



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

15 April 2003

**ADMINISTRATIVE ORDER**  
NO. 54  
Series of 2003

**SUBJECT: IMPLEMENTING GUIDELINES ON THE MANAGEMENT OF  
DSWD OPERATED CRISIS INTERVENTION UNIT**

**I. RATIONALE**

People from all walks of life usually migrate to urban centers, believing that there are more opportunities for a better life in the city. They often lack skills needed to compete with other job seekers in the cities, and find themselves jobless and living in the slums and squatter areas. Most of the families find themselves in difficult circumstances and, therefore, vulnerable to prostitution, illegal recruitment, begging and the likes.

In addition, there is also an alarming increase in the cases of domestic violence reported in the country. In homes where violence occurs, all members are at risk to suffer trauma and other unpleasant behaviors that will most likely haunt them. Such condition creates stress on individuals and families, which affect their role performance, thus, creating problems not only in the individual and the family, but also in the community as a whole. The absence of a support system further aggravates the problem.

Disaster situations continue to be a major concern of DSWD, despite the devolution of disaster emergency services to the local government units. These situations are aggravated when the affected families have no support systems and the LGUs are not capable of providing needed services.

These problems/issues need quick response from the government. Thus, Crisis Intervention Units (CIU) are maintained to provide immediate response to crisis situations affecting individuals and families, who are not considered constituents of LGUs where they are situated during the occurrence of crisis, or when their respective LGUs cannot respond to their needs.

## II. LEGAL BASIS

1. Article II, Section 11 of the Philippine Constitution provides “The State values the dignity of every human person and guarantees the full respect for human rights. The constitution also provide that the “State recognizes the role of women in nation building and shall ensure the fundamental equality before the law of men and women.”
2. Executive Order No. 15, which provides that the DSWD is 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.
3. RA 7610 known as the Special Protection of Children of Children Against Child Abuse, Exploitation and Discrimination and for other purposes, mandating the Department of Social of Social Welfare and Development to formulate a comprehensive program against abuse and exploitation.
4. Executive Order No. 56 mandates the DSWD to take into its protective custody, children who are sexually abused and exploited (Section 4 and 6 of IRR).
5. RA 7192, Women in Development and Nation Building Act – An act promoting the integration of women as full and equal partners of men in development and nation building and for other purposes.
6. Administrative Code of 1997, Title XVI, Section 2 Chapter 1 – mandates the DSWD to provide a balanced approach to welfare whereby the needs and interests of the population are addressed not only at the outbreak of crisis but more importantly at the stage that would inexorably lead to such crisis.
7. RA 8353, Anti-Rape Law of 1997 – An act expanding the definition of the crime of rape, reclassifying the same as a crime against persons, amending for the purpose Act. No. 3815 as amended, otherwise known as the Revised Penal Code, and for other purposes.
8. RA 8505, Rape Victim Assistance and protection Act of 1998 – An act providing assistance and protection for rape victims, establishing for the purpose a rape crisis center in every province and city, authorizing the appropriation of funds therefore, and for other purposes.

### **III. DESCRIPTION**

The Crisis Intervention Unit is a special unit operating on a 24 hour basis to serve as an action center to immediately respond to cases of individuals and families in crisis situations. It provides integrated services such as immediate rescue and protection, provision of direct financial and material assistance, augmentation during disaster and referrals for immediate medical, legal, psychosocial services including temporary shelter to clients.

### **IV. OBJECTIVES**

#### **General:**

To provide a comprehensive and integrated program for the rescue, protection and provision of immediate financial, material, physical, psycho-social and legal service to individuals and families in crisis situation including disaster victims.

#### **Specific:**

1. To provide immediate and appropriate interventions to help individuals and families cope with social, psychological, physical and financial problem arising from crisis situations.
2. To establish an appropriate and workable inter-unit referral system.
3. To maintain and strengthen network with GOs, NGOs, law enforcements, private organization towards the expeditious and efficient service delivery.
4. To maintain data bank on clients, services and resources.

### **V. DEFINITION OF TERMS**

1. Child Sexual Abuse – is the employment, use, persuasion, inducement, enticement, or coercion of a child to engage in sexual intercourse or lascivious conduct. It includes the molestation and/or prostitution of, or incestuous relations with children (RA 7610, 1994)
2. Incest – is defined as sexual intercourse between persons too closely related for legal marriage. (Philippine Encyclopedia of Social Work, Volume II, page 985, 2000 Edition)

3. Rape – is committed (1) By a man who shall have carnal knowledge of a woman under any of the following manner: (a) through force, threat, or intimidation; (b) when the offended party is deprived of reason or otherwise unconscious; (c) by means of fraudulent machination or grave abuse of authority; and (d) when the offended party is under twelve (12) years of age or is demented, even though none of the circumstances mentioned above be present; (2) By any person who, under any of the circumstances mentioned in no. 1, shall commit an act of sexual assault by inserting his penis into another person's mouth or anal orifice, or any instrument or object, into the genital or anal orifice of another person. ( Article 266-A, RA 8353)
4. Abandoned individuals – refer to minor, adult and elderly who have been deserted or left behind by either their family or relatives.
5. Exploitation - is an unjust or improper use of another person for one's own profit or advantage.
6. Disaster Victims – refers to an individual or a group of people who are victims of any misfortune, accidents and natural and manmade calamities.
7. Transients – refers to individuals or group of people who have no permanent place to stay and who are in need of temporary shelter due to their frequent movement from one place to another.
8. Stranded – refers to individuals or groups of people who are in need of temporary shelter until they are able to trace/locate their lost relatives and friends.
9. Displaced person – refers to individuals or groups who have been traumatized due to displacement, disorganization and death of family members as result of armed struggle, disasters and other similar circumstances.
10. Deportees – refers to individuals and groups who have been involuntarily returned or sent back to the Philippines due to lack of necessary legal documents or involvement in illegal or criminal activities in the host foreign country.
11. Repatriates – refers to individuals and groups who was sent back to the Philippines due to the presence of war, calamities and other circumstance of similar nature in the host foreign country.

12. Crisis Situation – pertains to a condition whereby an individual or group of person are faced with a difficult and stressful situation resulting to the impairment of her psycho-social functioning thereby needing series of interventions to prevent further exposure to exploitation and abuse.

## **VI. POLICIES AND PROCEDURES**

### **A. Programs and Services:**

1. 24-hour hotline (telephone) service which includes but is not limited to giving information and counseling.
2. Rescue operation to respond to cases needing immediate action in coordination with law enforcers and other government agencies.
3. Provision of amenities like hot meal, clothing and other material assistance.
4. Financial assistance for the following: (a) burial; (b) transportation; (c) medicines; (d) hospital bills; and (e) other emergency needs.
5. Referrals for the availment of legal, medical, discounted fees, transportation, temporary shelter and other assistance.
6. Monitoring and augmentation assistance to disaster victims.
7. Provision of temporary shelter and custodial care for individuals who cannot be immediately sent back to their families and/or relatives.

### **B. Target Beneficiaries/Clientele Groups**

Target clientele of the CIU, who are categorized as either walk-in, rescued and referred client includes the following:

1. Individuals and families with no adequate means to provide for medical, hospitalization, transportation, burial and other immediate needs.
2. Abandoned, abused and exploited children and adults.
3. Victims of disasters.
4. Individuals and families categorized as transient, strandeers and displaced.
5. Deportees and repatriates.

### **C. Strategies/Interventions**

In order to assist clients in crisis situations, the following are the strategies/interventions to be employed:

1. Provision of meal

This refers to the provision of meals to clients who expressed need for food and are also assessed by the worker to be in need of such assistance.

The rate of assistance shall be at least P 20.00/person/meal as provided in Administrative Order 171, series of 2001.

2. Limited financial/material assistance

This is the provision of limited assistance either in cash or in kind for food, medicines, transportation and other immediate needs to individuals and families, whose normal functioning has been hampered due to stressful situations brought about by socio-economic difficulties. The assistance is provided only once.

This assistance includes the following:

a. Food Assistance:

Rice	-	3 kilos/day for a family of six
Sardines (Other substitute)	-	6 tins/day for a family of six
Noodles	-	3 packs/day for a family of six

b. Transportation Assistance:

- This refers to the provision of actual transportation fare using the cheapest means of transportation available in the area. This also includes provision of discounted fare to the clients.

c. Burial Assistance:

- This refers to the provision of financial assistance to the bereaved family. The amount of assistance to be provided is based on the worker's need assessment.

d. Clothing Assistance

- This refers to the provision of three sets of clothing per family based on MBN.

- b. Referral for other services/assistance to other agencies for availment of needed/additional services such as legal, psychological, medical and transportation.

## **VII. IMPLEMENTING DETAILS**

### **1. Referred or Walk-in Clients**

#### **1.1 Data gathering/documentation**

##### **a. Intake Interview**

The Social Worker on duty will conduct the Intake Interview using the prescribed intake sheet. The Social Worker may, if and when still necessary, gather collateral information about the client from immediate family members, relatives, referring parties and other sources of information that are within reach.

##### **b. Assessment/Evaluation**

The Social Worker shall prepare the worker's assessment/impression of the case which will be the basis for the recommendation. The assessment/impression will be based from the data gathered.

##### **c. Provision of Assistance**

Processing of assistance shall be facilitated and fast tracked. Clients shall be assessed and provided assistance within 24 hours as long as documents are complete and funds are available.

### **2. Rescued Clients**

#### **2.1 Receipt of Call/Report**

The Social Worker on duty shall immediately relay to the concerned law enforcement agency, barangay and other NGOs providing rescue operations, reported incidents of abuse or exploitation for on site verification and action upon receipt of a call from the victim or any individual/referring party.

Information about the call shall be immediately entered in the logbook for reference purposes which shall include the name of the caller, date and time of the call, complete address and the nature of the problem/concern presented and the advice/information given by the worker and the agreements reached between the worker and the caller.

Collateral information may also be gathered from the referring party for appropriate resolution of the problem.

## 2.2 Conduct of Actual Rescue

Upon verification of information, the Social Worker will coordinate with the law enforcement authorities such as the NBI, PNP and Barangay Officials. Cases for rescue include those sexually, physically/battered and illegally recruited clients.

The Social Worker shall wait for the turn-over of the clients rescued by the law enforcement authorities. However, in cases that there is a need for the presence of a social worker in the rescue operation to safeguard the welfare of the clients, as well as to ensure the proper handling of their cases, the social worker shall join the rescue operation.

After the conduct of rescue, the Social Workers shall prepare a brief assessment report incorporating summary of actions taken and ensure the proper turn-over of rescued clients to the concerned unit or appropriate centers/institutions of the DSWD or accredited NGO facilities available in the Region.

## VIII. ROLES AND RESPONSIBILITIES

### 1. Clerk Level

- 1.1 Register the name of clients in logbook and issue a number.
- 1.2 Check/arrange referral letters and supporting documents.
- 1.3 Arrange for food, transportation and temporary billeting of the clients, if needed.

### 2. Social Worker Level

- 2.1 Conduct intake interview and accomplish General Intake Sheet.
- 2.2 Conduct collateral interview if necessary.
- 2.3 Prepare Certificate of Eligibility.



- 2.4 Prepare Social Case Study Report.
- 2.5 Submit Certificate of Eligibility and Social Case Study Report to Head Social Worker for review and approval
- 2.6 Prepare referral letters to centers/institutions and other agencies.
3. Head Social Worker
  - 3.1 Review GIS/Certificate of Eligibility and Social Case Study Report.
  - 3.2 Approve Social Case Study Report and Certificate of Eligibility.
4. Asst. Regional Director
  - 4.1 Direct the Head Social Worker/CIU on matters needing immediate response/action.
  - 4.2 Certify the vouchers for financial assistance.
5. Finance Unit
  - 5.1 Approve ROA/Voucher regardless of the amount of financial assistance to clients.
  - 5.2 Process financial assistance.
  - 5.3 Release financial assistance to client based on identifying and other documents presented.

## **IX. DOCUMENTATION REQUIREMENTS/REPORTING FORMS**

The following forms/documents shall be required from the clients based on assistance requested, to wit:

1. For requests requiring funding assistance amounting to P 2,000.00 or below:
  - General Intake Sheet
  - Certificate of Eligibility
2. For requests requiring assistance of over P 2,000.00 but below P 5,000.00:
  - General Intake Sheet
  - Certificate of Eligibility
  - Referral from legislator and funding are chargeable against referring party's funds managed by DSWD
  - Any proof of hospitalization or death, if such is the reasons for requesting assistance.

3. For requests requiring assistance P 5,000.00 and over:
  - Requirements similar to #2
  - Social Case Study Report

## **X. REPORTING AND DOCUMENTATION**

1. Ensure accuracy/authenticity/appropriateness of required documents in the provision of services/assistance to the clients.
2. Reports required by the Region shall be submitted on time or before the set deadline.
  - Narrative Report
  - Statistical Report
  - Feedback Report as need arises
  - Monthly Accomplishment Report
3. Proper systems of reporting and documentation shall be established/maintained by CIU workers.
4. Data bank shall be maintained by the clerk/encoder.

## **XI. MONITORING AND EVALUATION**

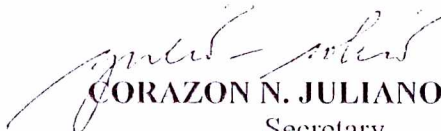
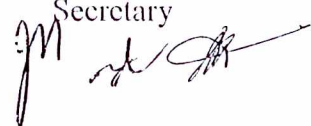
1. Monitoring
  - 1.1 Monitoring and field visit at client's residence if necessary shall be conducted by the social workers before and after the provision of assistance.
  - 1.2 The social workers shall also coordinate with the LGUs for after-care services of the client.
  - 1.3 A feedback report on monitoring activities conducted by Social Workers shall be submitted to the Head Social Worker immediately or to the Officer of the day.
2. Evaluation
  - 2.1 A monthly evaluation should be conducted by the National Operations Office to determine/assess appropriate services/assistance extended to the clients to further enrich/improve the services/interventions to the clients.

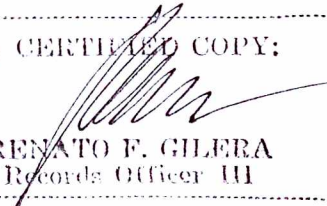
- 2.2 Conduct semi-annual review of CIU programs/services implementation to assess the gaps/problems encountered and to recommend the necessary solution. The financial aspect of CIU shall be reviewed to check and assess the extent of financial assistance and to recommend for possible increase in the budget.

## **XII. EFFECTIVITY**

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

For guidance and compliance.

  
**CORAZON N. JULIANO-SOLIMAN**  
Secretary  


A CERTIFIED COPY:  
  
**RENATO F. GLERA**  
Records Officer III