Test, immunization record, new born screening result (for dependents) and negative result of Antigen Test</p> <p>5. School records, especially if it is In-School Children</p> <p>6. Copy of Police Blotter if there's any</p>	<p>School where the client last attended schooling</p> <p>Police Station where the police blotter was filed</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Admission Phase/Initial Contact</b>				
<p>1. Submit self for initial interview and assessment and sign in the Informed Consent Portion of the Intake Sheet</p>	<p>1. Conduct initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services.</p> <p>In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</p> <p>1.1. If upon assessment, the client is eligible, accomplish the Intake Sheet.</p>	<p>None</p>	<p>30 minutes</p>	<p>Social Worker on duty</p>

	<p>1.1.1. If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.</p> <p>(Endorsement should be made depending on the Level of Accreditation)</p>			
2. Attend pre-admission conference	<p>2. Conduct pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility.</p> <p>2.1. Orient the referring party and the client on the programs and services of the center and health and safety protocols in times of pandemic.</p> <p>2.2. Discuss discharge plan focusing on the roles and responsibilities of the LGU, family and community.</p>	None	2 hours	<p>Case Manager</p> <p>Referring Party</p> <p>Client's family and other Helping Team members</p>
<b>Admission Phase</b>				
3. Attends admission conference	3. Conduct of admission conference, Contract Setting and orientation on the general rules and	None	Upon admission of the client in the facility	<p>Helping Team</p> <p>Multidisciplinary Team</p> <p>Referring Party</p>

	<p>policies of the center.</p> <p>3.1. Accomplish the admission slip, and requires referring party's signature. Client of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client should sign the admission slip witnessed by the referring party. Client signing of Data Privacy Consent or Pahintulot Hinggil sa Pagkalahim ng Datos' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>3.2. Orient the client about the center and on the existing house rules and policies of the center, and introduces him/ her to the Helping Team/ Multi-disciplinary Team.</p>	<p>None</p> <p>None</p>	<p>Upon admission of the client in the facility</p> <p>2 days upon admission</p> <p>Toddlers and Infants are exemptions)</p>	<p>Case Manager</p> <p>Social Worker on duty</p> <p>Case Manager, Houseparent</p>
4. Submit self to inventory of belongings	4. Conducts an inventory of the client's belongings and records it. The client, referring party and or parents are required to affix their signature in the inventory of belongings.	None	2 days upon admission (Toddlers and Infants are exemptions)	Social Worker on duty Case Manager, Houseparent
5. Accept set of clothings and other provision.	5. Provide the client with set of clothing, toiletries, footwear,	None	During client's 1 <sup>st</sup> day in the facility	Houseparent on duty

	and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.			
6. Submit self for medical examination	<p>6. Refers or submits the client to the Medical Officer for physical examination</p> <p>For some cases, for purpose of determination of client's age, dental examination is conducted.</p>	None	<p>During client's 1<sup>st</sup> day in the facility</p> <p>Client's 2<sup>nd</sup> to 7<sup>th</sup> day in the facility</p>	Medical Officer, Nurse
7. Present self to the houseparent	<p>7. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with her properly.</p> <p>*In new normal situation, client should undergo quarantine in the center's isolation facility for fourteen days in compliance to safety and health protocol to prevent possible spread of virus.</p>	None	During client's 1 <sup>st</sup> day in the facility	<p>Social Worker on duty</p> <p>Houseparent</p>
<b>Center-based Intervention Phase</b>				
8. Submit self for interview	8. Conducts initial assessment using the intake sheet. It solicits information on the individual and her situation and	None	Within 24 hours	Case Managers

	needs. The Case Manager probes deeper into the background of the client through validation of gathered data and collated information.			
9. Submit self to the initial psychological assessment	9. Conduct initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During client's 2 <sup>nd</sup> to 7 <sup>th</sup> day in the facility	Psychologist or Psychometrician
	10. Gather additional information from the client, significant others and the worker's own observation. It guides the Case Manager focus in the formulation of Intervention Plan.  Request for Parental/ Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of stay in the facility	Helping Team  Multidisciplinary Team  Referring Party  LGU  Social Worker
	11. Draft the Initial Social Case Study Report, and Intervention Plan with the client. The Case Manager addresses with the client collaboratively to identify the problem areas and needs, then formulate a structured plan for	None	Within fifteen (15) days after admission	Case Manager

	achieving both short and long-term goals.			
	<p>12. Present the case to the Helping Team/Multi-disciplinary Team, and gather updates on the adjustment of the client in the center and result of the assessment of other members of the team and share their professional knowledge, information and concern on the case.</p> <p>The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan.</p>	None	During client's 4 <sup>th</sup> week in the facility	<p>Helping Team</p> <p>Multidisciplinary Team</p> <p>Referring Party</p> <p>LGU</p>
	13. Review and updates the Intervention Plan of the client based on the result of the case conference, if necessary.	None	During client's 4 <sup>th</sup> week in the facility	Case Manager
	<p>14. Monitors the progress of the resident in relation to achievement of goals.</p> <p>14.1. Conducts regular case conference as part of monitoring the case</p> <p>14.2. Reassess and modify the intervention plan per developments/ changes along</p>	None	Monthly	<p>Helping Team</p> <p>Multidisciplinary Team</p> <p>Helping Team</p> <p>Multidisciplinary Team</p> <p>LGU</p> <p>Client's family</p> <p>Case Manager and other Helping Team</p>



	helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team			Multidisciplinary Team
	15. Conduct individual or group session with client and meets with the Helping Team/ Multidisciplinary Team, referring party, resident's family to evaluate the progress of the resident in relation to the helping goals set.	None	3 months to 6 months after admission	Case Manager Helping Team/ Multidisciplinary Team Referring Party Client's family
	16. Inform the referring party regarding the resident's achievement of rehabilitation/ helping goals, and requests for Parental/ Family Capability Assessment Report (P/FCAR).	None	Upon receipt of the P/FCAR	Case Manager
17. Attend pre-discharge conference	17. Conduct pre-discharge conference with the accepting party, resident's family either through virtual or face-to-face to assess the readiness of both the client and his/her family.  17.1. Prepares After Care Plan.			
	18. Prepare Termination Report if the client is for reintegration, and	None	3 to 5 days after the pre-discharge conference	Case Manager

	Transfer Summary if the client is for transfer to other Social Welfare Agency.			
19. Submit self for the general medical examination	19. Conducts general medical examination to the client.	None	As per agreed timeline during the pre-discharge conference.	Helping Team Multidisciplinary Team Client's family, concerned SWDAs LGU
20. Attend discharge conference and turn-over	20. Facilitate discharge conference for the turn-over of the client either to the LGU, family, Social Welfare Agency, placement to independent living, adoption or foster care.	None	As per agreed timeline during the pre-discharge conference.	Helping Team Multidisciplinary Team Client's family, concerned SWDAs, LGU
<b>Post-Center based Intervention Phase</b>				
	21. Send request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community likewise the status of implementation of after care services provided based on the agreed After Care Plan.	None	3 months to 6 months after discharge	Case Manager LGU Stakeholders Client and family
<b>TOTAL</b>		<b>None</b>	<b>3 to 6 months</b>	

### 13. Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then *Philippine AIDS Prevention and Control Act of 1998* or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new *Philippine HIV and AIDS Policy Act* or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service-providers.

<b>Office/Division</b>	Protective Services Division Community-Based Services Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Citizen			
<b>Who May Avail:</b>	People Living with HIV (PLHIV) and their affected families			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Form 1: Intake Form 2. Informed Consent 3. Form 2: Referral for Service 4. Form 3: Referral Feedback 5. Form 4: Referral Registry		Referring Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive queuing number and accomplish Health Declaration Form	1. Issue Queue Number and Health Declaration Form	None	5 minutes	Assigned Clerk
2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty	2. Receive and review of submitted documents.  2.1. Provide appropriate action and assistance.  2.1.1. If the client is a referral from other agencies or organizations: Check Documentary Requirements for particular assistance needed; Review Referral Forms 1 to 4; and Proceed to SOP No. 2: Provision of	None	30 minutes	PLHIV Focal

	<p>Assistance to PLHIVs.</p> <p>2.1.2. If client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism: Consult Directory to identify the appropriate service provider / agency; Fill-out Form 2 then give it to the client; Fill-out Form 4 then place it in the client's file;</p> <p>2.1.3. Complete and update Referral Register on spreadsheet; Advise client to go to the Receiving Agency</p> <p>2.1.4. Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</p>			
<p>3. Accomplish Client Satisfaction Measurement Form.</p>	<p>3. Administer Client Satisfaction Measurement Form.</p>	<p>None</p>	<p>5 minutes</p>	<p>Assigned Clerk</p>
	<p>4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral.</p> <p>4.1. Coordinate with Receiving Agency and seek for updates</p>			

	4.2. Ask for Form 3 either from client and or Receiving Agency			
	4.3. Review Form 3			
	4.4 Complete and update Case File and Referral Register			
<b>TOTAL</b>		<b>None</b>	<b>55 minutes</b>	

#### 14. Securing Travel Clearance for Minors Traveling Abroad

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian.

<b>Office/Division</b>	Minors Traveling Abroad Protective Services Division		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C – Government to Citizen		
<b>Who May Avail:</b>	Filipino minors traveling abroad		
<b>Checklist of Requirements</b>	<b>Where to Secure</b>		
<b>For Minors Traveling Alone to a Foreign Country for the First Time</b>			
1. Duly accomplished Application Form	DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>		
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides		
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)		
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader, PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader		
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)		

<p>applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.</p> <p>6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.</p> <p>7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)</p> <p>8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA</p> <p>9. Unaccompanied Minor Certificate from the Airlines</p> <p>10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Airline Company where ticket is obtained</p> <p>Requesting Party</p>
<p><b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b></p> <p>1. Duly accomplished Application Form</p> <p>2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature</p> <p>3. Original copy of the previous Travel Clearance issued</p> <p>4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.</p>	<p>DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a></p> <p>Law Office and Notarized at the applicants place of residence</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Airplane Company</p>

<p>5. Unaccompanied Minor Certificate from the Airline</p> <p>6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.</p>	<p>Requesting Party</p>
<p><b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b></p> <p>1. Duly accomplished Application Form</p> <p>2. Copy of the PSA issued birth certificate of the minor</p> <p>3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.</p> <p>4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.</p> <p>5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.</p> <p>6. Photocopy of the passport of the traveling companion.</p>	<p>DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a></p> <p>Philippine Statistics Authority (PSA)</p> <p>Requesting Party</p> <p>PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court</p> <p>Requesting Party</p> <p>Minor's traveling companion</p>
<p><b>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</b></p> <p>1. Duly accomplished Application Form</p> <p>2. Original copy of the Travel Clearance previously issued by the DSWD Field Office</p>	<p>DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a></p> <p>Requesting Party</p>

<p>3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature</p> <p>4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted</p> <p>5. Photocopy of the Passport of the traveling companion.</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Minors Travelling Companion</p>
<p><b>Additional Requirements for Minors Under Special Circumstances:</b></p>	
<p><b>For Filipino Minors Migrating to Another Country</b></p> <p>1. Visa Petition Approval</p> <p><b>For Minors Studying Abroad</b></p> <p>1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.</p> <p><b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b></p> <p>1. Certification from Sponsoring Organization</p> <p>2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency</p> <p>3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Sponsor Organization</p> <p>Sports Agency</p> <p>Sponsoring Organization</p>



<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
<b>Minors going Abroad for Inter-Country Adoption:</b>	
1. Placement Authority issued by NACC	National Authority for Child Care
2. Authority to Escort issued by NACC	National Authority for Child Care
<b>Minors under Foster Care</b>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Requesting Party
4. Photocopy of Foster Care License of the Family	Requesting Party
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Requesting Party
<b>Minors Under Legal Guardianship</b>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<b>For Minors whose parents are Seafarers</b>	
1. Certification from the Manning Agency attesting to the parents employment	Requesting Party

2. Photocopy of Seaman's Book of Parent/s  <b>For Minors with alleged missing parent/s</b>  1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address  2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent  3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Requesting Party   Local Social Welfare and Development Office   Local Police or Barangay of the alleged missing parent/s last known address   Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook.	1. Issue Service Sequence Number.  1.1. Encode the client's information in the Online spreadsheet.  1.2. Issue Client Satisfaction Measurement Survey Form	None	5 minutes	MTA Staff
2. Submit application and documentary requirements*	2. Receive duly accomplished application form and its documentary requirements.	None	5 minutes	Social Worker
3. Screen application form and documentary requirements.	3. Check the presented documentary requirements are complete.  If Complete, proceed to the next step.  If not, the client will be asked to comply	None	5 minutes	Social Worker

4. Provide required information	4. Interview and conduct assessment of application.	None	20 minutes	Social Worker
	4.1. Recommend for the approval/ disapproval of the application to the Signing Authority.	None		
	4.2. Approve/ disapprove the application	None	5 minutes	Supervisor/OIC
	4.3. If approved, proceed to Step 5.	None	5 minutes	Social Worker
	4.4. If disapproved, provide counseling and explain reason for disapproval of the application.	None	5 minutes	Social Worker
	4.4.1. Notify DFA, BI, PMB and DSWD CO	None	10 minutes	Social Worker MTA Staff
	4.5. If exempted, prepare the Certificate of Exemption for the approval of the Regional Director.	None		Social Worker
5. Pay fee	5. Issue Order of Payment/ Billing Statement	P300.00 for 1 year validity	3 minutes	Cashier
	5.1. Issue Official Receipt to the applicant on the payment received	P600.00 for 2 years validity		
	5.2. Issue Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)			Social Worker/ MTA Staff
6. Issue travel clearance	6. Encode the details of the	None	10 minutes	Social Worker/ MTA Staff

certificate/ Exemption Certificate	applicant to the Travel Clearance Certificate			
	6.1. Sign/approve the Application or Certificate of Exemption for Exempted applicants	None	5 minutes	Regional Director or Authorized/ Approved Signatory
7. Receive Travel Clearance Certificate and sign in the Logbook for received Travel Clearance or Certificate of Exemption	7. Release Travel Clearance Certificate to the Applicant/ Certificate of Exemption	None	5 minutes	Social Worker/ MTA Staff
8. Accomplish and submit Client Satisfaction Measurement Survey Form	8. Administer and receive accomplished Client Satisfaction Measurement Survey Form	None	5 minutes	MTA Staff
<b>TOTAL</b>		<b>None</b>	<b>**1 hour and 24 minutes</b>	

\*Social Workers may require additional documents from the applicant as a basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.

\*\*Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017

## 15. Social Pension for Indigent Senior Citizen

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance to the Republic Act No. 9994 or the "Expanded Senior Citizens Act of 2010" which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

<b>Office/Division</b>	Protective Services Division Social Pension Program
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government G2C – Government to Citizen
<b>Who May Avail:</b>	Indigent senior citizens who are:

	<ul style="list-style-type: none"> <li>• 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability;</li> <li>• No permanent source of income</li> <li>• No regular support from family or relatives</li> <li>• No pension from GSIS, SSS, PVAO and other insurance agencies</li> </ul>			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Office of the Senior Citizen's Affairs (OSCA)		OSCA at Local Government Unit, Government Agency issuing Government ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Validation and Assessment of Social Pension Beneficiaries Masterlist</b>				
1. Endorse consolidated list of potential beneficiaries submitted by OSCA	1. Receive the certified consolidated list of indigent senior citizen applicants submitted by LSWDO.	None	5 minutes	Assigned Clerk
	1.2. Review consolidated list of indigent senior citizen applicants submitted by LSWDO.	None	3 to 5 days after receipt of the consolidated list	Social Pension Focal
	1.3. Inform the LGU for the conduct validation/ assessment using the Social Pension Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by LSWDO.	None	3 to 5 days after assessment	Social Pension Focal
	1.4. Encode the validated list of potential beneficiaries in the SPIS by data entry and for uploading to DSWD Central Office – Social Pension Unit for	None	7 to 14 days	Social Pension Staff

	<p>crossmatching and eligibility testing.</p> <p>The data from SPIS will determine if the applicant is eligible or not.</p> <p>1.4.1. If eligible, prepare and generate Certificate of Eligibility duly approved by RD.</p> <p>14.2. If not eligible, provide data /results to LGUs the reasons of delisting (double entry, deceased, able family, receiving pension from other government and private agencies and with regular income) subject for revalidation, grievance and replacement.</p>			
2. Identify replacement as per approved and qualified waitlisted beneficiaries.	<p>2. Encode/ upload the consolidated validated list to be submitted to DSWD CO for data cleansing and eligibility test.</p> <p>2.1. Perform and runs eligibility test and endorse generated clean and error list</p>	None	7 to 14 days	Social Pension Staff
	<p>2.2. Encode/update the replacement beneficiaries in the Regional SPIS for the preparation of Certificate of Eligibility, Payrolls</p>	None	7 to 14 days	Social Pension Staff

	<p>and Repayrolls of unpaid beneficiaries of the previous quarters.</p> <p>2.3. Endorse the approved list of beneficiaries to the City/Municipal Mayor through the LSWDO</p>			
<b>Facilitation of Cash Advance for the conduct of Social Pension Pay out through Special Disbursing Officer</b>				
	<p>3. Facilitate the cash advance of the stipend based on the approved list of beneficiaries, total target of beneficiary and corresponding amount for each LGU.</p> <p>3.1. Identify Special Disbursing Officer (SDOs) to encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries</p> <p>3.2. Inform the City/Municipal Mayor through the LSWDO of the schedule of pay out.</p>	None	7 to 14 days	<p>Social Pension Staff</p> <p>Administrative Officer</p>
<b>Conduct of the Social Pension Payout</b>				
4. Receive Social Pension stipend	<p>4. Receive social pension stipend on the scheduled payout</p> <p>4.1. Conduct exit conferences for both schemes with LCE and/or LSWDO to discuss what transpired during the</p>	None	3 to 5 days	<p>Social Pension Staff</p> <p>Social Pension Focal</p>

	pay out and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.			
<b>Reporting and Liquidation</b>				
	5. Provide the LGU data on the paid and unpaid beneficiaries including deceased and other reasons of delisting, for their reference and action for possible replacement	None	1 to 7 days after the conduct of the payout	Social Pension Staff
	5.1. Prepare the liquidation report on the recently concluded Social Pension Payout in support of DSWD RSPU for the accomplishment of supporting documents	None	7 to 14 days after the conduct of the payout	Special Disbursing Officer Social Pension Staff
6. Accomplish Client Satisfaction Measurement Form	6. Administer and receive accomplished Client Satisfaction Measurement Form	None	5 minutes	Social Pension Staff
<b>TOTAL</b>		<b>None</b>	<b>80 days</b>	



## Feedback and Complaints Mechanisms

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available in each Office/Division/Section or at the PACD Desk located at DSWD Field Office No. 02 lobby and its Satellite Offices.</p> <p>Telephone: (078) 304 – 1004            Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated by the designated Client Satisfaction Measurement Focal Person.</p> <p>Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following:            Telephone: (078) 304 – 1004            Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement Form available in each Office/Division/Section or at the PACD Desk located at DSWD Field Office No. 02 lobby and its Satellite Offices.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <p>Your Name and contact details            Transaction            Name of Person complained of            Reason for complaint            Evidence/s, if any</p> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004            Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How complaints are processed	<p>Every end of the month, all CSMF are consolidated by the designated CSM Report Focal Person. Feedbacks requiring answers/ clarifications shall be acted upon within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated Focal Person.</p>

	<p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004          Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
Contact Information of CCB, PCC, ARTA	<p><b><i>Anti Red-Tape Authority (ARTA):</i></b>          Email: <a href="mailto:complaints@arta.gov.Ph">complaints@arta.gov.Ph</a> / <a href="mailto:info@arta.gov.P">info@arta.gov.P</a>          Call: 8-478-5093</p> <p><b><i>Presidential Complaint Center (PCC):</i></b>          Email: <a href="mailto:pcc@malacanang.gov.Ph">pcc@malacanang.gov.Ph</a> Call: 8888</p> <p><b><i>Contact Center ng Bayan (CCB):</i></b>          SMS: 0908-881-6565          Call: 165 56          P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
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