



**Republic of the Philippines**  
**Department of Social Welfare and Development**

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Administrative Order No. \_\_\_\_ **2**  
Series of 2008

**SUBJECT: Guidelines on the Transfer of DSWD Residents to other  
Social Work Agencies (SWAs)**

**A. RATIONALE**

The Department of Social Welfare and Development (DSWD) is the primary welfare agency of the government mandated to set standards, accredit and provide consultative services to public and private institutions, organizations and persons engaged in social welfare activities, and monitor performance and compliance to standards by institutions, organizations and persons engaged in social welfare activities, both public and private.

At present, there are sixty one (61) residential care facilities being managed by the Department. Aside from being a service provider, DSWD is also a regulatory office, where it is mandated to register, license and accredit Social Welfare and Development Agencies (SWDAs) and Social Work Agencies (SWAs) providing social welfare and development programs and services to the poor, the disadvantaged and marginalized individuals.

As of September 11, 2007 DSWD has licensed a total of 2,135 SWADs and SWAs. Of the said number, 264 have been accredited with 145 providing residential care service. The license and accreditation certificates issued by the Department to the concerned Social Work Agency is an assurance that these SWAs have met the required standards and are capable of providing quality service to its target beneficiaries.

Further, through this initiative, the Department will pursue its efforts in strengthening partnership and collaboration with SWAs through the development of standards, programs and interventions appropriate to the type of residents being served, and provision of technical assistance and capability building among others. Said transfer is also in recognition of SWAs potentials in the delivery of quality residential care service in response to the recommendations made by Mr. Joseph Hoffman in his study of the DSWD residential care facilities which is, "to consider using Non-Government Organizations as exclusive providers of residential care in selected areas of service and/or selected regions.

This is also in preparation for the devolution of DSWD program and services to concerned LGUs and the provision of appropriate programs and services to clients with special needs that are not available in DSWD facilities .

It is therefore in this context, that in the event that DSWD deemed it necessary to transfer the residents, primary consideration should always be the best interest and welfare of the residents and ensure that their rights are protected and quality services are delivered.

Hence, these guidelines are developed to operationalize a system of transfer of residents from DSWD residential care facilities to other social work agencies (SWAs) duly licensed and accredited by DSWD.

## **MANDATE AND LEGAL BASES**

1. PD 603 or the Child and Youth Welfare Code – the code recognizes the rights of the child to a wholesome family life that will provide him with love, care and understanding, and it is also recognized that in the event that her/his parents or guardian fail or unable to provide him with his fundamental rights, the child has the right to the care, assistance and protection of the State.
2. Republic Act 7160, otherwise known as the Local government Code of 1991 which transfers the responsibility for the delivery of basic services and related facilities to Local Governments. It also promotes the establishment and operation of People's Organizations (PO's) and Non-government Organizations (NGOs) to become partners in the pursuit of local autonomy.
3. MC no. 22 s 2004 "Policy Paper on De-Institutionalization of Children emphasizes Alternative family care as one of the significant interventions through adoption, foster care, legal guardianship or residential care, although the latter is considered as the last resort, when no other options are available. The policy also stressed the detrimental effects of institutionalization to the emotional, psychosocial, mental and physical development of children.
4. A.O 6, Omnibus Guidelines on the Registration and Licensing of Social Welfare and Development Agencies and Accreditation of Social Welfare and Development Programs and Services, as Amended, stipulates the DSWD's regulatory function through registration, licensing and accreditation of SWDAs engaged in social welfare and development activities.
5. A.O 11, series of 2007 Revised Standards on Residential Care Service states that "the Department set standards and provides consultative services to enable institutions, organizations and persons engaged in social welfare activities in both public and

private settings to comply with said standards and monitor compliance”.

### **C. COVERAGE**

These Guidelines shall apply to all DSWD residential care facilities providing 24-hour residential care service.

### **D. OBJECTIVES**

These guidelines intend to:

1. Protect the welfare and best interest of its residents;
2. Set an effective and efficient system in the transfer of residents from DSWD residential facility to a licensed and accredited SWA;
3. Determine the roles and responsibilities of involved agencies, bureaus, units and offices specifically on the financial and legal aspects to ensure the delivery of quality service to the residents.

### **E. DEFINITION OF TERMS**

1. Residential Care Facility- refers to a center or institution that provides residential care service to the poor, vulnerable and disadvantaged individuals or families in crisis providing appropriate intervention geared towards the healing, recovery and reintegration of residents with the family or community.
2. Residential Care Service – refers to a service delivery mode that provides 24 hour group care living as an alternative family care arrangements to residents whose needs cannot be adequately met by their families.
3. Social Work Agency (SWA) – refers to a person, corporation, or organization, private or governmental, that engages mainly and generally, or represents itself to engage in social welfare work, whether casework, groupwork, community organizing, and obtains its finances either totally or in part, from any agency or instrumentality of the government and/or fund drives, and/or private endowment.
4. Transfer of Resident – refers to the physical turn-over of custody, care and case management of resident/s from DSWD residential care facilities to a licensed and accredited SWAs for the purpose of providing continuing social work interventions. Such transfer could either be free of charge or through purchase of service.
5. Receiving SWA - refers to a licensed and accredited SWA , private and government operated who shall take over the physical custody

and care of residents transferred by DSWD for continued case management.

## **F. GENERAL POLICIES**

1. All efforts for the reconciliation/reintegration of the resident to his/her family must be exhausted before the transfer to another social work agency is considered. Best interest of the resident should always be the primary consideration in any action and decision.
2. All residents shall only be transferred to DSWD licensed and/or accredited SWAs.
3. Priority in the selection of a Social Work Agency where residents will be transferred is the willingness and capacity of the receiving SWAs to admit the residents.
4. Location of the prospective SWA should be considered in the selection. It should be near the place of the resident's family or community for easy access and reintegration purposes.
5. The FO shall maintain an updated roster of DSWD licensed and accredited SWAs managing residential care facilities to facilitate the immediate identification of the most appropriate SWA where DSWD residents will be transferred.
6. Parent/s and child/ren and sibling groups should not be separated.
7. For transfer of residents needing purchase of service, there should be a Memorandum of Agreement (MOA) between DSWD and the receiving SWAs stipulating agreements on the roles and responsibilities of both agencies relative to the case management and other concerns related to their transfer. This may include agreement/s on financial aspects or other forms of subsidies in compliance with existing relevant laws/policies.

## **H. PROCEDURES**

Transfer of residents from DSWD facilities to a licensed and accredited Social Work Agency.

1. Identify the most appropriate SWA from the roster of DSWD licensed and accredited SWAs that shall respond to the resident's needs/problems;
2. Prepare/send referral letter and summary of the case to the identified SWA;

3. Conduct pre-admission conference with the identified SWA to discuss the following:
  - 3.1 Case of the resident/s (nature of the case, family background, physical, medical and psychological needs and problems)
  - 3.2 Diagnosis and Intervention plan
  - 3.3 Programs and services of the receiving SWA. If after the pre-admission conference, the licensed and accredited SWAs do not respond to the needs of the resident, the social worker shall explore other SWAs who could appropriately address the needs of the residents.
  - 3.4 Documentary requirements
  - 3.5 Subsidy either monetary or human resource
  - 3.6 MOA Signing
4. Actual transfer of resident/s and turn-over of documents to include the following:
  - 4.1 Duly accomplished general intake form
  - 4.2 Medical certificate/clearance
  - 4.3 Updated social case study report
  - 4.4 Transfer summary report with recommended intervention/treatment plan
  - 4.5 Legal documents depending on the case of the resident, such as foundling/birth certificate, decision and finality on the Declaration of Abandonment issued by the court, notarized DVC, barangay/police clearance, medical reports and other pertinent documents related to the case.
  - 4.6 For transfer needing purchase of service the following should be considered:
    - Approved project proposal as basis for the purchase of service. The funds needed shall be taken from the approved work and financial plan of the concerned DSWD residential care facility. Agreements on financial matters or other forms of subsidies shall be in compliance with the existing relevant laws/policies.

- Computation on the cost of care to be purchased shall be based on Administrative Order No. 22 series of 2005.
  - The end user or concerned residential staff or its representative shall be invited to attend the pre-procurement conference (internal) to further clarify the requirements/specifications in the purchase of such service.
5. Monitoring and Technical Assistance:
- 5.1 The FO shall conduct regular monitoring every quarter on the case of transferred residents until the case or contract has been accomplished or terminated, afterwhich, a closing summary report must be prepared.
- 5.2 Technical Assistance shall be provided to sustain delivery of quality services by the FO concerned to the receiving SWAs.

## **H. INSTITUTIONAL ARRANGEMENTS**

1. Standards Bureau: (SB)
- 1.1 Provide technical assistance to the concerned DSWD-FO in the transfer of residents to other licensed and accredited SWA;
- 1.2 Ensure dissemination of the guidelines in the transfer of residents.
2. Program Management Bureau: (PMB)
- 2.1 Provide technical assistance to the Field Office on case management
- 2.2 Extend resource augmentation in case the resident/s are still in the custody of FO until such time that an appropriate SWA shall be identified.
3. DSWD Field Office:
- 3.1 Provide technical assistance to DSWD residential staff and the receiving SWA;
- 3.2 Monitor and follow-up of residents transferred to SWAs; and
- 3.3 Submit feedback report to PMB on residents transferred to other SWAs.

4. DSWD Residential Care Facility:

- 4.1 Conduct of quarterly case inventory/case review on all remaining cases;
- 4.2 Coordinate and facilitate the transfer of residents to other SWAs with similar programs and services and ensure completion of required documents prior to said transfer;
- 4.3 Coordinate with concerned Local Social Welfare and Development Office and other SWAs for other services that may be needed by the resident/s and his/her family;
- 4.4 Facilitate actual transfer of the resident to other SWA or return of resident to his/her family or relatives.


5. Receiving Social Work Agency

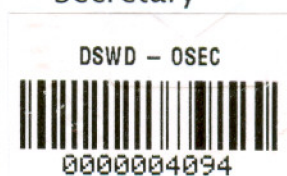
- 5.1 Submit a documentation/accomplishment report on a quarterly basis to the sending DSWD Center/Institution on the healing, recovery and re-integration of the residents with his/her family/relatives or foster care family. (See Annex A for the template)
- 5.2 Exhaust all possible means/resources for the healing, recovery and reintegration to family/community of the transferred resident/s.
- 5.3 Maintain compliance to standards set by the DSWD in the management of residents and residential care facility.

**I. EFFECTIVITY**

This order shall take effect immediately and supersedes other DSWD guidelines and issuances inconsistent thereof. Let copies of this Administrative Order be given to all DSWD Field Offices, Local Government Units, Social Work Agencies and other government agencies.

Issued this 26<sup>th</sup> day of Feb 2018 at Quezon City.

  
**ESPERANZA I. CABRAL**  
Secretary



Name of Social Work Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Registration No.: \_\_\_\_\_

License No.: \_\_\_\_\_

Accreditation No.: \_\_\_\_\_

Region: \_\_\_\_\_

**DOCUMENTATION/ACCOMPLISHMENT REPORT ON CASES RECEIVED**  
 \_\_\_\_\_ Quarter, CY \_\_\_\_\_

Name of Client/age/address (1)	Case Category (2)	Date Received (3)	Progress of the Case/s* (4)
			Significant Observation/s: (Physical, Behavioral, Strengths, Weaknesses)  Problems Encountered:  Action Taken:  Action Plan:

Prepared by:

 \_\_\_\_\_  
 Social Worker

 \_\_\_\_\_  
 Date

Approved By:

 \_\_\_\_\_  
 Head, Social Work Agency

 \_\_\_\_\_  
 Date
**Instructions:**

1. Indicate the name of client, his/her age and contact address.
2. Indicate client's case category, e. g. abandoned, neglected, CICL, etc.
3. Indicate the actual date client was received physically.
4. \* On the child's healing, recovery & reintegration with his/her family/relatives or foster care family, indicate the ff:  
 Significant Observations : **Physical** – sickly, thin, healthy; **behavioral**- bully, loner, friendly, jolly; **strengths**- cooperative, has initiative, a leader;  
**problem/s encountered**-distrustful, isolates with other wards, etc.; **action taken**-indicate the steps taken to appropriately respond to the problem; **action plan**-indicate future course of action needed that would contribute to clients' healing, recovery and integration with the family/community.