

Republic of the Philippines
Department of Social Welfare and Development
Batasan Pambansa Complex, Constitution Hills
Quezon City
Telephone No. 931-8101 to 07

ADMINISTRATIVE ORDER

NO. 50
SERIES OF 2003

SUBJECT: GUIDELINES ON THE RECEPTION, REINTEGRATION AND REHABILITATION OF DEPORTED AND REPATRIATED FILIPINOS

I. RATIONALE

The scarcity of job opportunities in the Philippines prompted many Filipinos to seek gainful employment abroad. In 1970, there was an influx of overseas Filipino workers (OFWs) in the Middle East and other parts of the world. The aperture of so called "better job opportunities" in some countries led to the illegal entry of Filipinos to foreign lands, specifically those where the Philippines is geographically contiguous. It was the proximity of Malaysia to South and Western Mindanao that incited many Filipinos to migrate to Sabah. Soon after, families and relatives of these migrant workers joined them despite lack of legal documents.

In response to the growing population of immigrants from neighboring Asian countries, the Federal Government of Malaysia strictly enforced the implementation of its Immigration Act on January 1997 despite of the Philippine's claim over Sabah. The implementation adversely affected an estimated 500,000 overseas Filipino workers (OFWs) who unlawfully entered the country. Even with the legalization opportunity offered by the Malaysian Government, there are still about 100,000 OFWs who will be sent back to the Philippines.

Relatively, the current crisis situation in the Middle East brought about uncertainty on the lives of an estimated 1.3M Filipinos working thereat. The potential conflict has placed many OFWs in a stressful situation caused by the anxiety of their unplanned return to the Philippines and facing more financial problems for them and their families.

To address the emerging social problems brought about by the massive deportation of undocumented Filipinos in Sabah and the possible return of OFWs from the Middle East, an Inter-Agency Task Force on Deportees was re-organized by the Department of Foreign Affairs. The Department of Social Welfare and Development (DSWD) has been tasked to lead the Committee on Reception in compliance with our mandate of protecting the marginalized and the vulnerable. Further, being a member of the Crisis Management and Security Committee, the Department is commissioned to provide an integrated welfare package of programs and services that would cater to the

needs of the distressed OFWs and their families coming from the different parts of the world.

As an offshoot of the mass deportation and the up-coming return of OFWs from the Middle East or any conflict-torn countries, this Guideline was formulated for guidance and direction on the procedural steps in the provision of assistance for the relief, reintegration and rehabilitation of deported overseas Filipinos into their respective families and communities.

II. OBJECTIVES

1. Provide guidance and direction in the processing and accommodation of overseas Filipinos upon their arrival at identified ports and/or airports of disembarkation in coordination with the Department of Foreign Affairs (DFA) and the Department of Labor and Employment (DOLE);
2. Ensure implementation of standards per service and rates of assistance for the deportees;
3. Delineate the roles and responsibilities of DSWD Units and Local Government Units tasked to handle reception, accommodation, reintegration and rehabilitation by level and phase of operations;
4. Provide augmentation support in terms of relief and other types of assistance to LGUs and agencies concern with the reintegration and rehabilitation of deportees.

III. LEGAL BASIS

1. Executive Order No. 15, series of 1998, Section 1:

“Consistent with the provisions of the Administrative Code of 1987 and RA 7160 (Local Government Code), the DSWD is hereby mandated to provide assistance to Local Government Units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people’s organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life.”

2. Administrative Code of 1997, Title XVI, Section 2 of Chapter 1 mandates the DSWD to provide a balanced approach to welfare whereby the needs



and interest of the population are addressed not only at the outbreak of crisis but more importantly at the stage which would inexorably lead to such crisis.

3. Republic Act No. 8042 otherwise known as the Migrant Workers and Overseas Filipinos Act of 1995, which institute the policies of overseas employment and establishing a higher standard of protection and promotion of the welfare of migrant workers, their families and overseas Filipinos in distress and for other purposes.
4. The Universal Declaration of Human Rights, in recognition of “the inherent dignity and of the equal and inalienable rights of all members of the human family,” proclaims the basic individual rights which all nations are called upon to foster.
5. Republic Act No. 7160, otherwise known as the Local Government Code of 1991 which provides that within their respective territorial jurisdiction, LGUs shall ensure and support among other things the promotion of the general welfare of its constituencies and inhabitants.

IV. DEFINITION OF TERMS

For purposes of this Department Order:

- A. “*Deportation*” shall mean any of the following:
 1. The involuntary or forced departure or return of a Filipino to the Philippines due to lack of proper documentation (working permit, visa, etc.) or due to involvement in illegal or criminal activities in the host foreign country;
 2. The removal from the country of an alien considered inimical to public welfare (Black's Law Dictionary);
 3. The removal of an alien out of the country simply because his presence is deemed inconsistent with the public welfare and without any punishment being imposed or contemplated, either under the laws of the country to which he is taken. (Black’s Law Dictionary)
- B. “*Deportees*” shall pertain to the following individuals or group of persons:
 1. Those undocumented Filipino workers who entered the foreign country without the necessary working permit and visa or failed to

- secure the documentation requirements set by the Philippine Embassy or the country where they are employed;
2. Those engaged in illegal or criminal activities in the host foreign country;
 3. Those with physical, mental or psychological illness, whose stay in the host foreign country is perceived to be detrimental to their well being;
 4. Family members and relatives of undocumented Filipino workers who are living with them in the host foreign country.
- C. “*Repatriates*” refers to those documented Filipinos whether working or studying in a foreign country with the necessary working permit, who have to return to the Philippines due to the presence of war, disasters, calamities and other emergency crisis situations where their safety and security are endangered.
- D. “*Billeting Facility*” refers to the quarters of the deportees with complete amenities.
- E. “*Processing Facility*” refers to the area that is ideally adjacent to the billeting facility where the workers conduct the interview, crisis debriefing, counseling and other related activities.
- F. “*Rehabilitation*” refers to a goal –oriented and time limited process aimed at enabling an impaired person to reach an optimum mental, physical and/or social functioning level, providing him with the tools to change his own life. (Philippine Encyclopedia of Social Work, Volume 1, page 207, 2000 Edition)
- G. “*Reintegration*” refers to the reunion of the deported and repatriated Filipinos to their respective families and communities.

V. TARGET BENEFICIARIES

1. Documented overseas Filipino workers, who are in distress and need financial and psycho-social assistance.
2. Undocumented overseas Filipino workers.
3. Family members and relatives of documented and undocumented workers, as well as those involved in illegal or criminal activities in the host foreign country.

VI. SERVICES

1. Temporary shelter/care
 - a. Provision of temporary shelter while in transit to places of origin
 - b. Provision of low cost nutritious hot meals
 - c. Provision of clothing (when needed) and other personal care items
2. Transportation assistance - provision of financial assistance for transportation expenses from the processing center to their place of origin.
3. Psycho-social services – assist clients deal positively with their current emotional crisis as a result of the deportation through the conduct of stress debriefing.
4. Medical services
 - a. Physical Examination – refers to the deportees undergoing general physical examination to determine health status as well as to rule out any communicable diseases.
 - b. Dental Check-Up – refers to the provision of thorough dental examination to deportees if needed.
 - c. Psychiatric Evaluation – refers to administration of psychiatric tests/treatment to evaluate the state of mental health of clients when indicated. It also includes referral to hospitals for psychiatric treatment.
5. Burial assistance – provision of financial assistance to bereaved families to defray burial expenses incurred by the family while in transit, including facilities for burial services if necessary.
6. Legal assistance – provision of legal services to deportees thru referrals in the forms of legal advice, lawyer's services, legal aid clinics and other related activities.
7. Referral to Local Government Units for support services.

VII. RATES AND STANDARDS OF ASSISTANCE

As per Administrative Order No. 171, series of 2001, the following assistance and facilities shall be provided for and/or made available for the deportees based on approved rates of assistance per type of assistance:

1. **FOOD** to be provided upon their disembarkation from international carrier should they be processed or billeted temporarily in processing centers.
2. **POTABLE WATER** shall be made available for drinking and sanitation purposes in the processing centers and temporary billeting quarters.
3. **MILK** shall be provided to infant, children, pregnant and lactating mothers as needed.
4. **BILLETING FACILITY** which shall have the following provisions:
 - a. Comfort Room - 1 unit/20 persons
 - b. Bathroom Quarters - 1 unit/20 persons
 - c. Sleeping Quarters - 2 square meters/individual
 - d. Kitchen space for community kitchen/food preparation
 - e. Mess hall for mass feeding which can accommodate a maximum of 30 persons.

* There must be a separate comfort room and bathroom quarters for male and female clients.
5. **PROCESSING FACILITY** which shall have the following requirements:
 - a. Space with tables, chairs and/or benches for use of workers and deportees where they could conduct the intake interview.
 - b. Comfort rooms for use only of social workers and volunteers.
 - c. Counseling room which can accommodate at least 5 persons for group counseling and Critical Incident Stress Debriefing (CISD).
6. Sets of Forms which shall correspond to the number of deportees scheduled or expected to be processed thereat:
 - a. Intake/interview form
 - b. Identification Cards
 - c. Inter-Agency and LGUs referral forms
 - d. Relief Distribution Sheet (RDS)

VIII. POLICIES & PROCEDURES

A. **PREPARATORY PHASE:**

1. The DSWD as Head of the Reception Committee in the Inter-Agency Task Force on Deportees shall design a welfare package with corresponding budgetary requirements.



2. The DSWD shall ensure that deportees are referred to their respective LGUs from where they came and that feedback reports are obtained to monitor or track their reintegration and rehabilitation.
3. All relevant documents and information regarding the deportee shall be sent by the reception and accommodation staff/team together with the referral letter when the deportees are discharged from the processing center. The referral letter shall be the basis for the LGUs in providing the needed support services.

IX. IMPLEMENTING DETAILS/ROLE DELINEATION

A. NATIONAL LEVEL/National Operations Office:

1. Preparatory/Pre-Arrival Phase

The representatives of the DSWD at the National Inter-Agency Task Force on Deportees shall undertake the following:

- 1.1 Prepare plan and budget requirements for the activities and services under the reception and accommodation phase for approval of the Secretary after consultation with concerned FOs;
- 1.2 Share/submit to the Reception Committee the implementing guidelines for the reception and accommodation as guide for the implementing workers of the LGUs and NGOs.
- 1.3 Provide technical assistance to DSWD Field Office staff in training/orienting the personnel and volunteers of the LGUs and NGOs in the following area:
 - A. Documentation of cases and services:
 - Filling up of relevant forms
 - Conduct of intake on the deportees
 - Issuance of Identification Cards
 - Master listing and profiling of deportees
 - B. Management of processing and temporary billeting facilities:
 - Preparation of room assignment of deportees.
 - Delineation of tasks and responsibilities of workers and volunteers from the inter-agency team, LGUs and NGOs

2. The DSWD shall train workers and identified volunteers of the Local Government Units as well as those of the Non-Government Organizations who are involved in providing reception and accommodation services, which shall include the conduct of intake assessment, master listing and profiling of deportees.
3. The DSWD shall ensure that basic services including temporary billeting and processing facilities are already prepared and/or established in Local Government Units where ports/airports of disembarkation are located.

B. ARRIVAL PHASE:

1. Social Welfare Information and Advisory Desk shall be set-up in all reception and accommodation sites established by the LGUs. The DSWD shall provide augmentation support including technical assistance to LGUs workers and volunteers manning the Desk.
2. Responsibility of DSWD:
 - a. To coordinate all activities in relation to the respective responsibilities of the inter-agency team providing augmentation support.
 - b. To set standards per service and rates of assistance for the deportees.
 - c. To provide assistance to LGUs in the establishment and maintenance of the Donor's Desk.
 - d. To monitor and provide technical support to the LGUs during the entire duration of the processing of deportees.

C. REINTEGRATION AND REHABILITATION:

1. The development of the overall direction for the reintegration and rehabilitation support services of documented and undocumented overseas Filipino workers shall be the responsibility of the Department of Labor and Employment (DOLE) in cooperation with the Department of Agriculture (DA) and other agencies and partner NGOs. The DSWD on the other hand, shall be responsible for the reunification and reintegration of the deportees to their respective families and relatives and refer them to DOLE for the provision of necessary services. Further, the DSWD will provide augmentation to support the existing services of DOLE. The augmentation to be provided will include but is not limited to: livelihood assistance; medical assistance; burial assistance; food for work; and other similar services, as per DSWD Mandate.



- Organize and supervise work teams for group activities such as maintenance of sanitation centralized cooking, mass feeding, maintenance of peace and order, socio-cultural and religious activities.

C. Reporting

- Daily Service Count
- Monthly Caseload Inventory (Admission & Discharge)
- Quarterly Consolidated Report
- Special Reports (Incident Reports)

1.4 Recommend for the release of funds to LGUs through the Field Office and monitor the utilization of augmentation funds.

2. Arrival Phase:

2.1 Monitor implementation of the reception and accommodation services and submit status report to the Secretary, copy furnished Inter-Agency task Force on Deportees.

2.2 Monitor the flow of activities and the corresponding responsibilities of the inter-agency team members.

3. Reintegration Phase:

3.1 Provide technical assistance to concerned workers regarding case conferences and rehabilitation meetings prior to the discharge of the deportees from the processing center.

3.2 Network with other GOs and NGOs for other services outside the agency's expertise e.g. legal, medical treatment, etc.

4. Rehabilitation Phase:

4.1 Monitor status of deportees discharged to their respective families regarding the services provided by DSWD and other agencies, thru reports submitted by FOs and provide recommendations if needed.

4.2 Function as the Focal Unit in coordinating with DOLE and DAR regarding the other services needed by the deportees.



B. REGIONAL LEVEL:

1. Preparatory/Pre-Arrival Phase:

The DSWD at the Regional level will undertake the following activities:

- 1.1 Prepare and submit regional work and financial plan using the city/municipal plan as basis, to the National Operations Office for approval of the Secretary.
- 1.2 Assist the LGUs in identifying and preparing the processing and temporary billeting facilities;
- 1.3 Train workers of the implementing LGUs and NGOs involved in the activities;
- 1.4 Undertake advocacy and networking with relevant government agencies and non-government organizations;
- 1.5 Tap additional resources to augment available resources.
- 1.6 Ensure proper utilization of augmentation funds coming from the National Office.

2. Arrival Phase:

- 2.1 Provide technical and augmentation support to LGUs, NGOs and volunteers involved;
- 2.2 Monitor processing, documentation and delivery of relevant services;
- 2.3 Provide direct assistance such as food, temporary shelter and transportation fare to deportees returning to provinces not within the area of jurisdiction of the host LGUs, through the Crisis Intervention Unit (CIU) of the Field Offices;
- 2.4 Consolidate and submit the following report to the Secretary through NOO:

- Masterlist of Deportees
- Special Reports
- Caseload Inventory

4. Reintegration Phase:

- 4.1 Ensure that feedback reports from LGUs has been received confirming the acceptance of the deportees' families and relatives prior to the discharge from the processing center;

- 4.2 Conduct rehabilitation meetings to ensure that each deportees have their respective plans to undertake after discharge from the processing center;
 - 4.3 Coordinate with the concern Field Offices and LGUs the after-care service of deportees not coming from their area of jurisdiction, e.g. livelihood assistance, medical assistance, etc.
5. Rehabilitation Phase:
- 5.1 Network and access deportees with other agencies for support services;
 - 5.2 Monitor status of deportees to ensure that they have access to necessary services;
 - 5.3 Follow-up on the implementation of the services provided to the deportees by DSWD and other agencies.

C. LOCAL LEVEL:

1. Preparatory/Pre-Arrival Phase:
 - 1.1 The City or Municipality through the CSWDO/MSWDO who has jurisdiction of the area where the deportees will disembark shall identify and organize personnel and volunteers who will be directly involved in the reception and accommodation activities;
 - 1.2 The CSWDO/MSWDO shall be responsible in the role delineation of their workers and volunteers;
 - 1.3 The CSWDO/MSWDO with the assistance of the DSWD Field Office, shall identify processing and temporary billeting sites and ensure that the minimum facilities and services are made available for the deportees;
 - 1.4 Ensure that identified volunteers and workers shall attend the briefing and training conducted by the DSWD Field Office prior to assignment at the processing center;
 - 1.5 Tap other LGUs (e.g. Provincial Office), NGOs and other resource groups for additional support;
 - 1.6 Upon receipt of augmentation fund from the DSWD Field Office, purchase and stockpile food, utensils, supplies and forms.
2. Arrival Phase:



- 2.1 Arrange for the transportation and other requirements needed in deploying deportees to their respective destinations;
 - 2.2 Provide direct assistance in the form of food and transportation fare to deportees coming from within their area of jurisdiction;
 - 2.3 Refer the deportees to other support agencies to hasten their reintegration into their families and communities;
 - 2.4 Submit terminal report to the regional committee on reception and accommodation.
3. Reintegration Phase:
- 3.1 Coordinate with other LGUs Social Welfare and Development Offices for the conduct of home-visitation and assessment of the respective families of the deportees;
 - 3.2 Conduct rehabilitation meetings and case conferences to better respond to the needs of each deportee;
 - 3.3 Facilitate discharge of the deportees to their respective families and relatives;
 - 3.4 Ensure that each deportee will have access to services provided by other agencies;
4. Rehabilitation Phase:
- 4.1 Conduct follow-up activities regarding the status of the deportees' reintegration to their respective families and relatives;
 - 4.2 Refer deportees to other GOs and NGOs for support services;
 - 4.3 Provide feedback reports to DSWD Field Offices regarding the status of the deportees.

X. REPORTING

1. The CSWDO/MSWDO will submit a consolidated report to the Regional Reception and Accommodation Committee (DSWD Field Office) after completing the processing of at least twenty (20) deportees.
2. The CSWDO/MSWDO will submit a comprehensive report to the Regional Reception and Accommodation Committee at the end of the processing and documentation, containing the following:
 - a. List of deportees served at the processing centers;
 - b. Services extended;



- c. Funds disbursed;
 - d. Resources utilized;
 - e. Received donations;
 - f. Recommendations to the Field Office to address gaps and issues in the delivery of services.
3. The Field Offices shall submit the following reports to the National Operations Office for national consolidation:
 - a. Monthly Caseload Inventory (disaggregated by age and sex)
 - b. Quarterly Consolidated Reports with analysis of data and facts
 4. Special reports shall be submitted by concerned levels when needed to the next level of the Reception and Accommodation Committee.
 5. The National Operations Office shall be responsible for the formulation of the reporting formats indicated as "attachments" to this Department Order.

XI. MONITORING AND EVALUATION

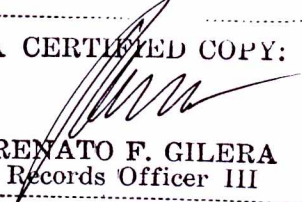
The DSWD National Operations Office shall conduct quarterly monitoring and evaluation and/or as the need arises of the services extended to the deportees to include the provision of technical assistance to the Field Offices. Consequently, the Field Offices shall do the same for the LGUs and NGOs.

XII. EFFECTIVITY

This Order shall take effect immediately and revokes/amends/rescinds all previous Orders or Issuances inconsistent thereto.

Issued in Quezon City, this 2nd day of April 2003.


CORAZON JULIANO-SOLIMAN
Secretary

A CERTIFIED COPY:

RENATO F. GILERA
Records Officer III



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE _____

I N T A K E S H E E T

I. IDENTIFYING DATA:

A. PERSONAL PROFILE:

1. Name of Client _____
Alias _____
2. Address _____
Abroad _____
Philippines _____
3. Date of Birth _____ Age: _____ Religion: _____
4. Place of Birth _____
5. Birth Registered with Local Registrar: () Yes () No
If yes, where? _____ If No, Reason: _____
6. Civil Status:
() Single () Married () Widow/Widower
() Separated () Common-Law Wife/Husband
7. Number of Dependents: _____
8. Highest Educational Attainment:
() College () High School () Elementary () None
9. Skills: _____ Language/Dialects Spoken: _____

B. CIRCUMSTANCE OF TRAVEL ABROAD :

1. How did you go Abroad:
() Went with relatives () With valid work papers
() Illegally recruited () Others, (specify) _____
2. Type of Stay Abroad: () documented () Undocumented
3. How did you return to the Philippines
() As deportees () Others, please specify: _____
() As returnee
4. Travel Doc. No. _____ Issued by: _____ Passport/IC No.: _____

C. WORK EXPERIENCE :

1. Current Occupation/Skills: _____ Years of Work Experience: _____
- | Position | Inclusive Dates | Company Name | Contact No. |
|----------|-----------------|--------------|-------------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

2. Professional License (if any): _____ Expiry Date: _____
3. Eligibility: _____ Date Issued: _____
4. Length of Stay Abroad: _____ Contact No. Abroad: _____
5. Name of Employer:
- Abroad: _____ Contact No.: _____
- Philippines: _____ Contact No.: _____

D. PREFERENCES/TRAINING :

1. Future plans/intend to do:

Return Abroad Reason of Return: _____

Remain in the Philippines: If yes: Wage Employment
 Livelihood Basic Training
 Skills Upgrading Skills Assessment/
Certification

Others: Back to hometown Seek overseas employment

Where: _____

2. Training intervention needed:

Industrial skills (eg. electrical, construction, carpentry, auto mechanic, welding, etc.)

Soft skills (eg. food processing, candle making, baking, cooking, etc.)

Entrepreneurship Development Training: _____

II. FAMILY COMPOSITION:

NAME	RELATIONSHIP	AGE	CIVIL STATUS	HIGHEST EDUC'L ATTAINMENT	SKILL	OCCUPATION	AVE. MONTHLY INCOME

Health Status of Family Members upon arrival in the Philippines? _____

III. PROBLEM PRESENTED (Indicate presenting and underlying problems)

IV. WORKER'S ASSESSMENT OF THE PROBLEM

V. SOCIAL WORKER'S INTERVENTION/PLANS OF ACTION

- 1.
- 2.
- 3.
- 4.

Prepared by:

Client

**CASELOAD INVENTORY
DEPORTEES/RETURNEES
AS OF _____, 200__
FIELD OFFICE _____**

NAME/ ADDRESS	AGE	CS	EDUC'L ATTAIN- MENT	DATE OF ADMISSION AT THE PROCESSING CENTER	STATUS OF CASES				SERVICE/S RENDERED/ AVAILED OF	REMARKS	
					STILL AT THE PROCESSING CENTER	DISCHARGED / DATES					OTHERS: LEFT W/O PERMISSION
						IMMEDIATE FAMILY	OTHER RELATIVES	REFERRED TO INST.			

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