



DSWD FIELD OFFICE VI

**CITIZEN'S CHARTER**  
2021 (Fourth Edition)



## DSWD Field Office VI

### CITIZEN'S CHARTER

2021 (Fourth Edition)

**I. Mandate:  
(Organizational Outcomes)**

1. Well-being of poor families improved
2. Rights of poor and vulnerable sectors promoted and protected
3. Immediate relief and early recovery of disaster victims/survivors ensured
4. Continuing compliance of social welfare and development (SWD) agencies to standards in the delivery of social welfare services ensured
5. Delivery of social welfare and development (SWD) programs by local government units (LGUs), through local social welfare and development offices (LSWDOs), improved

**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. Core Values and DSWD Brand**

- Maagap at MapagkalingangSerbisyo
- SerbisyonWalangPuwangsaKatiwalian
- PatasnaPagtratosakomunidad

**V. 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 endeavour 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 reason/s 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.

## LIST OF SERVICES

	<b>Page</b>
<b>DSWD Field Office VI</b>	
<b>Crisis Intervention Section</b>	
Assistance to Individuals in Crisis Situation	5
Medical Assistance	6
Burial Assistance	8
Educational Assistance	10
Transportation Assistance	12
<b>Protective Service Division</b>	<b>14</b>
Minors Travelling Abroad Clearance	15
Provision of Social Services to the distressed Overseas Filipinos and their Families	20
Provision of Centenarian's Cash Gift and Letter of Felicitation	24
<b>Disaster Response Management Division</b>	
Cash for Work (CFW)	28
Augmentation of Welfare Goods	32
Emergency Shelter Assistance (ESA)	35
Local In-Kind Donations Facilitation	38
<b>Standards Section</b>	<b>41</b>
Registration of Social Welfare Development Agencies	
Registration of SWDAs	<b>42</b>
Licensing of Social Welfare Development Agencies	
Registration of SWDAs	<b>46</b>
Accreditation of Social Welfare Development Agencies	
Registration of SWDAs	<b>56</b>
<b>Feedback and Complaint Mechanism</b>	<b>63</b>
<b>List of Offices</b>	<b>65</b>

## **Crisis Intervention Section**

**Assistance to Individuals in Crisis Situation**

## Assistance to Individuals in Crisis Situation

### Medical Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Medical Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Hospital Bill – Hopital Bill/Statement of account (Outstanding Balance/with complete name and signature of the Billing Clerk; or</li> </ul>		Hospital		
<ul style="list-style-type: none"> <li>If for medicines/assistive devices- Prescription with date of issuance, complete name, signature and licence number of the attending physician</li> </ul>		Attending Physician		
<ul style="list-style-type: none"> <li>If medical procedures – Laboratory request with date of issuance, complete name, signature and license number of the attending physician.</li> </ul>		Attending Physician		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <b>may be required.</b></li> </ul>		Client's Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to DSWD Field Office VI with complete requirements; or  Client sends virtually through email/messenger digital copies of requirements	Assigned staff gives out queuing number/  Assigned staff downloads requirements	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment	NONE	3 hours	Social Worker

	<p>2.1 If eligible, extent of need is determined, then client is advised for payout as next step</p> <p>2.2 If not eligible, client is advised to comply with lacking requirements or timeline</p>			
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

**Service is covered under Article II, Section 2 of Philippine Constitution and EO 15**

## Assistance to Individuals in Crisis Situation

### Burial Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Burial Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Death certificate or certificate from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate; and</li> </ul>		Hospital/Chieftain, Imam, Authorized Medical Professional		
<ul style="list-style-type: none"> <li>Funeral Contract (except for Muslim and Indigenous People performing customary practices;</li> </ul>		Funeral Service Provider		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <b>may be required.</b></li> </ul>		Client's Barangay Hall		
<p>For transfer of cadaver:</p> <ul style="list-style-type: none"> <li>Death certificate or certificate from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor authorized medical practitioner, in the absence of a death certificate.</li> <li>Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable</li> <li>*Brgy.Certificate of Residency/Indigency/Client is in need of Assistance <b>may be required.</b></li> </ul>		<p>Hospital/Chieftain, Imam, Authorized Medical Professional</p> <p>Client's Barangay Hall</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.Client proceeds to DSWD Field Office VI with complete requirements; or</p> <p>Client sends virtually through email/messenger digital copies of requirements</p>	<p>Assigned staff gives out queuing number/</p> <p>Assigned staff downloads requirements</p>	NONE	15 minutes	Crisis Intervention Section Officer of the Day



2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment  2.1 If eligible, extent of need is determined, then client is advised for payout as next step  2.2 If not eligible, client is advised to comply with lacking requirements or timeline	NONE	3 hours	Social Worker
3. Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

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## Assistance to Individuals in Crisis Situation

### Educational Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Educational Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person to be interviewed; and</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Enrolment Assessment form or certificate of enrolment or registration</li> </ul>		School/College/University Registrar		
<ul style="list-style-type: none"> <li>Validated School ID of the student/Beneficiary; and</li> </ul>		School/College/University Registrar		
<ul style="list-style-type: none"> <li>Statement of account for College Students</li> </ul>		School/College/University Accounts Section		
<ul style="list-style-type: none"> <li>*Brgy.Certificate of Residency/Indigency/Client in need of Assistance <i>may be required.</i></li> </ul>		Client's Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Client proceeds to DSWD Field Office VI with complete requirements; or</p> <p>Client sends virtually through email/messenger digital copies of requirements</p>	<p>Assigned staff gives out queuing number/</p> <p>Assigned staff downloads requirements</p>	NONE	15 minutes	Crisis Intervention Section Officer of the Day
<p>2. Client is assessed by a social worker as to eligibility and extent of need</p>	<p>Assigned social worker conducts assessment</p> <p>2.3 If eligible, extent of need is determined, then client is advised for payout as next step</p>	NONE	3 hours	Social Worker

	2.2 If not eligible, client is advised to comply with lacking requirements or timeline				
3	Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
4				<b>4 hours</b>	

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## Assistance to Individuals in Crisis Situation

### Transportation Assistance

<b>Office or Division:</b>	Crisis Intervention Section			
<b>Classification:</b>	Simple (4 hours)			
<b>Type of Transaction:</b>	Transportation Assistance			
<b>Who may avail:</b>	Indigent and those in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any Valid ID Card of the client/person to be interviewed; and</li> </ul>		(Client's existing ID, as long as valid, is acceptable)		
<ul style="list-style-type: none"> <li>Police Blotter; or Police certification (For victim of pick pocket, illegal recruitment, etc.); or</li> </ul>		Nearest Police Station as practicable		
<ul style="list-style-type: none"> <li>Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena.</li> </ul>		Justification of social worker—case findings from Local Government Unit  Medical certificate-Attending Physician Death Certificate-Hospital Court Order/Subpoena-Court concerned		
<ul style="list-style-type: none"> <li>*Brgy. Certificate of Residency/Indigency/Client in need of Assistance <i>may be required.</i></li> </ul>		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to DSWD Field Office VI with complete requirements; or  Client sends virtually through email/messenger digital copies of requirements	Assigned staff gives out queuing number/  Assigned staff downloads requirements	NONE	15 minutes	Crisis Intervention Section Officer of the Day
2. Client is assessed by a social worker as to eligibility and extent of need	Assigned social worker conducts assessment 2.1 If eligible, extent of need is determined, then client is advised for payout as next step  2.2 If not eligible, client is advised to comply with lacking	NONE	3 hours	Social Worker

	requirements or timeline			
3.Client receives the assistance	Assigned staff releases assistance	NONE	45 minutes	Social Worker
			<b>4 hours</b>	

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## **Protective Services Division**

### **Minors Traveling Abroad (MTA) Clearance**

## Protective Services Division

### Minors Traveling Abroad (MTA) Clearance

Response to MTA Inquiries	
Letter/ email phone inquire or walk-in clients requesting information on MTA	
Office or Division:	DSWD Field Office, PMB-SPD
Classification	Simple (1 hour and 3 minutes)
Type of Transaction	G2C- Government to Citizen
Who may avail:	Filipino Minors Travelling Abroad

Issuance of Travel Clearance Certificate	
A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form	DSWD Field Office 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. 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 Brgy or religious leader. PSA issued CENOMAR for illegitimate minors	Philippines Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit of Consent of both parents/ legal guardian/ solo parent.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in Red or Blue background)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certification of Employment, Latest Income Tax Return, Bank Statement, etc) Certified True Copy of the Death Certificate ( for death)	Applicant
8. Unaccompanied Minor Certificated from the Airlines	Airline Company where ticket is obtained
9. Waiver from the parents releasing DSWD from any liability/ responsibility in case of untoward incident during the travel of the child	Applicant

For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: dswd.gov.ph
2. Notarized Affidavit or Writted Consent of both parents, the Solo parent and the legal guardian whichever is applicable, with copy of valid ID with signature.	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from Airline	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during travel	Applicant

Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent from parents	Applicant
4. Copy of Marriage Certificate of minor parents (SECPA), Solo Parent ID for Solo Parents , Court Degree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parent ID); Family Court

Additional Requirements for Minor Under Special Circumstances:	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minor Studying Abroad	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant

For Minor who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaing of Companion indicating safety measures undertaken by Sports Agency	Sports Agency



3. Signed Invitation from the Sponsoring Agency/ Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
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 Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court

<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b>For Filipino Minors Migrating to Another Country</b>	
1. Visa Petition Approval	Applicant
<b>For Minors Studying Abroad</b>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor

<b>Minors going Abroad for Inter-Country Adoption</b>	
Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

<b>Minors under Foster Care</b>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parents
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant

<b>Minors Under Legal Guardianship</b>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court

For Minors whose parents are Seafarers	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
Photocopy of Seaman's Book of Parent/s	

For Minors with alleged missing parent/s	
1. Social Case Study Report from LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s.	Applicant

Within the Day of Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	Officer of the Day
2. Screening of documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply	None	5 minutes	Social Worker
3. Interview/ Assessment*	3.1 Social Worker interviews and conducts assessment of the applicants 3.2 Recommends for the approval or disapproval of the application to the Signing Authority	None	10minutes	Social Worker
4. Review and Approval of the Application	4.1 Approves/Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (Minimum of 1day	None	5 Minutes	Supervisor/OIC

	processing and maximum of 3 day processing) 4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval of application 4.3 Notify the Nearby DSWD Field Offices 4.3.a If Exempted, prepares the Certificate of Exemption for Approval of the Regional Director		5 Minutes	Social Worker
			10 Minutes	Social Worker
5. Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	5.1 Recieves and Issues Official Receipt to the Applicant on the Payment Received	Payments of Php 300.00 for 1 year validity Php 600.00 for 2 years validity	3 Minutes	Cashier
1. Preparation of Travel Clearance	6.1 Encodes/ Types the details of the applicant to the Travel Clearance	None	10 Minutes	Administrative Staff
2. Approval of the Regional Director	7.1 Signs/Approves the Application or Certificate of Exemption for Exempted	None	5 Minutes	Regional Director or the Authorized Approved Signatory
3. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of	None	5 Minutes	Administrative Staff
<b>TOTAL</b>		P300-600.00	1 hour and 3 minutes	

\*Social Worker may require additional documents from the applicants as basis of the assessment.

\*Fees P300.00 (1) Year and P600.00 for (2) Two Years

**Service under RA 7610**

## **Protective Services Division**

**Provision of Social Services to the distressed Overseas Filipinos and  
their Families**

## Provision of social services to the distressed Overseas Filipinos and their Families

The International Social Services Office (ISSO) implements the system in providing assistance to overseas Filipinos in distressed situations and their families (documented and undocumented workers) in all foreign countries. This is in line with RA 8042 and was amended by RA 10022 otherwise known as the “Migrant Workers and Overseas Filipino Act of 1995 provides the mandate to improve the country’s standard of protection and promotion of the welfare of OFs and their families.

Referral from DSWD ISSO/Social Welfare Attaché’, Program Management Bureau and other agencies (OWWA/OUMWA). The beneficiaries of the program upon assessment may be referred to Crisis Intervention Section (CIS), Sustainable Livelihood Program (SLP) or Recovery and Reintegration Program for Trafficked Persons (RRPTP) for further assessment and intervention.

<b>Office or Division:</b>	Protective Services Division/ International Social Services Office
<b>Classification:</b>	Simple <b>(36 minutes)</b>
<b>Type of Transaction:</b>	G2C-Government to Citizens
<b>Who may avail:</b>	Distressed and Recently Repatriated Overseas Filipinos and their Families
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>Primary Documents</b> <i>(2 copies photocopy and original also for validation)</i>	
1. Philippine Passport or any Valid ID	Department of Foreign Affairs (DFA) or any government offices
2. Contract of Agreement	Agency
<b>Secondary Documents (any of the following)</b> <i>(2 copies photocopy and original also for validation)</i>	
1. Barangay Certification	Barangay Local Government Unit (BLGU)
2. POLO Referral Letter / Certificate of Repatriation	Philippine Overseas Labor and Office (POLO) / Office of the Philippine Consulate General / Overseas Workers Welfare Administration (OWWA)
3. Travel Document	Philippine Overseas Labor and Office (POLO) or Office of the Philippine Consulate General
4.1 Medical Assistance	Attending Physician, Hospital, Clinic
4.2 Burial Assistance	Funeral Parlor
4.3 Educational Assistance	School

4.4 Other support services (refer to AICS Guidelines)	Barangay, Passport/Travel Document/ Proof that they are distressed/repatriated Overseas Filipinos
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in at the Security Guard's clients/visitors logbook	1. Issuance of Service Sequence Number	None	1 minute	<i>Guard on Duty</i>  <i>Provincial SWAD Offices</i>
2. Comply documentary requirements	21 Conducts intake interview/Counseling or refer to Recovery and Reintegration Program for Trafficked Persons (RRPTP) / Sustainable Livelihood Program (SLP for possible livelihood assistance)  22 Social Worker provides the documentary requirements based on the assessment of the client( refer to AICS Guidelines for Medical, Burial, Educational and other support services)	None	25 minutes	<i>International Social Service (ISS) Focal Person /Social Worker</i>  <i>Provincial SWAD Offices</i>
3. Receives the list of documentary requirements for the needed assistance of the client and drops the filled out Client Satisfaction	3. Client proceed to DSWD Action Center at GT Mall, Molo, Iloilo City for financial assistance	None	10 minutes	<i>ISS Focal Person/Social Worker</i>  <i>Provincial SWAD Offices</i>

Measurement Form into the designated CSMF drop box.				
<b>Total</b>		<b>NONE</b>	<b>36 minutes</b>	

## **Protective Services Division**

**Provision of Centenarian's Cash Gift and Letter of Felicitation**



## Provision of Centenarian's Cash Gift and Letter of Felicitation

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

<b>Office or Division:</b>	PSD-Centenarian
<b>Classification:</b>	Simple (3 hours and 7 minutes)
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Living Centenarians:</b>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavits executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
<b>For Deceased Centenarians:</b>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	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)
Certificate of live birth of the nearest surviving relative	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Office
<i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect, if any</i>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure all the required documents				
LGU to submit the validated documents of the potential centenarian/s to the DSWD Field Office	DSWD FO to conduct validation and assessment to the documents submitted by the LGUs	None	5 minutes	Centenarian Focal Person
	Focal Person provides feedback to LGU regarding the status of the application of their potential centenarian/s	None	2minutes	Centenarian Focal Person
	DSWD FO to process the cash advance for the centenarian cash gift of the validated centenarians	None	2 hours	Centenarian Focal Person
	DSWD FO to schedule payout to the centenarian based on payroll	None	30 minutes	Centenarian Focal Person
	Conduct cash incentive pay out to qualified centenarians	None	20 minutes	Centenarian Focal Person, LGU, Centenarian

	Centenarian receives cash gift and felicitation Letter for Living Centenarians and Posthumous Plaque of Recognition for deceased centenarians	None	5 minutes	Centenarian Focal Person, LGU, Centenarian and Authorized representative for deceased centenarian
Total			3 hours and 7 minutes	

**Disaster Response Management Division**

**RISK RESILIENCY PROGRAM – CLIMATE CHANGE ADAPTATION AND  
MITIGATION – DISASTER RISK REDUCTION (RRP-CCAM-DRR)**

**Cash for Work (CFW)**

## Disaster Response Management Division

### RISK RESILIENCY PROGRAM – CLIMATE CHANGE ADAPTATION AND MITIGATION – DISASTER RISK REDUCTION (RRP-CCAM-DRR)

#### Cash for Work (CFW)

<b>Office or Division:</b>	Disaster Response Management Division /RRP-CCAM-DRR	
<b>Classification:</b>	<b>Highly Technical (15 days and 20 minutes)</b>	
<b>Type of Transaction:</b>	Cash Assistance	
<b>Who may avail:</b>	<p>The program shall be provided to individuals who meet either of the following conditions for eligibility:</p> <ol style="list-style-type: none"> <li>1. Identified as “poor” either by DSWD’s Listahanan or by the LSWDO’s assessment;</li> <li>2. Identified as poor and is/was severely affected by Covid-19;</li> <li>3. Indigenous Person;</li> <li>4. Identified decommissioned combatant under Executive Order No. 79, s. 2019;</li> <li>5. YAKAP Bayan Program beneficiary;</li> <li>6. Has a vulnerable family member (i.e. Senior, PWDs..) subject to validation of LSWDO;</li> </ol> <p>The program shall prohibit the enrollment of two or more “relatives” (i.e. those related within the third degree of consanguinity or affinity as defined by the Administrative Code of 1987) in the same Fiscal Year (FY).</p> <p>Moreover, it shall be made clear that each individual represents a household or family &amp; that by prohibiting relatives from enrolling in the program in the same FY, the Department shall be able to extend its service to more families.</p>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Project Proposal (3 copies)</li> </ul>	Prepared by LSWDO, noted by LCE, with recommending approval of DRMD Chief, and approval of RD.	
<ul style="list-style-type: none"> <li>• Program of Works (3 copies)</li> </ul>	Prepared by LGU	
<ul style="list-style-type: none"> <li>• Master list of Beneficiaries (3 copies)</li> </ul>	Prepared by LGU	
<ul style="list-style-type: none"> <li>• Sketch Map (3 copies)</li> </ul>	Prepared by LGU	
<ul style="list-style-type: none"> <li>• Summary (3 copies)</li> </ul>	Prepared by LGU	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. LGU submits complete requirements	<p>1. DRMD staff review documents.</p> <p>1.1 Complete with no corrections/ revisions, documents will be forwarded to DC for recommending approval</p> <p>1.2 If not complete, client is advised to comply with lacking requirements.</p>	NONE	20 minutes	RRP-CCAM-DRR Staff.
2.	<p>2. Assigned staff submits reviewed LGU Project Proposal and other documents to</p> <p>2.1 For below 50M project proposal for approval of RD.</p> <p>2.2 For above 50M, project proposal will be forwarded to PMG for review and for approval by Usec of OCBG</p>	NONE	1 DAY	RRP-CCAM-DRR Staff.
3.	Assigned staff informs the LGU through MSWDO/CCAM Focal on the approval of the Proposal and to start the project implementation	NONE	1 DAY	RRP-CCAM-DRR Staff.
4.	Identification of SDO and preparation of documents	NONE	2 DAYS	RRP-CCAM-DRR Staff.

5.	DRMD Staff conducts orientation to the workers, appoints team leader and monitoring team	NONE	2 DAYS	RRP-CCAM-DRR Staff.
6. LGU submits accomplishment report, DTRs/Attendance Sheets and Photo documentation of work area before, during & after CFW implementations	<p>6. DRMD Staff receives and review submitted documents for validation and assessment</p> <p>If Okay as to assessment and validation, RRP-CCAM-DRR Staff:</p> <p>6.1 coordinates with LGU and SWAD/ Provincial QRT for assistance on target date of pay-out.</p> <p>6.2 If not okay as to assessment and validation, client is advised to comply lacking documents.</p>	NONE	2 DAYS	RRP-CCAM-DRR Staff.
7. Clients/ Beneficiaries signs payroll during actual pay-out	Facilitation and conduct of pay-out	NONE	2 DAYS	DRMD Staff QRT SWAD
	Review Cash Assistance Payroll	NONE	1 DAY	RRP-CCAM-DRR Staff.
	Submission of Liquidation report to Accounting Office	NONE	1 DAY	RRP-CCAM-DRR Staff.
total			<b>15 days and 20 minutes</b>	

## **Disaster Response Management Division**

### **Augmentation of Welfare Goods**



## Disaster Response Management Division

### Augmentation of Welfare Goods

This refer to the request for the augmentation of the welfare goods to the local government units affected of disaster/calamities and emergencies.

<b>Office Division:</b>	Disaster Response Management Division			
<b>Classification:</b>	Complex (4 days, 1 hour and 15 minutes)			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Local Government Units and Other Requesting party.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<b>LOCAL GOVERNMENT UNITS.</b>				
<ul style="list-style-type: none"> <li>Disaster Report using the prescribed DROMIC Forms</li> </ul>		Client		
<ul style="list-style-type: none"> <li>Request Letter signed by Local Chief Executives or any authorized representative</li> </ul>		Client		
<b>OTHER REQUESTING PARTY</b>		Client		
<ul style="list-style-type: none"> <li>Request Letter signed by the authorized Approving officer</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of required documents	1. Receiving of the document.	None	2 minutes	Administrative Assistant
	2. Validation on the completeness of the documents	None	10 minutes	Disaster Focal
	3. Confirmation and verification of information through the submitted disaster reports	None	5 minutes	Disaster Focal
	4. Approving of the request.	None	1 day	Disaster Response and Management Division Chief

	<p>5. Inform the request party that the request is approved/disapproved</p> <ul style="list-style-type: none"> <li>If the request is disapproved the process is terminated.</li> </ul>	None	5 minutes	Disaster Focal
	6. Preparation of the Request of the Issuance Slip (RIS)	None	5 minutes	Administrative Assistant
	7. Approving of the RIS	None	5 minutes	Disaster Response and Management Division Chief
	8. Coordination with the Warehousing Unit on the release of the welfare goods.	None	5 minutes	Disaster Focal and Warehousing Unit Head
	9. Loading and releasing of welfare goods.	None	1 hour and 30 minutes	Disaster Focal and Warehousing Unit Head
	10. Delivery of the goods to the affected LGU	None	1 day	Disaster Focal and Warehousing Unit Head
2. Distribution of the Welfare Goods to the beneficiaries.	Distribution of the welfare goods to the beneficiaries.	None	1 day	DRMD Staff and Field Staff
			<b>4 days, 1 hour and 15 minutes</b>	

**Disaster Response Management Division**

**Emergency Shelter Assistance (ESA)**

## Disaster Response Management Division

### Emergency Shelter Assistance (ESA)

This refer to the provision of emergency “self-build” shelter assistance to affected families through limited materials or financial assistance to local government units affected by disasters/calamities and emergencies with partially or totally damaged houses.

<b>Office Division:</b>	Disaster Response Management Division			
<b>Classification:</b>	Highly Technical ( <b>14 days and 35 minutes</b> )			
<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>	
<ul style="list-style-type: none"> <li>Disaster Report using prescribed DROMIC Forms.</li> </ul>			Client	
<ul style="list-style-type: none"> <li>Proposal signed by the Local Chief Executives or any authorized representative.</li> </ul>			Client	
<ul style="list-style-type: none"> <li>Rehabilitation Plan signed by the Local Chief Executives or any authorized representative.</li> </ul>				
<ul style="list-style-type: none"> <li>Validation Report signed by the Local Chief Executives or any authorized representative</li> </ul>				
<ul style="list-style-type: none"> <li>Validated Master-list signed by the Local Chief Executives or any authorized representative</li> </ul>				
<ul style="list-style-type: none"> <li>Terminal Report signed by the Local Chief Executives or any authorized representative</li> </ul>				
<ul style="list-style-type: none"> <li>ESA application form duly filled by the beneficiaries.</li> </ul>				
Client may coordinate with the office/division for the proper template of the documents.				
<b>Notes: This request only applies when the Work and Financial Plan (WFP) submitted by the Field Offices has already been approved by the Central Office for funding.</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents.	1. Receiving of the documents.	None	10 minutes	Administrative Assistant

	2. Review the completeness of the submitted ESA requirements.	None	5 minutes	Disaster Focal
	3. Technical Review and Approving of the request	None	2 days	
	4. Preparation of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and Time Tally Sheets.	None	1 day	Administrative Assistant
	5. Approving of of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV),and Cash Advance (CA) to the Finance and Management Division and the Regional Director/Approving Officer	None	8 days	Finance and Management Division, Regional
	6. Identification of the payout masters.	None	1 day	Cash Unit
	7. Encashment of Cheque	None	1 day	Cash Unit
	8. Coordinate with the LGU thru the C/MSWDO on the schedule of payout	None	20 minutes	DRMD Staff
2. Assist in the conduct of payout to the beneficiaries	Distribution of ESA to beneficiaries.	None	1 day	DRMD Staff and payout team leader
Total			<b>14 days and 35 minutes</b>	

**Disaster Response Management Division**  
**Regional Resource and Logistics Management Section**  
**LOCAL IN-KIND DONATIONS FACILITATION**

# Disaster Response Management Division

## Regional Resource and Logistics Management Section

### LOCAL IN-KIND DONATIONS FACILITATION

<b>Office or Division:</b>	Disaster Response Management Division			
<b>Classification:</b>	Simple (1 hour and 16 minutes)			
<b>Type of Transaction:</b>	Private to Government; Government to Government			
<b>Who may avail:</b>	Individual, Groups, Organizations and Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Detailed List of items for donation</li> </ul>		Provided by donor		
<ul style="list-style-type: none"> <li>Purpose of donation</li> </ul>		To be indicated by donor		
<ul style="list-style-type: none"> <li>Donor information and contact details</li> </ul>		To be provided by donor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Provide identification to Security Personnel and state nature of visit	Maintain orderliness and assist the donor in properly accomplishing the visitor's log.	NONE	1 minute	DSWD FO VI Security Officer/ Resource and Logistics Management Staff
2. Submit to the Office's health, safety and security protocols (ID check, bag inspection, wearing of PPEs and recording of body temperature)	Maintain courtesy while conducting health, safety and security checks. Notify Donations Facilitation Officer of the donor's visit	NONE	2 minutes	Donation Facilitation Officer/ Receiving Officer
3. Provide details of donation/s to the Donations Facilitation Officer or the DSWD FO VI Receiving Officer	Record the details provided by the donor	NONE	10 minutes	Donation Facilitation Officer/ Receiving Officer

<p>with the following information:</p> <p>a. Name of Donor/ Organization</p> <p>b. Contact Details</p> <p>c. List of item/s to donate including nominal value and expiry date/s (if applicable)</p> <p>d. Purpose of donation</p>				
4. Present the donation/s to the assisting officer and stand witness to the full inspection	Conduct visual inspection to determine whether to accept or reject the donation/s and issue an Acknowledgement Receipt	NONE	1 hour	Donation Facilitation Officer/ Receiving Officer
5. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s.	Provide feedback to the donor/s and accommodate any question/s that may arise from the donation.	NONE	3 minutes	Donation Facilitation Officer/ Receiving Officer
			<b>1 hour and 16 minutes</b>	



## **Standards Section**

**Registration, Licensing and Accreditation of Social Welfare  
Development Agencies (SWDAs)**

## Standards

Registration, Licensing and Accreditation of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards			
<b>Classification:</b>	Complex <b>(Seven (7) working days)</b>			
<b>Type of Transaction:</b>	Registration of SWDAs			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Accomplished Application Form		DSWD/FO Standards Section or DSWD Website		
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 issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines		SWDA		
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> <li>• Duly signed Work and Financial Plan for at least two (2) years</li> </ul>		SWDA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Assessment Procedures for Walk-in Applicants:</b>				
1.Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)
2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be</i>	1. Review and assess documentary requirements submitted a) If application and documentary complete, the same	NONE	30-45 minutes	Officer of the day (SB/FO SS)

<p><i>filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau); OR</i></p> <p>Submit documents online for advance screening/assessment consistent with need to observe health protocol</p>	<p>are returned to applicant with list of requirements not complied with; OR Hold a virtual validation assessment</p> <p>b) If application and documentary requirements are complete, the “Officer of the Day” refers the applicant to the support staff for the issuance of billing statement</p>			
	Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit	NONE	10 minutes	Support Staff/ AA II
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	15 minutes	Accounting Clerk/ Cashier (Financial Management Service)
<b>B.Processing Procedures of Applications with Incomplete Requirements submitted at Standard Section Field Offices through Mail/Courier:</b>				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff
	Approval and signing of written notice		1 working day	Regional Director/ Division Chief/Standards Section Head/ Support Staff
	Release the written notice together with the returned		1 working day	Support Staff/ AA II

	documents through email or snail mail			
<b>C. Processing Procedures of Applications with Complete Requirements submitted at Standards Section Field Offices:</b>				
1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working day	Support staff
	Initial review of the application			Technical staff
	Review the submitted requirements of the application as to compliance to the requirements and prepare confirmation report with the recommendation of issuance of Certificate.		2 working days	Technical staff
	Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Registration Certificate		1 working days	Technical staff/ PPD Division Chief/ Regional Director
	Approval and signing of Registration Certificate		1 working day	Regional Director
	Send the confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the application)	Support staff/ AA II

			(Seven (7) working days)	
<b>END OF TRANSACTION</b>				

**\*Registration of SWDAs qualified for multi-stage processing**

## **Standards Section**

### **Licensing of Social Welfare Development Agencies (SWDAs)**

**a. Intending to Operate**

**b. Implementing prior to Application**

## Standards

### Licensing of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards	
<b>Classification:</b>	Highly-technical <b>(20 days)</b>	
<b>Type of Transaction:</b>	Licensing of SWDAs	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For AUXILIARY SWDA</b>		
Intending to Operate		
1.Accomplished Application Form	DSWD FO Standards Section/DSWD Website	
2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers	SWDA	
3.Manual of Operation/Handbook	SWDA	
4.Profile of Board of Trustees	SWDA	
5.Certified True Copy of General Intake Sheet issued by SEC	SEC SWDA	
6.Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years		
7.Work and Financial Plan for the two (2) succeeding years	WFP Template <i>(available at the DSWD FO Standards Section)</i>	
Implementing prior to its application		
1. Accomplished Application Form	DSWD FO Standards Section/DSWD Website	
2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	SWDA	
3. Profile of Board Trustee		
4. Profile of Employees and Volunteers: <ul style="list-style-type: none"> <li>• At least one (1) full time staff who will manage its operations</li> </ul>	SWDA SWDA	
5. Certified True Copy of General Intake Sheet issued by SEC	SEC SEC	

<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</p> <p>7. ABSNET Membership</p> <p>8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>9. Duly signed Work and Financial Plan for the next two (2) succeeding years</p> <p>10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>11. Annual accomplishment report for previous year</p> <p>12. Audited Financial Report of the previous year</p> <p>13. Profile of Clients served for the preceding and current year</p>	<p>Regional ABSNET Chairperson SWDA</p> <p>WFP Template <i>(available at the DSWD FO Standards Section)</i></p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p>
<p>Optional/ Additional Requirements (both for intending and already operating)</p>	
<p>A.Basic Documents</p> <p>1. For those operating in more than one region</p> <ul style="list-style-type: none"> <li>• List of main and satellite/branch offices, if any</li> <li>• Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</li> </ul> <p>B.Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>2.For those operating in more than one region</p> <ul style="list-style-type: none"> <li>• Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and</li> </ul>	<p>SWDA</p> <p>SWDA</p> <p>DSWD FO Standards Section/Cluster ABSNET Chairperson/LGU</p>



<p>status of operation of the organization in the area/s of jurisdiction.</p> <p>3. For applicants that are identified that would be serving 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> <p>4. 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</li> </ul>	<p style="text-align: center;">SWDA</p> <p style="text-align: center;">DSWD FO Finance Management Section</p>
<p><b>For AUXILIARY SWDA</b></p>	
<p>Intending to Operate</p>	
<p>1. Accomplished Application Form</p> <p>2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers</p> <p>3. Manual of Operation/Handbook</p> <p>4. Profile of Board of Trustees</p> <p>5. Certified True Copy of General Intake Sheet issued by SEC</p> <p>6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years</p> <p>7. Work and Financial Plan for the two (2) succeeding years</p>	<p style="text-align: center;">DSWD FO Standards Section/DSWD Website</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">SEC</p> <p style="text-align: center;">SWDA</p> <p style="text-align: center;">WFP Template <i>(available at the DSWD FO Standards Section)</i></p>
<p>Implementing prior to its application</p>	
<p>1. Accomplished Application Form</p>	<p style="text-align: center;">DSWD FO Standards Section/DSWD Website</p>

<p>2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p>	<p>SWDA</p>
<p>3. Profile of Board Trustee</p>	<p>SWDA</p>
<p>4. Profile of Employees and Volunteers:          4.1. <i>At least one (1) RSW</i> to supervise and take charge of its social work functions for <b>residential care agencies and community-based agencies</b> that caters to beneficiaries that requires social case management</p>	<p>SWDA          SWDA          SEC          SWDA</p>
<p>4.2. For <b>Center Based (Residential Based)</b>, to observe the caseload requirement of <i>client ratio</i> and <i>house parent</i></p>	<p>SWDA</p>
<p>4.3. For <b>Center Based (Non-Residential Based)</b>, to observe <i>at least one full time social worker/ drop in center, processing center and vocational rehabilitation center while for senior citizens center</i> and the like, a <i>part-time social worker is considered</i>.</p>	<p>SWDA</p>
<p>4.4. For <b>Community Based</b>, implementing community development or community organizing, any of the following <i>shall be hired in full/part time basis per region</i>:</p>	<p>SWDA</p>
<p>4.4a. <i>Graduate of Bachelor Degree in Social Work or Community Development</i>; or</p>	<p>SWDA</p>
<p>4.4b. <i>Other professionals who have at least three (3) year work experiences in the field of social welfare and development</i></p>	
<p>5. Certified True Copy of General Intake Sheet issued by SEC</p>	<p>SEC</p>
<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)</p>	
<p>7. ABSNET Membership</p>	<p>ABSNET Cluster Chairperson</p>
<p>8. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<p>SWDA</p>
<p>9. Duly signed Work and Financial Plan for the next two (2) succeeding years</p>	<p>WFP Template</p>

<p>10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>11. Annual accomplishment report for previous year</p> <p>12. Audited Financial Report of the previous year</p> <p>13. Profile of Clients served for the preceding and current year</p>	<p><i>(available at the DSWD FO Standards Section)</i></p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p> <p>SWDA</p>
<p>Optional/ Additional Requirements (both for intending and already operating)</p>	
<p><b>A. Basic Documents</b></p> <p>1. For those operating in more than one region</p> <p>a. List of main office and satellite/branch offices, if any</p> <p>2. For Applicants SWAs implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>3. For those operating in more than one region</p> <p>Validation report from concerned DSWD Field Office or <u>Certification from Regional ABSNET/Cluster or LGUs</u> attesting to the existence and status of operation of the organization in the area/s of jurisdiction</p> <p>4. For Residential Based and Community Based with facility:</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>5. For applicant serving within the Ancestral Domains of Indigenous People(IP)-</p>	<p>SWDA</p> <p>FO Standards Section/Cluster ABSNET Chairperson/LGU</p> <p>SWDA</p> <p>SWDA</p>

Photocopy of NGO Accreditation from the NCIP. <b>C. Documents Establishing Track Record and Good Standing</b> 6. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation		DSWD FO Finance Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedure for Walk-In Applicants</b>				
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)
2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau); OR</i>  Submit documents online for advance screening/assessment consistent with need to observe health protocol.	1. Review and assess documentary requirements submitted a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with; OR Hold a virtual validation assessment. b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement	NONE	1 hour	Technical Staff

	Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit	NONE	20 minutes	Support Staff /AA II
Presents the Billing Statement at the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P1,000.00	30 minutes	Cashier Unit
<b>B. Processing Procedures of Applications with incomplete Requirements submitted at Standards Section Field Offices through Mail/ Courier:</b>				
	Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff/ Division Chief
	Approval and signing of written notice		1 working day	Regional Director/Division Chief/ Technical Staff/ Support staff
	Release the written notice together with the documents through email or snail mail		1 working day	Support staff/ AA II
<b>C. Processing Procedures of Applications with complete Requirements submitted at Standards Section Field Office:</b>				
1. Submit/file application forms, requirements and photocopy of Official receipt	Receives, encodes and/or forwards documents to assigned Technical Staff		1 working day	Support Staff
	Initial review of the application			Technical Staff
	Assessment of submitted application acknowledgement		3 working days	Technical Staff/ Division Chief

	as to compliance to the requirements and indicates the schedule of visit			
	Onsite assessment visit based on the agreed schedule between DSWD and SWDA		1 working day	Technical Staff
	Prepares Confirmation report a. Recommendation on Issuance of Certificate		3 working days	Technical Staff
	b. Areas for compliance together with SWDAs Action Plan (proceed to Step D)			
	Review and endorsement of the confirmation report		3 working days	Technical Staff/ PPD Division Chief
	Review and approval of the Confirmation Report		3 working days	PPD Division Chief/ Regional Director
	Preparation and endorsement for approval of the License to Certificate		1 working day	Technical Staff/ PPD Division Chief
	Approval and signing of Certificate of License to Operate		2 working days	Regional Director
	Send confirmation report and notify the availability of the Certificate of License to Operate for release through various means (direct pick-up, courier or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Support Staff/ AA II
<b>D. Processing Procedures of Applications with Areas for Compliance:</b>				

	Prepares confirmation report citing the areas for compliance		2 working days	Technical Staff
	Review and endorsement of confirmation report		2 working days	Technical Staff/ PPD Division Chief
	Review and approval of confirmation report		2 working days	Technical Staff/ PPD Division Chief/ Regional Director
	Send the confirmation report and notify the applicant on the result of the assessment		1 working day	Support Staff/ AA II
			<b>Twenty (20) Days</b>	
<b>END OF TRANSACTION</b>				

**\*Licensing of SWDAs qualified for multi-stage processing**

## **Standards Section**

**Accreditation of Social Welfare Development Agencies (SWDAs)**



## Standards

Registration, Licensing and Accreditation of Social Welfare Development Agencies(SWDAs)

<b>Office or Division:</b>	Standards
<b>Classification:</b>	Highly-technical <b>(20 working days)</b>
<b>Type of Transaction:</b>	Accreditation of SWDAs
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SWDAs</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished Application Form	DSWD FO Standards Section or DSWD Website
2. Pre- accreditation assessment conducted by concerned FO	FO Standards Section
3. Duly accomplished Pre- Accreditation assessment tool signed by the SWAs Head of Agency or Authorized Representative	SWDA
4. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	SEC
5. ABSNET Membership	ABSNET Cluster Chairperson
6. Duly signed Work and Financial Plan for the next two (2) succeeding years	WFP Template <i>(available at the DSWD FO Standards Section)</i>
7. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years	<b>SWDA</b>
8. Annual accomplishment report for previous year	<b>SWDA</b>
9. Audited Financial Report of the previous year	
10. Profile of Clients served for the preceding and current year	<b>SWD</b>
11. Certification from the SWDAs Head of Agency on their observance and compliance to the provisions of EO 26 series of 2017 (Providing for the establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	<b>SWDA</b>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secures application form thru the DSWD Website/ Field Office	Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff Field Office Standards Section
1. Submit/file application and supporting documents; OR  Submit documents online for advance screening/assessment consistent with need to observe health protocol	Review and assess documentary requirements submitted a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with; OR Hold a virtual validation assessment  b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement	NONE	45 minutes-1 hour	Technical Staff
	Prepares Billing Statement and instructs applicant to proceed to the Cash Unit	NONE	20 minutes	Support Staff/ AA II
Presents the billing statement to the Cashier Unit and settles the required Fee	Approves and control, process payment and issues Official Receipt	Php1,000.00	30 minutes	Accounting Clerk/ Cashier

<b>B. Assessment Procedures for Applications with Incomplete Requirements submitted at Standards Section Field Office Vi</b>				
	Review, assess and prepare notification indicating the result of the assessment clarifying and guiding the applicant		1 working day	Technical Staff/ PPD division Chief
	Approval and signing of written notice		1 working day	Regional Director/ Technical Staff/ Support Staff
	Release the written notice together with the returned documents through email or snail mail		1 working day	Support Staff/ AA II
<b>C. Assessment Procedures for Applications with Complete Requirements submitted at Standards Bureau</b>				
Submits the application form, requirements and photocopy of Official Receipt	Receives, encodes and/or forwards documents to assigned technical staff		1 working day	Support staff
	Initial review of application			Division Chief/ Technical staff
	Assessment of submitted application, acknowledgement as to compliance to the requirements and indicates the schedule of visit		3 working days	Division Chief/ Technical staff
	Onsite validation assessment on the agreed schedule between the DSWD and SWDA		2 working days (excluding travel time)	Technical staff
	Prepares Confirmation report a. Recommendation on Issuance of Certificate		3 working days	Technical staff

	b. Areas for compliance together with SWDAs Action Plan (proceed to STEP D)			
	Review and endorsement of the confirmation report		5 working days	Division Chief/ Technical staff
	Review and approval of the confirmation report		2 working days	Regional Director/Division Chief/
	Preparation and endorsement for approval of the Accreditation Certificate		1 working day	Technical Staff/ Regional Director
	Approval and signing of Accreditation Certificate		2 working days	Regional director
	Send confirmation report and notify the availability of the Certificate for release through various means (direct pick-up, courier, or thru awarding ceremony)		1 working day (depending on the choice of the applicant)	Support staff/ AA II
<b>D. Processing Procedures of Applications with Areas for Compliance</b>				
	Prepares confirmation report citing the areas for compliance		3 working days	Technical Staff
	Review and endorsement of confirmation report		5 working days	Technical Staff/ PPD Division Chief
	Review and approval of confirmation report		3 working days	Regional Director
	Send the confirmation report and notify the applicant on the result of the assessment		1 working day	Support Staff/ AA II

**\*Registration of SWDAs qualified for multi-stage process**

## **Standards Section**

**Authority to Conduct Fund Campaign**

### Authority to Conduct Fund Campaign

<b>Office or Division:</b>	Standard Section			
<b>Classification</b>	<b>Complex (7 days)</b>			
<b>Type of Transaction:</b>	Public Solicitation			
<b>Who may avail:</b>	Person, Corporation, Organization or Association			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>Regular Application</b>	Government Agencies	Non-Government Organization/Associations	Person	<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (DSWD-SB- PS-F-OOI) signed by the Agency Head or his/her authorized representative	√	√	√	DSWD Website/ DSWD Field Office
2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application		√	√	SWDA Files
3. Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies which has jurisdiction to regulate the applying organization or agency. This shall be required if the date of registration with the concerned regulatory government agency is more than five 5 years prior to application.		√	√	SWDA Files
4. Project proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan on the activity to be undertaken. (DSWD-SBPS-F-002).	√	√	√	Format/template c/o DSWD Website or FO
5. Profile of current governing board members or its equivalent in the corporation, certified by the corporate secretary or any equivalent officer. (DSWD-SB- PS-F-003)	√	√	√	Format/template c/o DSWD Website or FO
6. Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fundraising activities	√	√	√	SWDA Files
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization (DSWDSB- PS-F-004) or pledge of	√	√		Format/template c/o DSWD Website or FO

commitment (for individual) (DSWD-SB- PS-F-005 .				
8. Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: 8.1. Director of Private Schools— if for private school projects 8.2. School Superintendent — if for public school projects 8.3. Department of Health — if for medical and health projects 8.4. Local Government Unit— if for provincial/city/municipal projects 8.5. Bishop/Parish Priest/Minister or Head of any Sect— if church or religious projects for public & charitable purposes. 8.6. Endorsement letter from DSWD registered and licensed S WDA or the Crisis Intervention Unit of the DSWD or LGU — if allows the individual applicant to raise funds under its name.	√	√	√	SWDA Files
9. Applicant's Social Case Study Report from his/her localities duly signed by the City/Municipal Social Welfare and Development Office C/MSWDO).			√	SWDA Files
10. Treatment Protocol(Original/Certified True Copy by the attending physician with corresponding license number) or Medical Certificate/Abstract(Certified True Copy of the Hospital's Records Section			√	SWDA to secure from attending physician
11. Fund utilization report (DSWD-SB- PS-F-007) of its proceeds and expenditures duly certified by its auditor/book keeper, if the soliciting entity is a non- government organization or an individual. The said fund utilization report should be included in the Audited Annual Financial Report to be submitted to the concerned DSWD office, copy-furnishing the Standards Bureau, 120 days after the end of every fiscal year as provided in the organization's Constitution and B -Laws	√	√	√	Format/template c/o DSWD Website or FO
<i>[Should the requesting organization is a SWDA with valid registration, license and accreditation, only items 1, 3, 4, 5, 6, 7, 11 and additional specific requirements shall be submitted to the concerned DSWD Office]</i>				



**Additional Specific Requirements for Each Methodology to be Used**

**1. Tickets, Ballots, Cards and Similar Forms**

- a. Sample tickets, ballots or cards bearing the series numbers, price/amount to be given by the donor. It shall clearly indicate the cause supported by the donation, beneficiary of the proceeds, serial number of the permit issued by the DSWD, the duration of and area covered by the fundraising activity.
- b. Total number of tickets, ballots, cards of similar forms to be used and corresponding series numbers to be issued as well as the expected value of all tickets, ballots, cards and similar forms sold. Additional tickets, ballots, cards or similar forms to be used shall need Witten request from the applicant and approval from the issuing IDS WD Office.
- c. List of authorized agents/ units/ partner agencies who will be directly involved in the distribution and collection of tickets, ballots, cards and similar forms certified by the Chairman/President of the Board.

SWDA Files

**2. Donation boxes, Coin Banks and Other Similar Forms**

- a. List of establishments/ areas/ places, contact persons and addresses where the coin banks will be located.
- b. List of authorized agents/ units/ partner agencies who will be directly involved in the distribution and collections of coin banks.
- c. Sample printed materials/ labels to be pasted on the coin banks indicating that the amount given by the donor is a donation for a cause; beneficiary of the proceeds; the corresponding permit number, the area coverage of the solicitation and period covered by the permit.
- d. Estimated total number of coin banks to be distributed and the corresponding serial numbers to be issued as well as

SWDA Files

<p>the expected value of amounts to be solicited.</p> <p>e. Written agreement or endorsement from the concerned agencies/ establishments authorizing the applicants to use their facilities.</p> <p>f. Tentative schedules of opening of the donation/coin banks to be witnessed by a DSWD representative/s.</p>	
<p><b>3. Benefit Show such as Fashion Show, Concert and Similar Activities</b></p> <p>a. List of locations/places where the benefit shows shall be conducted.</p> <p>b. Sample tickets bearing the series numbers and price of the tickets. It shall clearly indicate the cause supported by the donation, beneficiaries of the proceeds, the corresponding permit number issued by the DSWD, the period and area covered by the solicitation permit and the name of the organization or duly authorized persons conducting the solicitation activity.</p> <p>c. Total number of tickets to be used and corresponding series numbers to be issued as well as expected value of all tickets sold.</p> <p>d. Written agreement or endorsement from the concerned agencies/ establishments authorizing the applicants to use their facilities.</p>	SWDA Files
<p><b>4. Photo or Painting Exhibits and Similar Activities</b></p> <p>a. List of locations/places where the exhibits shall be conducted.</p> <p>b. List of exhibitors and title of the exhibits to be conducted.</p> <p>c. Sample paraphernalia/signs indicating the purpose of the activity, the name of the beneficiary, the corresponding permit number, the period and area covered by the solicitation permit and the name of the organization or duly authorized persons conducting the solicitation activity.</p>	SWDA Files

<p>d. Expected value of amounts to be solicited.</p> <p>e. Written agreement or endorsement from the concerned agencies/ establishments authorizing the applicants to use their facilities.</p>	
<p><b>5. Written Requests such as Envelopes, Letter of Appeal, Greeting Cards and Similar Forms</b></p> <p>a. Sample of letter of appeal, greeting cards or envelopes indicating that the amount to be solicited from the donor is for a cause, beneficiary of the proceeds, number of the permit issued by the DSWD and the duration of the fundraising activity.</p> <p>b. Total number of letters of appeal, greeting cards or envelopes to be distributed and expected amount to be collected.</p> <p>c. List of official signatories with corresponding signature specimen.</p> <p>d. List of identified donors, if any.</p> <p>e. List of authorized agents/ units/ partner agencies who will be directly involved in the distribution and collection of letter of appeal greeting cards certified by the Chairman/President of the Board.</p>	SWDA Files
<p><b>6. Text Messages and Other Types of Solicitation Using Electronic Devices Such as E-mail</b></p> <p>a. List of telecommunication companies/ corporations whose facilities/ services will be used for solicitation.</p> <p>b. Written agreement or endorsement from the telecommunications companies/ corporations authorizing the applicants to use their facilities/ services.</p> <p>c. Sample text or e-mail message to be passed to telecommunication service provider indicating (1) the fact that the donation is made for a cause; (2) the beneficiary/ies of the proceeds; (3) the</p>	A Files

<p>corresponding permit number, (4) the area coverage of the solicitation, and (5) the period covered by the permit.</p> <p>d. Cost per text/ email messages to be solicited from the public.</p> <p>e. Expected total amount to be solicited through text/email messages.</p>	
<p><b>7. Mass Media Campaign through Radio, Television, Cinema, Magazines, Newspapers, Billboards or Other Similar Forms</b></p> <p>a. List of radio stations, television channels, cinemas, magazines, newspapers, billboards to be used for the conduct of the solicitation activity.</p> <p>b. Written agreement or endorsement from the concerned mass mediacompanies authorizing the applicants to use their facilities.</p> <p>c. Sample paraphernalia/materials to be used in the mass media campaign indicating that the donation is for a cause; beneficiary of the proceeds; the corresponding permit number, the area coverage of the solicitation, the period covered by the permit.</p> <p>d. List of banks, address and account numbers where the funds are to be deposited by the public.</p>	SWDA Files
<p><b>8. Sports Activities for a Cause such as Fun Run, Marathon, Cycling and Similar Activities</b></p> <p>a. List of locations/places where the sports activities will be conducted.</p> <p>b. Sample registration form bearing the series numbers and amount of the registration fee. It shall clearly indicate the cause supported by the donation, beneficiaries of the proceeds, the corresponding permit number issued by the DSWD, the period and area covered by the solicitation permit and the name of the organization or duly authorized persons conducting the solicitation activity.</p>	SWDA Files

<ul style="list-style-type: none"> <li>c. Total number of registration forms to be used and corresponding series numbers to be issued as well as the expected amount to be collected.</li> <li>d. Written agreement or endorsement from the concerned individuals/agencies/ establishments authorizing the applicants to use their facilities.</li> </ul>	
<p><b>9. Rummage Sale, Garage Sale, Sales of Goods and Other Similar Forms</b></p> <ul style="list-style-type: none"> <li>a. List of locations/places where the rummage sales, garage sales or sales of goods shall be conducted.</li> <li>b. List of authorized agents/partner agencies who will be directly involved in the rummage/garage sale.</li> <li>c. Sample signs indicating the purpose of the activity, the name of the beneficiary, the corresponding permit number, the period and area covered by the solicitation permit and the name of the organization or duly authorized persons conducting the solicitation activity.</li> <li>d. Inventory with corresponding amounts of items to be sold.</li> <li>e. Written agreement or endorsement from the concerned individuals/agencies/ establishments authorizing the applicants to use their facilities.</li> </ul>	SWDA Files
<b>Application during State of Emergency/ Calamity</b>	
<p>1. Duly Accomplished Application Form (DSWD-SB- PS-F-OOI) signed by the Agency Head or his/her authorized representative</p>	Format/template c/o DSWD Website or FO
<p>2. Project proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan on the activity to be undertaken. (DSWD-SBPS-F-002).</p>	Format/template c/o DSWD Website or FO
<p>3. Notarized undertakings (DSWD-SB- PS-F-006)</p>	Format/template c/o DSWD Website or FO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Assessment Procedures for Walk-in Applicants: <i>:(one hour and 45mins under normal circumstances)</i></b>				
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	1.1 Provides client application form, and checklist of requirements	NONE	30 minutes	Support Staff Field Office Standards Section- FO SS)
2. Submit/file application letter, application form and supporting documents  <i>(If application is regional fund raising campaign, the application shall be filed to the concerned DSWD Field Office; if application is national fund raising campaign, the application shall be filed at the Standards Bureau).</i>	2.1 Review and assess documentary requirements submitted  a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement	NONE	30-45 minutes	Officer of the day (SB/FO SS)
	2.2 Prepares Billing Statement and instructs applicant to proceed to the Cash Unit	NONE	10 minutes	Support Staff/ AA II
3. Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, process payment and issues Official Receipt.	P500.00 (Regional Solicitation) P1,000.00 (National Solicitation)	15 minutes	Accounting Clerk/ Cashier (Financial Management Service)

**B. Processing Procedures of Applications with Incomplete Requirements submitted at Standard Section Field Offices through Mail/Courier: (5 working days under normal circumstances)**

1. Applicant sends application with attached documents to DSWD Field Office VI.	1.1 Review, assess and prepare notification indicating result of the assessment clarifying and guiding the applicant	NONE	1 working day	<i>Technical Staff</i>
	1.2 Prepares written Notice and forwards to the Section Head for Review and affixing initial.	NONE	1 working day	<i>Technical Staff and Section Head</i>
	1.3 Review and affix initial and forwards to the Office of the Regional Director.	NONE	1 working day	<i>Division Chief and Support Staff</i>
	1.4 Approval and signing of written notice	NONE	1 working day	<i>Regional Director</i>
	1.5 Release the written notice together with the returned documents through email or snail mail	NONE	1 working day	<i>Support Staff/ AA II</i>

**C. Processing Procedures of Applications with Complete Requirements submitted at Standards Section Field Offices: ( seven (7) working days under normal circumstances)**

1. Submit/file application letter, application form, requirements and photocopy of Official receipt	1.1 Receives, encodes and/or forwards documents to assigned Technical Staff.	NONE	1 working day	<i>Support Staff</i>
	1.2 Initial review of the application.	NONE		<i>Technical Staff</i>
	1.3 Review the received application and attached documentary requirements as to completeness and	NONE	2 Working days	<i>Technical Staff</i>

	<p>compliance and prepares confirmation report with the recommendation of issuance of Solicitation Permit.</p> <p>1.4 Review and provide inputs to Confirmation Report prepared by Technical Staff, affix initial and forwards to the PPD Chief.</p> <p>1.5 Review and affix initial to the Confirmation Report and Solicitation Permit and forwards to the Office of the Regional Director for Approval.</p> <p>1.6 Approval and signing of Certificate of Registration.</p> <p>1.7 Send the confirmation Report and notify the availability of Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony) <i>as indicated in their application letter.</i></p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>1 working day</p> <p>1 working day</p> <p>1 working day</p> <p>1 working day</p>	<p><i>Section Head</i></p> <p><i>PDD and Support Staff</i></p> <p><i>Regional Director</i></p> <p><i>Support Staff/ AA II</i></p>
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**D. Processing Procedures of Applications during State of Emergency/ Calamity:  
( two (2) working days “fast lane”)**

1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	1.1 Provides client application form, and checklist of requirements.	NONE	1 working day	<i>Support Staff (Standards Bureau - SB/Field Office Standards Section- FO SS)</i>
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<p>2. Submit/file application letter, application form and supporting documents</p> <p><i>["If applications may be filed directly to the Standards Bureau if the concerned DSWD-FO is also affected by the disaster or calamity. The Bureau and FO shall install a "Fast Lane"]</i></p>	<p>2.1 Review and assess documentary requirements submitted</p> <p>a) If application and documentary complete, the same are returned to applicant with list of requirements not complied with.</p> <p>b) application and documentary requirements are complete, the "Officer of the Day" prepare confirmation report with the recommendation of issuance of Solicitation Permit</p>	NONE	1 working day	<i>Technical Staff (SB/FO SS)</i>
	<p>2.2 Review and approval of the Confirmation Report; Preparation and endorsement for approval of the Solicitation Permit.</p> <p>2.3 Approval and signing of Solicitation Permit.</p> <p>2.4 Send the confirmation Report and notify the availability of Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony) as indicated in their application letter.</p>		1 working day	<i>Technical Staff (SB/FO SS)</i>
<b>END OF TRANSACTION</b>				

## **Standards Section**

### **Accreditation of Pre-Marriage Counselor**

## Accreditation of Pre-Marriage Counselor

<b>Office or Division:</b>	Standards Section	
<b>Classification:</b>	<b>Highly Technical (20 days)</b>	
<b>Type of Transaction:</b>	Accreditation of Pre- Marriage Counselors	
<b>Who may avail:</b>	Social Workers and other Professionals/ Service Providers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For New Applicant</b>		
1. Duly accomplished application form	Format/template c/o DSWD Website or FO	
2. Any of the following as proof that the licant is a graduate of four (4) year course: <ul style="list-style-type: none"> <li>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</li> <li>b. Certified photocopy of valid PRC ID.</li> </ul>	c/o applicant	
3. Photocopy of Training Certificates/ Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted	c/o applicant	
4. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable. <ul style="list-style-type: none"> <li>a. Certification from immediate Supervisor; or</li> <li>b. An approved resolution</li> </ul>	c/o applicant	
5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session; and	c/o applicant	
6. Other documents to be made available during the assessment visit. <ul style="list-style-type: none"> <li>a. Accomplished Marriage Expectation Inventory Form of would-be married couple/s present during the validation visit.</li> </ul>	c/o applicant	
<b>For Renewal of Application</b>		
1. Duly accomplished application form	Format/template c/o DSWD Website or FO	
2. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics	c/o applicant	

related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	
3. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD ( <u>Annex D</u> )	Format/template c/o DSWD Website or FO
4. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD ( <u>Annex C</u> )	Format/template c/o DSWD Website or FO
5. Other documents to be made available during the validation visit. <ul style="list-style-type: none"> <li>a. Accomplished Marriage Expectation Inventory Form of would-be married couple/s present during the validation visit.</li> <li>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</li> <li>c. A summary/record on the number of Certificate of Marriage Counseling issued.</li> </ul>	<p style="text-align: center;">c/o applicant</p> <p>Format/template c/o DSWD Website or FO</p> <p style="text-align: center;">c/o applicant</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	CESSING TIME	PERSON RESPONSIBLE
1. Submits application form together with the complete set of documents	1.1 Records receipt of application and forward to the assigned staff	NONE	1 working day	<i>Support Staff Field Office Standards Section- FO SS)</i>
2. Awaits for acknowledgement or notification relative to the application	2.1 Reviews and assesses the completeness of the requirements/documents submitted to wit: <ul style="list-style-type: none"> <li>a. If found complete/sufficient, acknowledge receipt of application and notifies applicant</li> </ul>	NONE	Three (3) working days  One (1) day	<i>Technical staff</i>  <i>Technical Staff and Admin Support Staff</i>

	<p>and coordinate for the schedule of assessment visit.</p> <p>b. If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p>			
3. Prepare for the Actual Assessment	<p>3.1 Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling session; and</p> <p>c. Exit Conference</p> <p>d.</p>	NONE	one (1) working day <i>except travel time</i>	<i>Technical staff</i>
4. Awaits the approval of the application/ confirmation report/ issuance of the Certificate	<p>4.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>4.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p>	NONE  NONE	within seven (7) working days after the visit classified as complex transaction as this requires careful thought and assessment on the part of the accreditor	<i>Technical staff</i>

	<p>b. If unfavorable, recommend for re-assessment.</p> <p>4.3 Confirmation Letter/Assessment report and accreditation certificate forwarded to the office of the RD for approval/ signature.</p> <p>4.4 Approval/Signing of Confirmation Report and Accreditation Certificate.</p>	<p>NONE</p> <p>NONE</p>	<p>Within five (5) working days</p>	<p><i>Administrative Staff</i></p> <p><i>Regional Director</i></p>
5. Receives the Accreditation Certificate	5.1 Release of Confirmation Report and Accreditation Certificate to the accredited Pre-Marriage Counselor.	NONE	For snail mail: within two (2) working days; for personal receipt: per agreed schedule.	<i>Standards Section/ Records Section/ Administrative Staff</i>
<b>END OF TRANSACTION</b>				

## **Standards Section**

### **Processing of Donations for Duty-Exempt Importation**

## Processing of Donations for Duty-Exempt Importation

<b>Office or Division:</b>	Standards Section	
<b>Classification</b>	Highly Technical (14 working days)	
<b>Type of Transaction:</b>	Processing of Donations for Duty-Exempt Importation	
<b>Who may avail:</b>	SWDAs	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Accomplished Application Form.	Format/template c/o DSWD Website or FO
	2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards.	c/o Applicant SWDA
	3. A separate Notarized Deed of Acceptance.	c/o Applicant SWDA
	4. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill.	c/o Applicant SWDA
	5. Original and/or duly certified true copy of Packing List.	c/o Applicant SWDA
	6. Duly-approved Plan of Distribution (DSWD DFE Form 2, Annex B hereof).	Format/template c/o DSWD Website or FO
	7. In case of medicines, a certification from the Food and Drug Administration (FDA) of the Philippines that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption.	c/o Applicant SWDA
	8. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office.	Cashier (Financial Management Division)
	9. If applicable, notarized distribution report on the latest shipment previously received by the applicant (DSWD DFE Form 3, Annex C hereof).	Format/template c/o DSWD Website or FO
	10. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements with appropriate government agencies.	c/o Applicant SWDA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-application Process</b>				
<p>1. The duly licensed and/or accredited SWDA shall consult with the concerned DSWD Field Office for the confirmation and approval of their plan of distribution before negotiating for, or accepting any foreign donations.</p> <p><i>[In cases where the licensed and/or accredited SWDA operates nationwide, said SWDA shall secure approval from each DSWD-Field Office having jurisdiction over the area where the distribution of goods shall take place. The DSWD shall not allow SWDA with specific areas of operation, to expand their area of coverage for the purpose of accepting foreign donations]</i></p>	<p>1.1 The concerned DSWD Field Office shall confirm and approve the plan of distribution submitted by the SWDA. For this purpose, DSWD DFE Form 2 (Annex B) shall be accomplished and submitted to support the application for duty-exempt importation.</p>	NONE	As need arises	<i>Standards Section Head/ Technical Person</i>

<b>B. Assessment Procedures for Applications with Complete Requirements submitted to Standards Bureau: seven (7) working days</b>				
<p>1. Submit/file application and supporting documents</p> <p><i>[a. SWDA shall file at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place;</i></p> <p><i>b. should the intended distribution areas cover more than one region; the filing of the application shall take place in the DSWD-Field Office where the SWDA's main office is located]</i></p>	<p>1.1 Records receipt of application and forward to the assigned staff.</p> <p>1.2 Prepares Billing Statement and instructs applicant to proceed to the Cashier Unit</p>	NONE	1 working day	<p><i>SS FO Support Staff /AA II</i></p> <p><i>Support Staff /AA II</i></p>
<p>2. Presents the Billing Statement at the Cashier and settles the required fee</p>	<p>2.1 Approves and control, process payment and issues Official Receipt.</p>	One Thousand pesos (P1,000.00)	1 working day	<i>Cashier Unit</i>
<p>3. Awaits for acknowledgement or notification relative to the application</p>	<p>3.1 Review and assess documentary requirements submitted</p> <p>a. If application and documentary incomplete, the same are returned to applicant with list of requirements in need of compliance</p> <p>b. If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of billing statement</p>	NONE	3 working days	<i>SS FO Technical Staff</i>

4. Prepare for the Site Validation Assessment	4.1 Site Validation <b>(optional only)</b>  <i>[reviewing staff may obtain in-depth information concerning all administrative and operational aspects of the program if the information provided in the documents received from the applicant appears to be inadequate in some way]</i>	NONE	2 working days	<i>FO SS Technical Staff</i>
	4.2 Prepares the endorsement letter, assessment report and accomplished assessment form.	NONE	1 working day	<i>SS FO Technical staff</i>
	4.3 Review and approval of the endorsement and assessment report.	NONE		<i>Division Chief/ FO SS Head</i>
	4.4 Endorsement letter and assessment report for approval and signature.	NONE		<i>FO Regional Director</i>
	4.5 Send endorsement letter and assessment report to Standards Bureau.	NONE		<i>SS FO Support staff/ AA II</i>
<b>C. Processing Procedures of Applications at Standards Bureau's Level: seven (7) working days</b>				
	1.1 SB's receipt of endorsement by the DSWD Field Office	NONE	3 working days	<i>Office of the Undersecretary heading the Standards Bureau</i>
	1.2 Conduct a final review and evaluation	NONE		
	1.3 Prepares duly-accomplished	NONE		

	<p>assessment form with corresponding recommendations together with the following documents.</p> <p>a. Endorsement letter addressed to the DOF certifying that the foreign – donations consigned to qualified licensed and/or accredited SWDA may be allowed duty-exempt importation (Annex G).</p> <p>b. Conformed letter addressed to qualified applicant that they should comply with post-facilitation requirements to maximize the use of donations (Annex H).</p> <p>c. Letter addressed to concerned DSWD-Field Office (FO) informing them that the recommended licensed and/or accredited SWDA has been favorably endorsed to DOF for duty free entry, and requesting said FO to monitor the actual distribution of</p>			
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	<p>goods to targeted beneficiaries – (Annex I)</p> <p><i>[If disapproved the Standards Bureau shall immediately send a written communication (via electronic mail and courier) to concerned DSWD Field Office, copy furnished the applicant, indicating the reasons for the disapproval of the application]</i></p>			
	1.4 Recommending approval of the Undersecretary.	NONE	1 working day	<i>Office of the Undersecretary heading the Standards Bureau</i>
	1.5 Approval of the Certification and other documents by the DSWD Secretary.	NONE	3 working days	<i>DSWD Secretary or his/her authorized representative</i>
	1.6 Sending of Certification and Conformed letter.	NONE		<i>SB Central Office Support Staff</i>
<b>END OF TRANSACTION</b>				

## **HOME FOR GIRLS**

**Admission of abused Minor Girls to Home for Girls VI**

## Admission of Abused Minor Girls to Home for Girls VI

<b>Office or Division:</b>	Protective Services Division-Center and Residential Care Facility			
<b>Classification:</b>	Complex and Highly Technical			
<b>Type of Transaction:</b>	G2C– Government – Citizens G2C– Government – Government			
<b>Who may avail:</b>	Minor Girls, with special needs, no bizarre behavior or substance abuse case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Social Case Study Report		Local Social Welfare Development Office		
Certificate of Live Birth		Local Civil Registry/Philippine Statistics Authority		
School Documents (Form 137A, Report Card, ALS Certification)		School last attended		
Medical Certificate with attached Laboratory, Drug Test & Negative RT-PCR Result		Medical Doctor/Clinical and Diagnostic Laboratory Center		
Blotter Report, Child's Sworn Statement, Fiscal's Resolution		WCPDO, RTC		
Other relevant data				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Referral of Child from LGU Social Worker or referring party.</p> <p><i>[ The LGU will send referral letter to the Regional Director of their referral to Home for Girls through email (before admitting the child to Home for Girls), the LGU Social Worker will inform the Center Head ahead of time and discuss matters concerning the minor girl.]</i></p>	<p>1.1 The PSD Chief will forward the copy of referral letter to the Center Head with RDs remarks. The center head will designate a Social Worker who will facilitate the conduct of Pre-Admission Conference for assessment if the child is eligible for admission at the center or not. If eligible, the needed documents in admitting the minor girl client be discussed as well as schedule of admission. If not, LGU will be assisted through coordination with other institution for long term placement.</p>	NONE	72 Hours	<i>Center Head</i>

<p>2.1 Attend Admission Conference at the center with complete admission documents.</p> <p>2.2 Social Worker/Case Manager, Center Head and Parent/Guardian signs an Admission Slip Form.</p>	<p>2.1 Conduct of admission case conference.</p>	<p>NONE</p>	<p>1-2 hours</p>	<p><i>Social Worker/Case Manager</i></p> <p><i>Rehabilitation Team, LGU Social Worker, WCPDO, client and guardian/family member</i></p>
<p>3. Orientation of Centers Policy, house rules and room assignment and Endorsement of new client to House parent on duty.</p>	<p>3.1. Each new resident undergoes an orientation from both the Houseparent and the Social Worker. The orientation familiarizes the new resident about the center and the various facilities within it; the rules and regulations that must be observed; the proper center decorum; and the expected behavior. A Resident's Guide Brochure is given to the newly admitted client for his guidance</p> <p>3.2. Conduct inventory recordings of clients and personal belongings for safekeeping – the houseparent on duty shall inspect the belongings of the newly admitted client.</p> <p>3.3. Client's personal money and gadgets upon admission will be turned over to the center head for safe</p>	<p>NONE</p>	<p>2 hours</p> <p>30 minutes</p>	<p><i>Social Worker/Case Manager, Supervising House Parent, Houseparent on duty</i></p> <p><i>Houseparent on duty</i></p>



	keeping. Cash will be noted in the cash ledger of the client.		10 minutes	<i>Houseparent on Duty and Case Manager</i>
4. Intake interview  <i>[Client to participate in the interview for Preparation of Social Case Study Report.]</i>	4.1. The assigned case manager will facilitate the conduct of the intake interview with the newly admitted client after or a day after the admission conference.	NONE	2 hours	<i>Social Worker/Case Manager</i>
5. Client undergo height and weight check.	5.1. The center's Nurse will check the height and weight of the newly admitted resident.	NONE	5 minutes	<i>Nurse</i>
6. Client will undergo medical check-up.	6.1. The DSWD Medical Officer will conduct medical check up to the newly admitted resident.	NONE	30 minutes	<i>DSWD Medical Officer</i>
7. Client undergo Psychological Assessment.	7.1. The center's Psychologist facilitate the conduct of Psychological Assessment to newly admitted client in the center (RAVEN's Test).	NONE	1 to 3 hours	<i>Psychologist</i>
8. Update on the progress of the client on his Rehabilitation Program.	6.1. Evaluation/ Assessment of rehabilitation - Review the progress of the client, anecdotal reports, psychological evaluation, actual observation of the client in the Center, and working with the family of the client  6.2. Reviewing/ Assessing the Intervention plan whether it was realized or not realized to identify gaps and issues encountered and what actions has	NONE	2 hours	<i>Rehabilitation Team</i>

	<p>been taken to determine and assess the impact of treatment as against the problem, the desired goal/outcomes and timeframe.</p> <p>Readiness of client for discharged discussed with the members of the Helping Team, family and LSWDO concerned if necessary.</p>			
9. The client has complied and completed the disposition of his rehabilitation program.	<p>9.1. Social Worker/Case Manager prepares a discharge summary forward the same to the Center Head for approval.</p> <p>7. 2. Conducts Psychological evaluation/Discharge Interview with utilization of tools and assessment procedures in the conduct of pre-discharge activity to assess the readiness of the client for reintegration to his family and community. In addition, to check psychological disturbances that may be detrimental to the reintegration efforts.</p>	NONE	<p>1-2 days</p> <p>1 hour</p>	<p><i>Social Worker/Case Manager/Center Head</i></p> <p><i>Psychologist</i></p>



**PROTECTIVE SERVICE DIVISION**

**Recovery and Reintegration Program for Trafficked Person (RRPTP)**

## Recovery and Reintegration Program for Trafficked Person (RRPTP)

The 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.

### Provision of direct services to identified target beneficiaries of RRPTP

<b>Office or Division:</b>	Protective Services Division – Recovery and Reintegration Program for Trafficked Persons (RRPTP)	
<b>Classification:</b>	Under Exemption Frontline Service	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<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> </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</li> <li>2.</li> <li>3. Valid IDs (Primary and Secondary IDs and Documents)</li> <li>4. Social Case Study Report</li> </ol>	<ul style="list-style-type: none"> <li>• Bureau of Immigration</li> <li>• Any Government Agencies, Nongovernment Agencies, School, Barangay Affair. etc.</li> <li>• Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)</li> </ul>	
<b>Medical Assistance</b>		
<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</li> <li>4. Valid ID for the client (if the client is minor any adult should facilitate the request and submit his / her Valid ID)</li> <li>5. Social Case Study Report</li> </ol>	<ul style="list-style-type: none"> <li>• Hospital (Private or Public), Rural Health Unit and Clinics</li> <li>• Barangay Affairs Office</li> <li>• Any Government Agencies, Nongovernment Agencies, School, Barangay Affair. Etc.</li> </ul>	

	<ul style="list-style-type: none"> <li>Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)</li> </ul>
<b>Educational Assistance</b>	
<ol style="list-style-type: none"> <li>School Registration and / or Certificate of Enrolment / Statement of Account for tertiary education</li> <li>Valid School ID (strictly for high school and college student)</li> <li>Valid ID of the parent or guardian - in case the beneficiary is a minor (Primary and Secondary IDs and Documents)</li> <li>Social Case Study Report</li> </ol>	<ul style="list-style-type: none"> <li>Respective Schools</li> <li>Any Government Agencies, NonGovernment Agencies, School, Barangay Affair..etc</li> <li>Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)</li> </ul>
<b>Financial Assistance for Livelihood</b>	
<ol style="list-style-type: none"> <li>Result of Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood program, to determine the preparedness of the client to start their business. Reassessment 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.</li> <li>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. Thus, if the client is having difficulty in preparing the said proposal, the RRPTP Social Worker has improvised and prepared a template whom the client with the assistance of Local Social Worker/s will administer approved by the Regional Director.</li> <li>Valid ID (Primary and Secondary IDs and Documents)</li> </ol>	<ul style="list-style-type: none"> <li>DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)</li> </ul>

<p>4. Social Case Study Report</p>	<ul style="list-style-type: none"> <li>• Any Government Agencies, Nongovernment Agencies, School, Barangay Affair. etc.</li> <li>• Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)</li> </ul>
<p><b>Logistics Support During and Post-Rescue Operation of Victim – survivors of Trafficking</b></p>	
<ol style="list-style-type: none"> <li>1. Victim-survivors of trafficking during rescue operation, social workers are highly needed to provide psychosocial counseling and assist the victim – survivors of trafficking all throughout the process from the reintegration.</li> <li>2. Provision of basic hygiene or toiletries kit after the rescue operation.</li> </ol>	<ul style="list-style-type: none"> <li>• DSWD FO VIII (Recovery and Reintegration Program for Trafficked Persons)</li> </ul>
<p><b>Provision of Temporary Shelter</b></p>	
<ol style="list-style-type: none"> <li>1. Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody and other accredited residential facilities region wide.</li> </ol>	<ul style="list-style-type: none"> <li>• DSWD Care and Residential Care Facilities</li> </ul>
<p><b>Support for Victim-survivors / Witness and Transportation Assistance</b></p>	
<ol style="list-style-type: none"> <li>1. Valid ID (Primary and Secondary IDs and Documents)</li> <li>2. Official receipt for the client's board and lodging</li> <li>3. Social Case Study Report</li> </ol>	<ul style="list-style-type: none"> <li>• Any Government Agencies, Nongovernment Agencies, School, Barangay Affair. etc.</li> <li>• Business Establishments</li> <li>• Local Social Welfare Offices (Absence of said documents RRPTP Social Worker will prepare said document by conducting home visitation and coordination with LSWDOs)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field Office VIII / Regional Office.	1.1 Assessment of the clients need.	NONE	2 hours	<i>RRPTP Social Worker</i>
	1.2 Preparation of Social Case Study Report.	NONE	3 working days	<i>LSWDOs and / or RRPTP Social Worker</i>
	1.3 Provision of the following assistance based on the assessment.	NONE		
	<b>CHECKS</b> <ul style="list-style-type: none"> <li>• Skills Training</li> <li>• Financial Assistance for Livelihood Assistance</li> <li>• Medical Assistance</li> <li>• Educational Assistance</li> <li>• Auxiliary Assistance (Support for the victim-survivors of trafficking/witness who may file, has filed cases and ongoing court cases)</li> </ul>	NONE	5 days	<i>RRPTP Social Worker</i>
	<b>NON-CHECKS</b> <ul style="list-style-type: none"> <li>• Psychosocial Counseling</li> <li>• Provision of Basic Hygiene and/ or toiletries</li> <li>• Provision of temporary shelter</li> </ul>	NONE		<i>RRPTP Social Worker</i>
2. Submission of Documentary Requirements for the Service/s to be availed.	2.1 Screening of the submitted documents.	NONE	1 hour	<i>RRPTP Social Worker</i>
	2.2 Processing of the assistance being sought (for lacking documents client/s will be given return slip for compliance and the assistance is still pending unless	NONE	4 hours	<i>RRPTP Social Worker</i>



	complete documents are submitted in the office – RRPTP Social Worker).			
	2.3 Preparation of the DV, ORS, and CE (if financial related)	NONE		<i>RRPTP Social Worker</i>
	2.4 Preparation of referral letter (if needs other program or support services.			
	2.5 DV, ORS and CE forwarded to CBS Head/ PSD Division Chief for signature.	NONE	1 day	<i>RRPTP Social Worker / CBSS/PSD Chief</i>
	2.6 Voucher will be forwarded to Budget Section to certify funds availability.	NONE	1 day	<i>RRPTP Social Worker /Budget Officer</i>
	2.7 DV, ORS, and CE forwarded to Accounting Section for Signature.	NONE	2 days	<i>Accounting Section Staff</i>
	2.8 The PSD Chief approved the provision of assistance to the victim-survivors of trafficking.	NONE	1 day	<i>PSD Chief</i>
	2.9 Cash to prepare checks for financial assistance of the victim-survivors of trafficking.	NONE	1 day	<i>RRPTP Social Worker / Cash Officer</i>
	2.10 Releasing of the check/s of the financial assistance to client/s.	NONE	1 hour	<i>RRPTP Social Worker / Cash Officer</i>
			<b>14 working days and 8 hours</b>	

