



ADMINISTRATIVE ORDER

No. 06
 Series of 2007

SUBJECT: Amendment to Administrative Order No. 75, Series of 2003,
Re: Management of DSWD-Operated Crisis Intervention Units

The Department of Social Welfare & Development maintains Crisis Intervention Units (CIU) to provide immediate response to crisis situations affecting individuals, groups and families who may walk-in, be rescued and /or referred by other offices or individuals. As a result of the operation of CIUs and audits conducted regarding this service, there is a need to update and amend some policies and procedures related thereto.

In view of this, and for purposes of consistency and clarity, the following provisions of AO # 75, Series of 2003 pertaining to CIU are hereby amended as follows:

Administrative Order # 75, Series of 2003	Proposed Amendment
Section III. Description: The Central Office CIU only operates on weekdays from 7:00am to 9:00pm.	Section III. Description: The Central Office CIU shall only operate on weekdays from 8:00am to 5:00pm . It provides integrated services such as immediate rescue and protection, provision of direct financial and material assistance..... The conduct of home visit shall likewise be done as necessary to validate the need or request.
Section V. Definition of Terms	Section V. Definition of Terms, Additional terms to be defined: 13. Client – refers to a person, family, group or community who needs help and social protection from a professional social worker and/or the Department’s staff. 14. Dependent/s- refers to member/s of the family of DSWD employee who sought the assistance of CIU.
Section VI. General Policies, Item A, Target Beneficiaries/ Clientele Groups	Section VI. General Policies, Item A, Target Beneficiaries/ Clientele Groups, Additional target beneficiaries: 7. Dependent/s/relatives of DSWD employee/s in need of assistance who are assessed to be eligible and meeting criteria for PDAF funding.

Item C: Strategies/Interventions, 2.1 Limited Financial Assistance, c. Medical Assistance

Item C, Strategies/Interventions, 2.1 Limited Financial Assistance, c. Medical Assistance shall include:

- **For long-term benefits in health care, CIU clients availing medical assistance may also be provided with indigent Philhealth insurance coverage. The procedures for availment shall be as follows:**

-Verify that client has no current Philhealth coverage.

-CIU will assess the client establishing qualification for indigent Philhealth insurance coverage.

-Qualified client will be provided with indigent Philhealth insurance for one-year coverage.

-DSWD shall negotiate and sign a Memorandum of Agreement with Philhealth for one-year coverage of qualified CIU clients not covered by Philhealth through some other way.

-Clients who need continuous Philhealth coverage beyond one-year will be referred to the Local Government Unit (LGU) where the client is coming from for assessment and continued indigent Philhealth coverage.

- **The FO/CIU shall encourage legislators to earmark funds from PDAF for their constituent's Philhealth coverage.**

5. Rescue Operation – This refers to the conduct of rescue of reported incidents/cases of abuses, 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.

5. Rescue Operation – This refers to the conduct of rescue of cases/clients reported by concerned **citizens**, law enforcement agencies, local government units or NGOs **such as** sexually, physically /battered and illegally recruited clients.

Section VII. Roles and Responsibilities, # 1 and 2 shall be read as

1. Clerk

1.1 Register the name of clients in logbook and issue a number.

1.2 Change/arrange referral letters and supporting documents.

1.3 Arrange for food, transportation and temporary billeting of the clients, if needed.

2. Social Worker

2.1 Conduct intake interview and accomplish General Intake Sheet

2.2 Conduct collateral interview, if necessary.

Section VII. Roles and Responsibilities, # 1, 2 and 3 shall be read as;

1. Clerk

1.1 Register the name of clients in the logbook **based on the number sequence.**

1.2 **Check the completeness of the documents presented by the client vis-à-vis the CIU requirement based on the checklist.**

1.3 **Verify the client's name in the data bank for past records.**

1.4 **Facilitate/ follow-up the processing of financial assistance.**

1.5 **Assist the client in claiming the financial assistance at Cash Division and in the bank.**

1.6 **Escort the client in going to centers/ institutions when needed.**

1.7 **Assist the social worker in the purchase of client's ticket when needed.**

2. Social Worker

2.1 Conduct intake interview and accomplish General Intake Sheet **summarizing the case.**

2.2 Conduct collateral interview, if necessary.

<p>2.3 Prepare Certificate of Eligibility</p> <p>2.4 Prepare Social Case Study Report.</p> <p>2.5 Submit Certificate of Eligibility and Social Case Study Report to Head Social Worker for review and approval.</p> <p>3. Finance Service/Unit</p> <p>3.1 Approve ROA/Voucher regardless of the amount of financial assistance to clients.</p> <p>3.2 Process financial assistance.</p> <p>3.3 Release financial assistance to client based on identifying and other documents presented.</p>	<p>2.3 Prepare Certificate of Eligibility</p> <p>2.4 In case of client's temporary accommodation or stay in a residential facility, prepare Social Case Study Report and referral letter for endorsement to centers/ institutions and other agencies</p> <p>2.5 Submit Certificate of Eligibility, Social Case Study Report and referral letters to Head Social Worker for review and approval.</p> <p>3. Finance Unit/Service</p> <p>3.1 Certify the availability of allotments and obligation incurred in Obligation request and certify the availability of cash and completeness of supporting documents in the Disbursement Voucher.</p> <p>3.2 Process the financial assistance in accordance with budgeting, accounting, auditing and other existing laws, rules and regulations.</p> <p>3.3 Release the financial assistance to clients based on identifying and other documents presented and with the endorsement of CIU.</p> <p>4. Security Guard on Duty – Issues queuing number to clients entering the DSWD premises to request for assistance.</p>
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<p>Section IX. Required Supporting Documents</p> <p>The following forms/documents shall be required from the clients based on assistance requested to wit:</p> <p>1. For requests requiring funding assistance amounting to P3, 000.00 or below:</p> <ul style="list-style-type: none"> ▪ Any valid ID ▪ GIS with the signature of client or his/her designated representative, if any. ▪ Certificate of Eligibility <p>2. For requests requiring assistance of over P3, 000.00 but below P5, 000.00:</p> <ul style="list-style-type: none"> ▪ Any valid ID ▪ GIS 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 fund managed by DSWD ▪ Any proof of hospitalization or death, if such is the reason for requesting assistance. <p>3. For requests requiring assistance P5,000.00 and over:</p> <ul style="list-style-type: none"> ▪ Requirements similar to #2 ▪ Social Case Study Report 	<p>Section IX. Required Supporting Documents</p> <p>The following original or certified true copy forms/documents shall be required based on assistance requested to wit::</p> <p>1. Request for medical assistance</p> <ul style="list-style-type: none"> ▪ Any valid ID (e.g. Postal ID, Driver's License, SSS ID, Senior Citizen's ID or Barangay Certificate in the absence of any valid ID) ▪ Clinical Abstract/Medical Certificate from a licensed physician ▪ Referral from legislator if funding is chargeable against PDAF managed by DSWD <p>2. Request for burial assistance</p> <ul style="list-style-type: none"> ▪ Any valid ID (e.g. Postal ID, Driver's License, SSS ID, Senior Citizen's ID or Barangay Certificate in the absence of any valid ID) ▪ Funeral Contract and Registered Death Certificate ▪ Referral from legislator if funding is chargeable against PDAF managed by DSWD <p>3. Request for transportation assistance</p> <ul style="list-style-type: none"> ▪ Any valid ID (e.g. Postal ID, Driver's License, SSS ID, Senior Citizen's ID or Barangay Certificate in the absence of any valid ID) ▪ Referral from legislator if funding is chargeable against PDAF managed by DSWD
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4. Request for educational assistance

- Any valid ID (e.g. Postal ID, Driver's License, SSS ID, Senior Citizen's ID or Barangay Certificate in the absence of any valid ID)
- Enrolment Assessment Form
- Referral from legislator if funding is chargeable against PDAF managed by DSWD

The duly accomplished General Intake Sheet and Certificate of Eligibility shall be signed by the client or his/her representative, if any.

A Social Case Study Report or case summary in the absence of case study report shall be required if funding assistance amounts to more than P5,000 but not over P25,000 for PDAF cases. Maximum funding assistance for PDAF cases is P25,000.

This order takes effect April 12, 2007.


ESPERANZA I. CABRAL
Secretary

