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Department of Social Welfare and Development

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Administrative Order No: 3
Series of 2008

**SUBJECT : SUPPLEMENTAL GUIDELINES ON ADMINISTRATIVE ORDER NO.
11 SERIES OF 2007 (REVISED STANDARDS ON RESIDENTIAL
CARE SERVICE)**

I. RATIONALE

Executive Order No. 15 series of 1998 as amended by Executive Order No. 221 dated June 30, 2003 authorizes the Department of Social Welfare and Development (DSWD) to set standards, accredit and provide consultative services to public and private institutions, organizations and persons engaged in social welfare and development activities. Likewise, Administrative Order (AO) No. 140 series of 2002 as amended by AO No. 6 series of 2005 also known as the Omnibus Guidelines on the Registration and Licensing of Social Welfare and Development Agencies and Accreditation of Social Welfare and Development Programs and Services was developed to enforce standards in the registration, licensing and accreditation of agencies engaged in social welfare and development activities for purposes of authorizing, regulating and monitoring the operation of such agencies in the Philippines.

Memorandum Circular (MC) No. 24 series of 2004 also known as Procedures for the Selection of Residential Care Centers of Excellence serve as reference to the implementation of AO No. 1 series of 2004 entitled "Indicators for Residential Care Centers of Excellence which was prepared in line with the Department's effort to improve service delivery and provide the best quality care for the clients being served. Primarily the nomination and assessment conducted was focused on DSWD residential care facilities considering that the DSWD is the lead agency on social welfare concerns and to be in the forefront of demonstrating and providing the best quality care for the sectors it serves.

Further, AO No. 11 series of 2007 also known as Revised Standards on Residential Care Service presents the ladderized standards on the operation of a residential care facility using the indicators for "must," "desired" and "exemplary" standards. The standards are developed encompassing the five (5) work areas of operations as a residential care facility namely: (1) Administration and Organization; (2) Program Management; (3) Case Management; (4) Helping Strategies/Interventions; and (5) Physical Structures and Safety.

With AO No. 11 series of 2007, provisions of MC No. 24 series of 2004 and AO 1 series of 2004 have been covered hence the need for this supplemental guidelines.

II. COVERAGE

This guideline shall apply to those residential care facilities managed by the DSWD, LGU and NGO that are recommended by the Standards Bureau (SB) for accreditation having met the exemplary indicators per AO No. 11 series of 2007

III. OBJECTIVES

The following are the objectives of the guideline:

1. Encourage all residential care facilities managed by DSWD, LGUs or NGOs to strive towards achieving excellence and determine their exemplary performance on the delivery of programs and services to their respective clientele based on the set standards
2. Recognize and provide awards/incentives to DSWD, LGU and NGO residential care facility/ies proclaimed as Centers of Excellence
3. Enable DSWD, LGU and NGOs residential care facilities to be models or learning laboratories in providing quality services and venue for training, research and documentation of good practices

IV. PROCEDURE IN IDENTIFYING A CENTER OF EXCELLENCE

A. Assessment:

Assessment shall be conducted at two levels which shall include the following:

1. Standards Bureau(SB) Accreditation Assessment

The SB shall assess the residential care facility following the procedure stated in the AO No 6, series of 2005 and using the ladderized accreditation assessment tool of AO No. 11 series of 2007.

A residential facility that has complied with the exemplary indicators shall be endorsed by the SB to the DSWD Validation Team within 10 working days from the last day of visit. The endorsement shall be accompanied by the SB assessment report and the following basic supporting documents:

- a. Certified true copy of the updated General Information Sheet and Securities and Exchange Commission (SEC) Registration with Articles of Incorporation and By-Laws (applicable to NGOs)
- b. Information, Education & Communication Materials (IEC) e.g. brochures, flyer etc.

- c. Manual of operation for program and administration policies / Handbook for the residents
- d. Organizational Chart
- e. Profile of governing board, copy of visas and/or BID clearance of foreign nationals, when applicable
- f. Profile of employees
- g. Work and financial plan for two (2) years - current and succeeding year
- h. Audited financial report for two (2) consecutive years by a Certified Public Accountant (if NGOs) or by Government Accountant Officer (if DSWD or LGU) and other financial records
- i. Agency accomplishment reports covering the period of two (2) years prior to the assessment
- j. Caseload inventory and profile of residents served
- k. Photo/video documentation of the facility's physical structure, best practices and other innovative programs or strategies implemented
- l. Project-end evaluation reports
- m. Safety certificates such as building structural, fire safety inspection and water potability certificates
- n. Evacuation/exit plan

Original copies of the above documents shall be made available during the validation visit of the Validation Team.

2. *Validation Assessment by the DSWD Validation Team*

The DSWD Validation Team shall be organized at the Central Office to be chaired by the Assistant Secretary for Policy and Programs Group (PPG). Its members shall compose of a permanent and an alternate representative from each of the three (3) clusters namely: PPG, Operations and Capability Building Group (OCBG) and General Administration and Support Service Group (GASSG) and a representative from the Area Based Standards Network (ABSNET). The cluster permanent and alternate representatives shall not be lower than a Division Chief while ABSNET representative should be an accredited NGO/LGU and operating near the facility being validated. A Special Order shall be issued for the purpose of creating a DSWD Validation Team.

Within five (5) working days upon receipt of the SB endorsement, the DSWD Validation Team shall hold a meeting to review the documents endorsed by SB and to schedule the validation visit among others.

The DSWD Validation Team shall conduct an on-site assessment of the residential care facility upon confirmation of the agency's availability. The

assessment may involve but not limited to the following activities using the ladderized accreditation assessment tool for residential care facility:

- a. Review of pertinent documents such as records, reports, written plans and other materials;
- b. Ocular survey/observation of facilities, offices, project sites, actual conduct of agency activities;
- c. Individual or group discussion/interview with residents on relevant information on service delivery by the agency;
- d. Individual or group interview with persons exercising managerial or supervisory functions in the agency;
- e. Individual or group interview with administrative and program staff;
- f. Interview with practicum students, group/individuals rendering volunteer services, City/Municipal Social Welfare and Development Office (C/MSWDO), barangay officials and key leaders in the community where the residential facility is located
- g. Interview with the agency's partner organizations and other networks, if necessary

Before the end of the last day visit, the DSWD Validation Team shall discuss among themselves their findings, observations and result of the assessment. Afterwards, the Team shall have an exit conference with the agency head and other key staff on the summary of their findings and recommendations.

Within five (5) working days after the visit, the DSWD Validation Team shall submit a feedback report with recommendation to the Office of the Undersecretary for PPG.

- a. If the agency complied with all the highest standards, the certificate of accreditation to be issued to the agency is valid for five (5) years and will be awarded a plaque and cash incentive. The Certificate of accreditation, plaque and voucher of the cash incentive will be prepared and facilitated by SB
- b. If not, a report on the areas for improvement with corresponding recommendations to enable it to meet the exemplary level shall be prepared and forwarded to the SB. The latter shall then prepare a certificate of accreditation with corresponding validity period of three (3) or four (4) years based on compliance to set indicators.

The SB shall serve as the secretariat of the DSWD Validation Team. As a secretariat, SB shall be in-charge of the administrative activities of the Validation Team to include: preparation of communications to concerned DSWD/LGU/NGO residential care facilities, minutes of meeting, facilitate

certificate of accreditation, plaque of recognition and cash incentive and coordination with the Office/Bureau/Service/Unit on the awarding ceremony among others.

B. Monitoring

Monitoring visits, announced or unannounced, on the recognized agency as Center of Excellence shall be conducted at least every six (6) months by the SB and FO or its authorized representative/s to ensure its compliance to exemplary indicators is sustained.

V. AWARDS AND RECOGNITION

The DSWD, LGU and NGO residential care facilities that have been validated by the DSWD Validation Team to have met the indicators and have demonstrated exemplary performance in all aspects of the five (5) work areas of operations as a residential care facility shall be proclaimed as Center/s of Excellence.

The Secretary or his/her duly authorized representative shall award the agency the corresponding certificate of accreditation, plaque of recognition and cash incentive in a fitting ceremony during the nearest event or major activity of DSWD-Central Office e.g. DSWD Anniversary, Family Day, Social Welfare and Development Week etc. The amount of the cash incentive shall be determined depending on the availability of funds and shall be used as augmentation fund for program implementation. Its utilization shall be monitored by the SB staff.

The selected Center of Excellence shall be made a model residential care facility and/or venue for trainings, research and documentation of good practices. The Center staff may serve as resource persons to share their experiences and practices in the Center. To sustain and/or exceed the level of excellence, financial and technical assistance, either local or foreign, may be provided e.g. referral to resource agencies and nomination to trainings. Further, other benefits to be provided to the awarded Center of Excellence shall include write-ups to be published in the DSWD official newsletters and Social Welfare and Development Journal and posting on the DSWD website.

VI. FINANCIAL REQUIREMENT

Source of funds for the plaque of recognition, cash incentive, supplies and other expenses to be incurred during meetings of the DSWD Validation Team shall be charged against the SB regular fund. However, the transportation expenses and per diem of the DSWD Validation Team members who are DSWD staff shall be charged against their respective office/bureau/service/unit funds while the ABSNET representative's traveling expenses shall be charged to the ABSNET mobilization fund allotted to the concerned Field Office. Amount to be spent shall be in accordance with Commission on Audit (COA) rules and other rules and regulations pertaining thereto.

VII. REPEALING CLAUSE

Memorandum Circular No. 24 series of 2004 and all other issuances inconsistent with the provisions of this Order are hereby revoked.

VIII. SEPARABILITY CLAUSE

In the event that any provision of this guideline is held invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting

IX. EFFECTIVITY

This Administrative Order shall take effect after fifteen (15) days following its publication in the Official Gazette or one newspaper of general circulation.

Issued this 10th of March, 2008 at Quezon City, Philippines.


ESPERANZA I. CABRAL
Secretary



Attachment

AO No. 11 s. of 2007- Revised Standards on Residential Care Service