

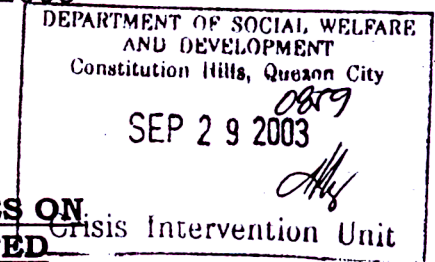


Republic of the Philippines
Department of Social Welfare and Development
Batasan Pambansa Complex, Constitution Hills
Quezon City
Telephone No. 931-8101 to 07

September ____, 2003

ADMINISTRATIVE ORDER

NO: 75
Series of 2003



SUBJECT: AMENDED 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. However, 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 end themselves in difficult circumstances and, therefore, become 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. The number of wife abuse cases in the country per PNP figures had a marked increase to 5,668 in 2001 from 3,824 and 2,413 in 2000 and 1999 respectively. In homes where violence occurs, all members are at risk to 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.

Meantime, 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 and 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.

III. DESCRIPTION

The Crisis Intervention Unit (CIU) is a special unit of the DSWD Field Offices operating 24 hours a day seven (7) days a week to serve as an action center to immediately respond to cases of individuals and families in crisis situations. Meanwhile, the Central Office CIU only operates on weekdays from 7:00 am to 9:00 pm. It provides integrated services such as immediate rescue and protection, provision of direct financial and material assistance, augmentation assistance during disasters and referrals for immediate medical, legal, psychosocial and other 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, psychosocial 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/agency referral system.
3. To maintain and strengthen network with GOs, NGOs, law enforcements, private organization and others towards the expeditious and efficient service delivery.
4. To maintain data bank on clients, services and resources.

another person by blood relationship is his or her parent, child, brother, sister, grandparent or grandchild, as the case may be, has sexual intercourse with that person.” (Section 155, Phil. Criminal Code)

9. 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)
10. Repatriates – refers to individuals, family and groups who were sent back to the Philippines due to the presence of war, calamities and other circumstances of similar nature in the host foreign country.
11. Strandee – refers to individuals, family or groups of people who are in need of temporary shelter until they are able to trace/locate their lost relatives and friends.
12. Transients – refers to individuals, family or group of people who have no place to stay and who are in need of temporary shelter.

VI. GENERAL POLICIES

A. 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;

C. Strategies/Interventions

In order to assist clients in crisis situations, the following are the strategies/interventions to be employed based on the social worker's assessment:

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 P20.00/person/meal as provided in Administrative Order 171, series of 2001.

2. Limited Financial and Material assistance

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

Utilization of Regular Funds shall only allow a maximum of P2,000 per form of assistance as indicated herein, which shall be subject to the social worker's assessment. Meanwhile, Priority Development Assistance (PDA) Funds utilization shall also be dependent on the social workers assessment but may be reversed upon the legislators' recommendation. Moreover, a PDAF revolving fund in the form of cash advance not exceeding one hundred thousand pesos (P100,000) shall be made available and utilization of which shall only be for clients referred by legislators.

A Memorandum of Agreement (MOA) shall be established with network institutions of DSWD to facilitate efficient provision of needed assistance.

The processing of assistance shall be facilitated within one (1) working day to a maximum period of at least seven (7) working days.

- Outright cash not exceeding one thousand five hundred pesos (P1,500) may be provided to the client. Amounts more than P1,500 shall be issued thru a cheque payable to the accredited drugstore. A guarantee letter shall also be issued to the accredited drugstore through the client when funds are not available.

❖ **Hospitalization**

- This refers to the provision of financial assistance to individuals and families to support their medical treatment and other medical expenses incurred due to and during hospital confinement.
- There shall be no cash advance to be extended to the client. A guarantee letter shall instead be issued to a designated hospital thru the client. The cheque issued shall be payable to the hospital.

d. Educational Assistance

- This refers to the provision of financial assistance for school tuition fee payments of individuals only.
- Any amount of financial assistance provided through a cheque shall be payable directly to the school. Guarantee letter shall be issued to the school for the upcoming payment of the tuition fee.

e. Other Emergency Needs

- This refers to the provision of outright cash assistance not exceeding P1,000 to emergency cases not within the categories mentioned herein such as milk for babies, impending eviction from houses, etc.

the client to the identified agency, if necessary and based on her assessment.

Referral services include the following:

a. Referral for temporary shelter

Clients who are categorized as displaced, strandeers or transients or those who were rescued shall be referred to appropriate centers/institutions for temporary shelter and protective custody. The referral shall be accompanied by a thorough assessment/diagnosis of the case as well as the worker's recommendations. Management of the case will then be turned over to the social worker at the centers/institutions.

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

5. Rescue Operation

This refers to the conduct of rescue of reported incidents/cases of abuse, which include those sexually, physically/battered and illegally recruited clients by concerned law enforcement agency, local government units, and other NGOs that have regular established networks of the CIU.

VII. IMPLEMENTING PROCEDURES

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

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, as well as the local Social Welfare Office for the conduct of rescue operation.

The social worker shall wait for the turnover of the clients rescued by the law enforcement authorities. However, in cases where there is a need for the presence of a social worker in the rescue operation to safeguard the welfare of the clients and ensure the proper handling of their cases, e.g child abuse and domestic violence cases, the social worker shall join the rescue operation. Otherwise, the agency that conducted the operation shall prepare the report prior to the turnover of the clients to DSWD.

After the conduct of rescue, the social workers shall prepare a brief assessment report incorporating summary of actions taken and ensure the proper turnover 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

The following are the roles and responsibilities of the staff at the Central Office and Field Office-CIU:

1. Clerk
 - 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.

1. For requests requiring funding assistance amounting to P 2,000.00 or below:
 - Any valid identification (ID) document
 - General Intake Sheet with the signature of client or his/her designated representative, if any.
 - Certificate of Eligibility

2. For requests requiring assistance of over P 2,000.00 but below P 5,000.00:
 - Any valid identification (ID) document
 - General Intake Sheet with the signature of client or his/her designated representative, if any.
 - Certificate of Eligibility
 - Referral from legislator when funding are chargeable against referring party's funds managed by DSWD
 - Any proof of hospitalization or death, if such is the reason for requesting assistance.


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

In situations where the client can not produce a valid ID, the consistency of the claimant's signature (whether client or his/her designated representative) in the intake sheet shall be the basis for release of assistance. Meanwhile, a Special Power of Attorney shall be required from those designated by the legislators to claim or receive the assistance requested in behalf of the clients.

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 to the National Operations Office:



- 2.1.3 to assess the gaps/problems encountered and recommend the necessary solution;
- 2.1.4 to further enrich/improve the services/interventions at CIUs.
- 2.2 The financial aspect of CIU shall also be reviewed by the National Operations Office to check and assess the extent of financial assistance and to recommend for possible increase in the budget.
- 2.3 The Field Offices shall do the quarterly evaluation given the said objectives and submit corresponding reports to NOO.

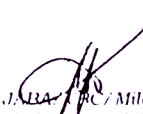
3. Conduct of Research

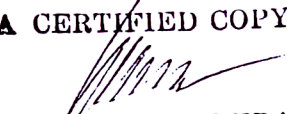
- 3.1 Research shall be conducted, as may be necessary using the outcome of the quarterly evaluation and semi-annual review to further enhance strategies and intervention being provided. Information from the clientele/beneficiaries themselves may also be utilized.
- 3.2 The Policy, Plans, Information Systems Bureau (PPISB) shall be the responsible office to conduct the necessity of a research.

XII. EFFECTIVITY

This Order shall take effect immediately and revokes or amends all previous orders or issuances inconsistent thereto.


CORAZON N. JULIANO-SOLIMAN
 Secretary 


 SC/1, J, BA, BC, Milo, Mylene, Pearl
 Amended (10) Guidelines September 2003

▲ CERTIFIED COPY:

RENATO F. GILERA
 Records Officer III