



Tulong! Sulong!

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Administrative Order No. **10**
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SUBJECT: **Guidelines in the Implementation of the Character Building Program for Children and Youth in Residential Care Centers**

I. Rationale:

Children and youth are considered sectors of society that are vulnerable to pressures from poverty, family/domestic violence, natural disasters, armed conflict, and similar traumatic experiences. Such situations are exacerbated by incidences of physical and sexual abuse, as well as neglect and abandonment of children that adversely affect the development of their values and self-concept.

Many organizations offer protection and development services for children and youth. An example of such protective services is the establishment of residential care facilities, which aim to develop and restore social functioning of troubled child and youth beneficiaries. Despite such services in place, dealing with personality aberrations such as quarreling, lying, fighting with co-residents, bullying, stealing, and other problematic behaviors of their wards remain a challenge for social workers.

The Department of Social Welfare and Development (DSWD) recognized the need to improve its response and interventions for troubled children and youth. This is why it developed and pilot tested, in coordination with the Institute of Basic Life Principles (IBLP), the **Character Building Program for Children and Youth** in CY 2003 at selected DSWD Centers/Institutions and residential care facilities for children and youth run by Non-Government Organizations (NGOs). The said Program was developed to enhance interventions already in place to help residents improve their self-concept, develop wise and moral decision-making, and ensure full development of their potentials.

Results of the Program's pilot testing proved it effective in promoting better and harmonious relationships among child and youth residents and staff. Improvements in behavior and attitude of beneficiaries were noted. Particularly, those who participated in the Program showed more initiative to share their experiences, exhibited thoroughness in decision-making, and participated more actively in the center's programs. Lesser conflict among residents was also observed. Because of improvements observed in centers after pilot-testing, the Character Building Program for Children and Youth is now being recommended for institutionalization and sustainability in all DSWD Centers/Institutions, NGOs and Local Government Units (LGUs) with residential care centers.

II. Legal Basis:

The Child and Youth Welfare Code (PD 603). Article 1, states that children and youth are important assets of the nation. Hence, every effort should be exerted to promote and protect their right to a useful and happy life. The said law further details the responsibilities of the family, school, church and community in general to assist the home and the State at preparing children for responsibilities of adulthood.

Similar to PD 603, the **Convention on the Rights of the Child (CRC)** identifies the roles of the State, community, family and even the children themselves in promoting and upholding child rights. It also relates its goals to the country's vision for the Filipino Child. The following are just some of PD 603's noteworthy provisions:

Article 5. States Parties shall respect the responsibilities, rights and duties of parents or, where applicable, the members of the extended family or community as provided for local custom, legal guardian or other persons legally responsible for the child, to provide, in a manner consistent with the evolving capacities of the child, appropriate direction and guidance in the exercise by the child of the rights recognized in the present Convention.

Article 12. (1) The Child shall have the **right to freedom of expression**; the right shall include freedom to seek, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any other media of the child's choice.

Article 29. (1) States Parties agree that the education of the child shall be directed to:

- (a) The development of the child's personality, talents, mental and physical abilities to their fullest potential;
- (b) The development of respect for human rights and fundamental freedoms, and for the principle enshrined in the Charter of the United Nations;
- (c) The development of respect for the child's parents, his or her cultural identity, language and values, for the national values of the country in which the child is living, the country from which he or she may originate, and for civilizations different from his or her own;
- (d) The preparation of the child for responsible life in a free society, in the spirit of understanding, peace, tolerance, equality of sexes, and friendship among all peoples, ethnic, national and religious origin;
- (e) The development of respect for the natural environment.

III. Program Objectives:

General:

To institutionalize the Character Building Program as an integral part of the rehabilitation package for children and youth in DSWD, NGOs and LGU-run residential care centers.

Specific:

1. To develop the children and youth's life skills and maximize their potentials as human beings.
2. To enhance the knowledge and skills of beneficiaries through the Character Building Program and mobilize them to participate in capability building, program development and implementation of character sessions.
3. To sustain and expand implementation of the Character Building Program to all residential care centers.

IV. Program Description:

The Character Building Program for Children and Youth is an intervention designed to help

them develop their values and decision-making skills. It also prepares them to become productive citizens through three (3) major components: *capability building, advocacy and sustainability*.

The **capability building** component will be developed and implemented through character sessions. Several character teams will be identified and organized among the residents and staff. Their competencies in the conduct and demonstration of 49 character qualities shall be developed based on the session modules.

Advocacy shall focus on Program promotion and institutionalization. Efforts on this end shall not only evolve around the discussion of 49 character qualities; character sessions shall also be complemented by strategic information and education campaigns and establishment of Character Quality Corners within centers.

Program sustainability is equated to continued practice of good character qualities by residents in centers. This is why outcomes of advocacy efforts will be **sustained** through behavioral reinforcement schemes, which will encourage residents to continue practicing good character qualities. An example of behavioral reinforcement is the granting of Character Rewards to residents exemplifying the character for the month. Also crucial to program sustainability at the administrative level is the active involvement of all center staff in demonstrating and promoting character qualities during socio-cultural events, sports, team building sessions, trainings and other similar activities.

V. Implementing Mechanism:

A. Character Sessions using the 49 Character Qualities:

Forty-nine (49) character qualities, which were identified in two books published by the IBLP will be discussed during character sessions to be held at least once a week. The center's focal person shall determine the character quality to be discussed based on needs of residents in the center. Further, each character quality will be discussed in light of its definition and will be related to biblical passages. The use of "I will" statements with regard to the residents' practice of character qualities shall also be encouraged to improve their self-concept.

The following creative activities can be integrated in the center's leadership training, team building, and socio-cultural programs to emphasize the 49 character qualities:

1. Story telling
2. Skits/theater
3. Games
4. Music, poetry, "balagtasán"
5. Arts-drawing, painting, collage, etc.
6. Structured Learning Exercise (Sample demonstration is found in *Appendix G* of the Character Session Manual)

B. Character Quality Corner:

The Character Quality Corner is a permanent, highly visible space showcasing the character of the month, its definition, application, benefits and effects. Visual aids such as illustration of biblical passages and other art works exemplifying the character quality can also be posted. Framed character qualities with illustrations can be posted in rooms of the residents and public areas such as the

receiving room to serve as reminders for residents to practice and develop these positive traits.

C. Character Rewards:

The Character Team will award Character Rewards, at least once a month, to residents who have exemplified good character qualities.

C.1. Criteria for the Nomination and Selection of Character Awardees:

- Residents who have consistently shown leadership, proper and efficient handling of responsibilities, good relationship with co-residents, and exemplified the character of the month (*see Appendix A*)
- Children and youth who have completed their rehabilitation period at the center and who are in the list for reintegration with family, relatives and community
- Residents with regular attendance to weekly character sessions
- Residents that demonstrated the traits, skills and learnings acquired from the character sessions.

C.2. Procedures in the Assessment of Nominees:

The Center Head and members of the Character Team shall be guided by the following procedure in assessing nominees:

- Regional focal persons shall conduct regular rating/assessment of children and youths who have regularly attended three (3) months of weekly character sessions (*see Appendix B*)
- Nomination papers shall be slipped in locked drop-boxes, which are prominently displayed at the office of the center staff.
- The criteria for character rewards with corresponding rating indicators shall be used to select exemplary residents for the month (*see Appendix A*)

Rewards and incentives will be determined by the Character Team, which is led by the Center Head. Character Teams are encouraged to give creative and innovative rewards, which will further improve the self-confidence, self-concept and values of beneficiaries. Examples of such are the following:

1. Certificate of appreciation/recognition for exemplifying the character quality of the month;
2. Tokens like educational toys, art materials and inspirational books; and
3. Sponsorship of awardees' attendance to community seminars, leadership trainings, etc.

D. The Character Team

The Character Team, which is led by the Center Head, is composed of the Social Worker, Psychologist/Counselor, Character Coach and Coach Assistants from residential care centers. The Character Coach and Coach Assistants, in particular, are wards of the center who have shown exemplary behavior and leadership potential.

A Character Coach has already undergone orientation on the process of handling character building sessions. A Character Coach Assistant, on the other hand, is a resident who has also shown leadership qualities and potentials, is willing to work with and undertake responsibilities assigned to

him/her by the Character Team, and is groomed to take over the Character Coach's responsibilities after the latter is reintegrated with their family/community (*see Appendix D*).

The following are the roles and functions of the Character Team:

1. The Center Head:

- a. Oversees the implementation of the program in the center
- b. Provides technical assistance to members of the team, as deemed necessary
- c. Submits reports to the regional office

2. The Social Worker:

- a. Organizes and supervises the activities; leads the Character Coaches in the preparation and conduct of weekly sessions, character rewards, reports, and other related activities
- b. Submits reports and program updates to the Center Head
- c. Assigns responsibilities to each member of the Character Team for the following committees: (a) story telling/drama/skits/theater and poetry committee (b) song demonstration committee and (c) visual and creative arts committee
- d. Mentors Character Coaches; helps them to continuously develop their coaching skills with regard to discussing character qualities
- e. Functions as focal person of the Program being implemented in the center

3. The Character Coach:

- a. Coordinates with the Social Worker and the Character Coach Assistant/s for the preparation and implementation of weekly sessions, character rewards, character bulletin, and other related activities
- b. Leads the Character Coach Assistant/s in the conduct of weekly sessions by providing character definitions, recommending stories, presentations, games or other ways to describe/illustrate the character of the month
- c. Prepares reports using prescribed reporting forms
- d. Assists in identifying residents who are deserving of character rewards
- e. Leads the children and youth in demonstrating the meaning and application of character qualities, both inside and outside the center

4. The Character Coach Assistant/s:

- a. Assists the Character Coach in preparing activities such as conduct of weekly character sessions, identification of character awardees, designing the character bulletin, etc.
- b. Assists in the preparation of reports
- c. Demonstrates the meaning and application of character qualities both inside and outside the center

D. 1. Ratio of Character Coach to Number of Children:

One (1) Character Coach and one (1) Character Coach Assistant will be assigned to 10-15 residents. They will provide orientation, demonstration and teachings of the character

qualities during weekly character sessions.

D.2. Suggested activities of children and youth in the center:

Suggested activities of residents in the center include the conduct of weekly character sessions of one (1) hour per week. **(See Appendix C for the suggested daily schedule of activities)**

E. Monitoring and Evaluation:

A. Central Office:

Monitoring the Program implementation shall be conducted quarterly. Mid and year-end evaluations of the Program shall be done by the Program Management Bureau (PMB) at the Field Office in order to identify issues and concerns as well as provide technical assistance every six (6) months to strengthen the Program. **(See Appendix E for the monitoring tool)**

B. Regional Office:

Implementation of the Program shall be monitored by the regional office focal person every month to ensure efficient implementation and to check areas of technical assistance needed by the identified center focal person (usually the Social Worker), Character Coaches and Character Coach Assistants.

C. Residential Care Centers:

The Center Head shall ensure that implementing mechanisms and components of the Program are thoroughly followed by the center focal person, Character Coach and Character Coach Assistants. This will be verified by submitted weekly reports on character sessions conducted.

V. Institutional Arrangements:

A. Program Management Bureau shall:

- Conduct quarterly monitoring and technical assistance to identify deviations from the expected results of the project as indicated in the set plans and objectives, and ensure that appropriate actions are undertaken.
- Provide appropriate technical assistance based on monitoring reports and/or request of the Center Head and/or regional office to address gaps and issues on project implementation.
- Conduct mid and year-end program review and evaluation (PREW) at the field office particularly at the residential care center in order to identify issues, as well as assess the necessity of providing technical assistance.
- Provide seminars/workshops and trainings related to character building for continuous

upgrading of skills of Character Coaches and focal persons.

- Conduct training of Character Coaches in all residential care centers for children and youth.
- Develop Character Coach Assistants, who have potential to become Character Coaches in the future.
- Sustain and expand the program to cover all residential care centers for children and youth of the Department as well as Registered/Licensed/Accredited NGOs and LGUs.

B. Social Technology Bureau shall:

- Enhance the *Manual of Operations and Program Guidelines*.
- Develop materials that will provide and advocate the implementation of the Character Building Program in centers.
- Provide technical assistance in the promotion and institutionalization of the Character Building Program to LGUs, NGOs and People's Organizations (POs) operating residential care facilities for children and youth.

C. Social Welfare and Institutional Development Bureau shall:

- Develop a training module in coordination with the Program Management Bureau and Social Technology Bureau, and act as facilitator in the conduct of training for LGUs and NGOs.

D. Standards Bureau shall

- Develop standards for the accreditation of residential care centers as character building program centers
- Include character building indicators in its requirements for licensing and accrediting Social Welfare and Development Agencies (SWDA), especially those with residential facilities.
- Assist in promoting the character building program to various NGOs and POs through involvement in ABSNETs of the Field Office.

E. Regional Offices shall:

- Ensure continuous implementation of the Program in residential care centers.
- Ensure that Character Coaches are provided with technical assistance and additional learning materials to conduct character building sessions and other activities in the centers. Also ensures attendance of Character Coaches to relevant trainings, workshops and orientations to enhance their coaching capacities.

- Ensure that character sessions are integrated in activities of residents at least once a week for one (1) hour.
- Advocate and coordinate with NGOs, LGUs and other participating agencies for the utilization of Character Coaches in the conduct of character sessions for children and youth in their centers.
- Submit quarterly reports on the Program's implementation status to the Program Management Bureau.

E. LGUs and NGOs shall:

- Ensure implementation of the Program as indicated in action plans they have submitted to the Program Management Bureau.
- Coordinate with Field Offices regarding the conduct of character sessions by the Character Teams.

All previous memoranda/directives/issuances inconsistent with this Memorandum Circular are hereby repealed or modified accordingly.

Issued in Quezon City this day of ^{18th} April 2008.


DR. ESPERANZA I. CABRAL
Secretary

DSWD - OSEC



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Appendix A

**CRITERIA FOR GRANTING THE CHARACTER REWARD
DSWD Residential Care Facilities**

Instruction:

Please rate nominees / candidates for character reward using the following scale of measurement. The highest score is 5 for Excellent, 4 for Very Satisfactory, 3 for Satisfactory, 2 for Fair and 1 for Poor.

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
1. JUSTICE:					
<i>1. Respects and follows rules and/or policies of residential center.</i>					
<i>2. Speaks and supports the truth at all times.</i>					
<i>3. Performs his/her task truthfully based on agreed responsibilities / chores</i>					
<i>4. Accepts limitations of co-residents and other people in the center by having a non-judgmental attitude.</i>					
<i>5. Respects and assists co-residents or other people in the center seeking support.</i>					
2. FORGIVENESS:					
<i>1. Does not repeatedly discuss with others the wrong act done to him/her by another especially when the issue has already been resolved.</i>					
<i>2. Continuously converses and mingles with residents who may have hurt him/her in the past.</i>					
<i>3. Asks forgiveness from co-residents for inappropriate actions or remarks made.</i>					
<i>4. Does not speak harsh words to those who may have hurt him/her.</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
<i>5 Discusses differences or misunderstanding with the concerned resident or other staff in the center in order to patch up things.</i>					
3. ENDURANCE:					
<i>1. Keeps on improving relationship with co-residents and center staff.</i>					
<i>2. Accepts and performs responsibilities in the center beyond agreed areas of function without complaining.</i>					
<i>3. Does not feel offended when criticized but rather strives to improve performance.</i>					
<i>4. Does not strike back when others make unfair judgment but keeps on holding on to what is right based on moral judgment and policies.</i>					
<i>5. Willingly assists to finish tasks requiring more time.</i>					
4. BENEVOLENCE:					
<i>1. Treats co-resident's or other people's needs like they are his or her own.</i>					
<i>2. Helps out co-residents expecting nothing in return.</i>					
<i>3. Shares knowledge and skills with co-residents and other people.</i>					
<i>4. Shares personal resources to a co-resident.</i>					
<i>5. Relates with compassion to a co-resident who needs encouragement to hurdle a difficult task.</i>					
5. FAITH:					
<i>1. Accomplishes his/her task to the best of his/her ability because he/she</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
<i>believes that this will contribute to their general welfare</i>					
<i>2. Chooses to do what he/she believes is right even if others opposed.</i>					
<i>3. Always performs task with enthusiasm despite some problems because he/she believes that the task will contribute to improving their general welfare.</i>					
<i>4. Continuously performs his/her responsibilities despite difficulties and conflicts because he/she knows that these can be overcome.</i>					
<i>5. Trusts that others have the ability to improve their attitude and performance given the right motivation.</i>					
6. DEPENDABILITY:					
<i>1. Performs every task that he/she is expected to do and even those beyond his/her key responsibilities.</i>					
<i>2. Does responsibilities on his / her own will or volition.</i>					
<i>3. Decides and makes appropriate action on issues even without being told.</i>					
<i>4. Does not resign to an unwanted situation because of lack of resources.</i>					
<i>5. Keeps confidential matters to himself / herself unless necessary to divulge information for the sake of social justice.</i>					
7. WISDOM:					
<i>1. Listens to advice of persons in authority before making any decisions.</i>					
<i>2. Learns from past mistakes by avoiding acts that he/she is sure to be ineffective.</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
3. Chooses the right companions that can help him / her improve his/her personality.					
4. Acts according to center policies to avoid untoward incidents.					
5. Chooses to resolve conflicts through open communication.					
8. HONOR:					
1. Follows instructions of persons in authority as long as such instructions are not in conflict with policies.					
2. Respectfully expresses ideas/opinions to co-residents or persons in authority.					
3. Notifies persons in authority when he/she is unable to do his/her assigned responsibility.					
4. Values co-residents efforts bearing in mind that they gave their best to the task at hand.					
5. Does not gossip or maliciously discuss with others the weaknesses of a co-resident.					
9. GENTLENESS:					
1. Speaks kind words especially to those who are discouraged.					
2. Does not try to match offensive behavior of those who do not treat him/her well.					
3. Offers help to a co-resident, especially new ones, who finds difficulty in adjusting and accomplishing tasks.					
4. Willingly listens to the difficulties of others.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
5. <i>Strives to be amiable and peaceable with all.</i>					
10. TOLERANCE:					
1. <i>Does not look down on co-residents who do not meet his/her standards.</i>					
2. <i>Maintains modesty and politeness even when the situation turns undesirable.</i>					
3. <i>Does not tire of helping those who may keep asking for assistance.</i>					
4. <i>Considers the limitations of others by supporting them on their tasks.</i>					
5. <i>Maintains an optimistic attitude in the face of difficulties.</i>					
11. PUNCTUALITY:					
1. <i>Acts immediately on things that need prompt action.</i>					
2. <i>Arrives for center activities on time and as required.</i>					
3. <i>Does not keep visitors waiting.</i>					
4. <i>Submits center activity requirements on or before the deadline set.</i>					
5. <i>Adjusts or copes immediately to changes in scheduled activities.</i>					
12. GENEROSITY:					
1. <i>Shares his/her knowledge and skills with co-residents</i>					
2. <i>Gives assistance, material or otherwise, to a co-resident who is in need.</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
3. Shows kindness by sharing without expecting others to do the same to him/her.					
4. Willingly extends service anytime, as required.					
5. Sees the good in others and expresses appreciation for them.					
13. ALERTNESS:					
1. Acquaints himself/herself with the activities of the center in order to be able to provide assistance to co-residents.					
2. Prepares for unexpected difficulties or problems that may arise.					
3. Does not engage in any risky activity which may lead to problems.					
4. Informs others of possible risks that an act may entail.					
5. Limits interaction with co-residents who may cause trouble/conflict.					
14. ATTENTIVENESS:					
1. Gives undivided attention when listening to either a co-resident expressing opinions or a center staff giving instructions.					
2. Puts into practice new learnings gained during trainings and similar capability-building activities.					
3. Adheres to center policies and programs.					
4. Understands points raised before reacting during conduct of center activities.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
5. Focuses on issues that need immediate responses.					
15. AVAILABILITY:					
1. Attends to the needs of co-residents even if it means sacrificing time and resources.					
2. Makes himself / herself available whenever presence is needed.					
3. Finds time to recharge his/her energy in order to accomplish the responsibilities or chores assigned to him/her.					
4. Accepts assignments at any given situation with no qualms.					
5. Performs assigned tasks and chores according to priority and not on his/her own convenience.					
16. BOLDNESS:					
1. Expresses opinions that he/she strongly believes to be morally right.					
2. Corrects others should he/she deem it necessary.					
3. Supports co-residents' right decisions despite the risk of being criticized by others who opposed.					
4. Does what he/she believes is right even if he/she knows that others will disapprove.					
5. Yields when he/she knows that the others are right.					
17. CAUTIOUSNESS:					
1. Chooses the right words to say to ensure smooth interpersonal relations.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
2. Strives not to offend others, both in words and in deeds.					
3. Follows instructions carefully.					
4. Consults others before deciding on and acting on a very delicate task.					
5. Refrains from acting based on what he/she wants and what is convenient to him/her.					
18. COMPASSION:					
1. Chooses kind words when speaking to a co-resident who is sensitive to criticisms.					
2. Listens to expressed problems / pains concerning personal issues.					
3. Does not pass the blame to a co-resident for a trouble that he/she is going through.					
4. Does not only listen to a suffering co-resident. He/she does something to ease the pain or help him/her cope with the issue.					
5. Extends understanding to a person who has done something wrong yet willing to correct himself/herself.					
19. CONTENTMENT:					
1. Chooses to look at the positive side of a difficult or problematic situation.					
2. Expresses appreciation to whatever blessings that he/she receives.					
3. Does not complain just because he/she does not have what he/she has been longing to possess.					
4. Appreciates the good in others and					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
<i>avoids looking at their limitations.</i>					
<i>5. Is satisfied and happy by doing good deeds to others.</i>					
20. CREATIVITY:					
<i>1. Finds new ways to respond to a critical situation.</i>					
<i>2. Tries various strategies to accomplish a responsibility.</i>					
<i>3. Gives his/her best on any given tasks.</i>					
<i>4. Makes things useful and important.</i>					
<i>5. Welcomes challenges.</i>					
21. DECISIVENESS:					
<i>1. Considers others' opinions when deciding on a difficult concern.</i>					
<i>2. Does not commit something in haste. Rather, she/he tries to weigh possibilities for success.</i>					
<i>3. Acts based on facts.</i>					
<i>4. Commits to something within his/her capacity.</i>					
<i>5. Listen to critics and makes necessary adjustment.</i>					
22. DEFERENCE:					
<i>1. Relates appropriately with co-residents and center staff.</i>					
<i>2. Does not in anyway insult anyone by the things that he/she says, does or wears.</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
3. Listens to others when it is their time to speak.					
4. Avoids conversations that do not build smooth interpersonal relationship.					
5. Respects other people's rights.					
23. DETERMINATION:					
1. Completes any assigned responsibilities despite difficulties.					
2. Does not give up even when others do not seem to be supportive.					
3. Pursues a plan that he/she is sure to yield positive result even if this requires great sacrifices.					
4. Strives to do responsibilities despite problems on resources.					
5. Performs what he/she has committed to do without making excuses.					
24. DILIGENCE:					
1. Completes an assigned task quickly and enthusiastically.					
2. Plans ahead in order to do a task in the best way possible.					
3. Complete tasks thoroughly.					
4. Performs his/her part the best way he/she can.					
5. Works until the best result is achieved.					
25. DISCERNMENT:					
1. Gives way to necessary changes.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
2. Does not judge without scrutinizing things/issues.					
3. Performs task effectively by integrating insights from experiences.					
4. Chooses to do what is right and resists what is inappropriate.					
5. Traces the cause of problems in order to come up with appropriate solutions.					
26. DISCRETION:					
1. Speaks appropriately to avoid conflict.					
2. Does what is honorable, right and just.					
3. Pays attention to details and weighs matters before acting on something.					
4. Refrains from spreading rumors.					
5. Avoids doing anything that will put other people's welfare at risk.					
27. ENTHUSIASM:					
1. Performs his/her tasks with joyfulness.					
2. Speaks inspiring words to co-residents.					
3. Does not dwell on problems.					
4. Shows genuine interest in the activities at the center.					
5. Completes tasks with positive attitude motivated by love.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
28. FLEXIBILITY:					
1. <i>Makes necessary adjustment that may be required due to some changes in activities.</i>					
2. <i>Tries other people's suggestion to do things in a better / different way.</i>					
3. <i>Works on unplanned activities that need to be done immediately.</i>					
4. <i>Does not complain when changes are made.</i>					
5. <i>Never compromises what is right and just.</i>					
29. GRATEFULNESS:					
1. <i>Expresses appreciation to co-residents who have helped him/her.</i>					
2. <i>Recognizes inputs and suggestions of others.</i>					
3. <i>Gives tokens or notes as a way of expressing appreciation.</i>					
4. <i>Reciprocates kindness by giving a hand when such is needed.</i>					
5. <i>Recognizes benefits in the things that he/she receives.</i>					
30. HOSPITALITY:					
1. <i>Attends to visitors politely.</i>					
2. <i>Does acts that will make co-residents especially new ones feel comfortable and welcome.</i>					
3. <i>Shares even personal belongings to his/her co-residents when necessary.</i>					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
4. Willingly shares necessary and appropriate information to center staff or co-resident who request for such.					
5. Entertains visitors when the center staff concerned is not available.					
31. HUMILITY:					
1. Shows consideration to the interests of others before his/her own interests.					
2. Does not brag despite achievements.					
3. Asks apology when necessary.					
4. Asks assistance when necessary.					
5. Gives credit to other co-residents who contributed to a successful activity.					
32. INITIATIVE:					
1. Does what he/she believes is necessary and important even without being told to do so.					
2. Volunteers to help when help is needed.					
3. Shares her/his ideas that may help solve a particular problem.					
4. Divulges information that he/she believes may negatively affect the center when necessary attention is not made.					
5. Tries to find a better way to deal with a situation and willingly shares this with others in the center.					
33. JOYFULNESS:					
1. Dwells on positive things.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
2. Smiles even when faced with a challenging situation.					
3. Initiates rapport building through conversations.					
4. Does not allow any negative emotions to affect her/his interaction with others in the center.					
5. Can laugh at his/her flaws.					
34. LOYALTY:					
1. Tells other people about the positive outcomes of an activity.					
2. Keeps confidential matters shared by a friend.					
3. Tells the truth even if it will hurt others if only to help them improve.					
4. Criticizes when necessary.					
5. Believes in a positive cause and defends it from detractors.					
35. MEEKNESS:					
1. Believes that co-residents have potentials that can be utilized for the advancement of the center's activities.					
2. Accepts other's suggestions when valid.					
3. Solicits other people's opinion.					
4. Acknowledges that others may be better than him/her.					
5. Does not take offense when others are given priority for some opportunities.					
36. OBEDIENCE:					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
1. Sincerely follows directions of center authorities as long as there are no rules or principles violated.					
2. Complies with center policies without complaining.					
3. Does not make excuses when she/he is given a task that she/he perceives as difficult or demanding.					
4. Performs task with the intent of contributing to the success of the center activity.					
5. Does not argue unnecessarily when his/her request is denied.					
37. ORDERLINESS:					
1. Begins the day with wise planning.					
2. Maintains work area clean and neat.					
3. Puts everything in its proper place.					
4. Maintains orderly system for center books and other learning equipments.					
5. Encourages co-residents to maintain an orderly center.					
38. PATIENCE:					
1. Accepts the things he/she can not change.					
2. Keeps trying until he/she achieves best result.					
3. Adheres to center policies.					
4. Waits for the appropriate time to say or do what he/she is concerned with.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
5. Does not complain when he/she does not get things her/his her way.					
39. PERSUASIVENESS:					
1. Shares with others how wise decision can protect others.					
2. Motivates co-residents by being a good role model.					
3. Does not force other people to accept his/her opinion.					
4. Uses appropriate words to persuade co-residents to reject wrong decisions.					
5. Never argues to gain attention.					
40. RESOURCEFULNESS:					
1. Uses free time to enhance learning and creativity.					
2. Repairs, reuses and recycles.					
3. Makes wise use of time, talents, and energy.					
4. Gives away the things that he/she does not need but may be useful to others.					
5. Finds practical uses for things that others would overlook or discard.					
41. RESPONSIBILITY:					
1. Does what he/she has set to achieve based on agreed responsibilities.					
2. Reminds others when they overlook important details.					
3. Develops skills to the best of her/his abilities.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
4. Does what he/she needs to do even if he/she does not want to.					
5. Deals appropriately with the negative effects of his/her acts.					
42. SECURITY:					
1. Neither worries nor frets unnecessarily.					
2. Believes in his/her capacity and that of his/her co-residents.					
3. Focuses on building good relationship with others and not on trying to achieve prominence.					
4. Maintains peace of mind and shows this in the way he/she interacts with others.					
5. Solicits other people's opinion about his/her attitude, when necessary.					
43. SELF-CONTROL:					
1. Never acts when at the height of anger.					
2. Does not equate desires with needs and rights.					
3. Sets own limits.					
4. Avoids expressing unsolicited advice on co-residents' personal matters.					
5. Walks away from things that are not right.					
43. SENSITIVITY:					
1. Perceives the true feelings of others and adapts appropriate responses to them.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
2. <i>Empathizes with others.</i>					
3. <i>Ensures that facial expression and body movement do not offend others.</i>					
4. <i>Knows when a co-resident needs a word of praise.</i>					
5. <i>Easily recognizes when her/his assistance is needed.</i>					
44. SINCERITY:					
1. <i>Does not take advantage of other people.</i>					
2. <i>Gives honest remarks.</i>					
3. <i>Eagerly does what is right with transparent motives.</i>					
4. <i>Means what he/she says.</i>					
5. <i>Never takes advantage of other people's weaknesses.</i>					
45. THOROUGHNESS:					
1. <i>Pays attention to details.</i>					
2. <i>Reviews efforts before reporting to center staff.</i>					
3. <i>Does their responsibility as if she/he will never have another chance to do it right.</i>					
4. <i>Finishes what he/she has started.</i>					
5. <i>Cleans up things after each task.</i>					
46. THRIFTINESS:					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
1. Saves more and spends less as the opportunity comes.					
2. Makes good use of what he/she has.					
3. Looks for the best value in choosing things.					
4. Budgets money, time and energy.					
5. Does not confuse what he/she needs with what he/she wants.					
47. TRUTHFULNESS:					
1. Tells the truth in any given situation.					
2. Encourages others to be truthful.					
3. Does not give damaging reports of others to make oneself look good.					
4. Admits when he/she is wrong.					
5. Does not exaggerate to make things seem different from what they are.					
48. VIRTUE:					
1. Does what is right and encourages others to do the same.					
2. Guards his/her eyes, ears, words and thoughts so as not to commit mistakes and create conflicts in the center.					
3. Learns to stand for what is right.					
4. Abstains from anything which might damage or pollute his/her mind or body.					
5. Treats others as he/she would want to be treated.					

Monthly Character Quality	Scale of Measurement				
	5 Excellent	4 Very Satisfactory	3 Satisfactory	2 Fair	1 Poor
49. LOVE:					
<i>1. Does not envy the opportunities or possessions of co-residents.</i>					
<i>2. Treats others with dignity.</i>					
<i>3. Considers the welfare of others.</i>					
<i>4. Upholds the truth and does not rejoice in unjust things.</i>					
<i>5. Avoids flaunting possessions, achievements and blessings to make others feel bad about themselves.</i>					

Appendix B

SET OF INDICATORS FOR CHILDREN AND YOUTH IN RESIDENTIAL CARE FACILITIES AFTER THE IMPLEMENTATION OF CBP

Instructions: The Focal Person in the center will rate children and youths based on the following indicators with corresponding scale of measurement. This can be done after the residents' three (3) months of regular attendance to weekly Character Quality Sessions.

INDICATORS	SCALE OF MEAUREMENT			
	4 ALWAYS	3 MOST OF THE TIME	2 SELDOM	1 NEVER
A. PERSONALITY/CONDUCT				
1. <i>Well mannered and disciplined</i>				
2. <i>She/he acts appropriately in any given situation</i>				
3. <i>She/he can inspire and motivate co-residents to be happy.</i>				
4. <i>Carry him/herself well in any given situation</i>				
5. <i>Has confidence in expressing him/herself</i>				
B. PERSONAL RELATIONS				
1. <i>Can relate appropriately with co-residents, center staff and supervisors</i>				
2. <i>Can lead and motivate co-residents to do assigned tasks</i>				
3. <i>Dependable in any given situation</i>				
4. <i>Has the willingness to learn by listening; asking questions/clarify concerns with staff and supervisors.</i>				
5. <i>Non-involvement in any untoward incident that may occur in the center.</i>				

INDICATORS	SCALE OF MEAUREMENT			
	4 ALWAYS	3 MOST OF THE TIME	2 SELDOM	1 NEVER
C. KNOWLEDGE				
<i>1.Has the /initiative to improve her/his given talent</i>				
<i>2.Had shown his best in a given tasks</i>				
<i>3.Shares her/his talent for best results on a given activity</i>				
<i>4. Has the capacity to teach his/her co-residents on things that will improve and show their best in a given situation</i>				
<i>5. Continues to try new things or innovate that will increase and improve his/her learning.</i>				
D. SKILLS				
<i>1. Has inherent capacity to be creative</i>				
<i>2. Utilizes her/his skills appropriately on beneficial activity</i>				
<i>3. Tries his/her best to be progressive on acquired skills in the center's different activities.</i>				
<i>4. Participates in activities that will assist the staff in maximizing residents' time at the center</i>				
<i>5. Learns easily on productive endeavor taught to him/her.</i>				
E. ATTITUDE				
<i>1.He/she abides with policies of the center at all times</i>				
<i>2.He/she follows instructions on given</i>				

INDICATORS	SCALE OF MEASUREMNT			
	4 ALWAYS	3 MOST OF THE TIME	2 SELDOM	1 NEVER
<i>tasks</i>				
<i>3. Treats his/her co-residents fairly</i>				
<i>4. He/she is a peacemaker at all times</i>				
<i>5. Can cope up with challenges/difficulties</i>				
F. RESPONSES TO SITUATIONS				
<i>1. Never complains on unexpected changes/result of a group tasks</i>				
<i>2. Gentle in his/her actions/decisions</i>				
<i>3. Can handle challenging tasks</i>				
<i>4. Can think appropriately in any given situation</i>				
<i>5. Never argues with co-residents and staff to create conflict</i>				
G. LIFE'S ASPIRATIONS				
<i>1. Willingness to learn new things</i>				
<i>2. Values the importance of education</i>				
<i>3. Believes having self-discipline can change his/her life</i>				
<i>4. Believes in the power of the caring God</i>				
<i>5. Believes that good character qualities will help him/her develop his/her potentials</i>				

Appendix C

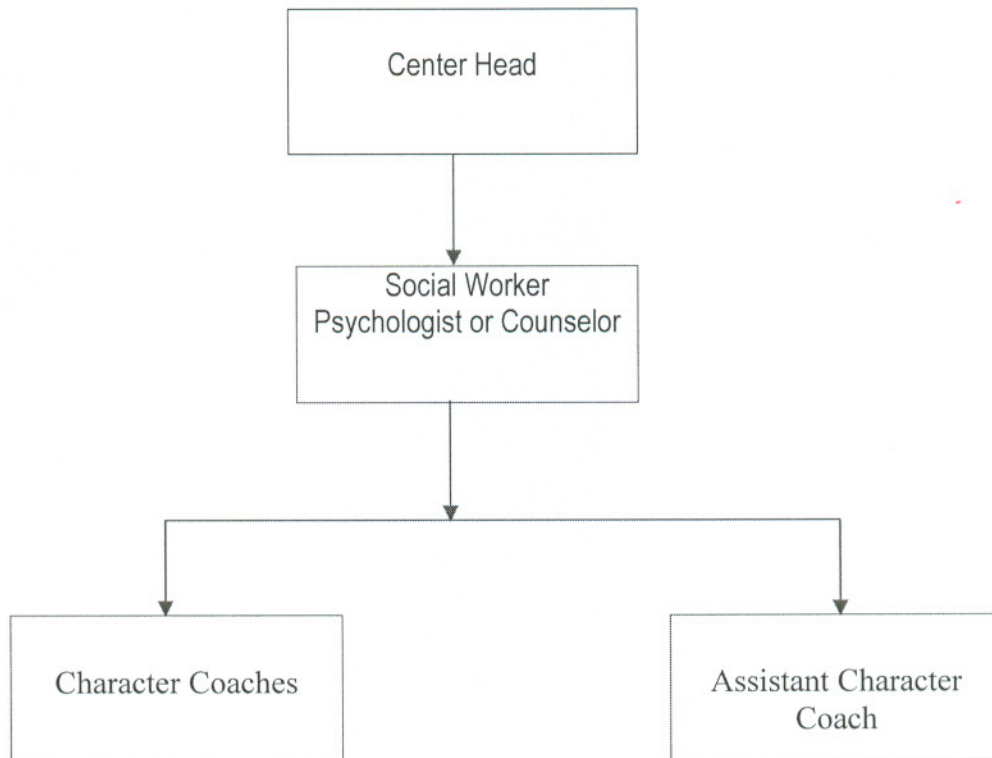
Activities of children and youth in the residential care center from Monday to Friday, with the inclusion of character building sessions.

MONDAY - FRIDAY

TIME	ACTIVITIES	
	IN-SCHOOL	OUT-OF-SCHOOL
A.M		
5:00	Wake up/Fix beddings	
5:00-5:30	Morning Prayer/Exercise	
5:30-6:30	Assist the Houseparent in food preparation/attend to Center's chores/bathing/laundry	
6:30-7:00	BREAKFAST	
7:00-8:30	IN-SCHOOL	Household chores
8:30-9:30		Life skills development/ skills training/ discussion of healthy lifestyles, arts and crafts
9:30-11:00		
11:00-12:00		
P.M.		
12:00-1:00	LUNCH	
1:00-2:00	IN-SCHOOL	Nap time/TV viewing/laundry
2:00-4:00		Occupational therapy/Group work/Individual Counseling/3:00 o'clock prayer
4:00-5:00	Character Building Session (every Friday)	
5:00-6:00	Indoor/Outdoor Activities (ie., reading and sports)	
6:00-6:30	Holy Rosary/Bible Reading	
6:30-7:00	Wash-up/Food preparation	
7:00-8:00	DINNER	
8:00-9:00	Lesson Review/TV Viewing	
9:00	Evening Devotion/Bedtime	

Appendix D

Character Team Organizational Structure



Appendix E

Character Building Program for Residential Care Centers

MONITORING TOOL

I. General Objective:

To institutionalize the Character Building Program for Children and Youth in all DSWD, NGOs and LGUs Residential Centers through the development of children and youth's potentials, particularly on value formation and decision-making towards successful living and becoming participative members of the community.

Specific Objectives:

1. To enhance the skills of children and youth (character coaches) in the conduct of character sessions
2. To develop children and youths' life skills and enable them to participate in capability building and program development
3. To increase the number of responsible teams of character coaches and character coach assistants for the conduct of various character sessions and related activities in other centers
4. To maintain a pleasant environment in residential centers through demonstration of the 49 character qualities by all residents and staff
5. To expand the program in centers and institution of NGOs and LGUs.

Variables	Indicators	Measurement	Methodology	Monitoring Tool	Remarks
1. Enhanced skills of character coaches in the conduct of character sessions	<ul style="list-style-type: none"> • Improved personal and interpersonal relationship between and among character coaches, character coach assistants, children and youth and staff. • Increased in the number of character coach and assistants 	<p># of children and youth with improved personal and interpersonal relationship</p> <p># of character coaches and assistants identified</p>	<ul style="list-style-type: none"> • Rating Form for Children and Youth after six (6) months implementation of CBP in the center (Appendix B) • List of Character coaches and assistants before and after the conduct of character sessions (after six (6) month) 	<ul style="list-style-type: none"> • Guidelines of CBP Residential Care Centers • Monitoring Tool CBP Residential Care Center • Reports submitted • List/Record of children and observations • Rating Form for Children and Youth after six months implementation of CBP 	An assessor report shall be submitted based on the objective, variables and indicators indicated

Variables	Indicators	Measurement	Methodology	Monitoring Tool	Remarks
2. Developed children and youth life skills towards independent and successful living	<ul style="list-style-type: none"> character sessions regularly implemented 	<p># of sessions conducted</p> <p># of children and youth with significant creative/artistic strengths in the presentation of monthly character qualities</p>	<ul style="list-style-type: none"> Weekly Session Plan Prepared Review of Reports submitted Attendance Sheet of children and Youth Interview with the focal person and staff at the center 		
	<ul style="list-style-type: none"> life skills and independent living abilities were provided to residents 	<p># of children and youth participated along capability building activities like financial/money management, job readiness, housekeeping and cooking</p> <p># of children and youth participated along program development</p>	<ul style="list-style-type: none"> Records/List of children and youth provided capability building skills towards independent living Project proposals of capability building activities Records of orientation, workshop, training provided to children and youth along values enhancement activities 	<ul style="list-style-type: none"> Documentation of capability building skills provided to children and youth Documentation of focal person 	Assessment report shall be submitted
		<p># of children and youth participated along program implementation</p> <p># of children and youth in independent and successful living</p>	<ul style="list-style-type: none"> Attendance/List of students with active participation on the implementation of the program Record of children and youth in independent and successful living 	<ul style="list-style-type: none"> Recordings of focal person /character coach and assistants Case Records of children and youth in independent and successful living 	Assessment report shall be submitted
	3. maintained a pleasant environment	<ul style="list-style-type: none"> Love, care, 	<p># of children and youth who had</p>	<ul style="list-style-type: none"> Attendance and recordings of 	<ul style="list-style-type: none"> Documentation report and

Variables	Indicators	Measurement	Methodology	Monitoring Tool	Remarks
towards the aim on becoming character center	<p>respect and responsibilities on children and youth exist</p> <ul style="list-style-type: none"> Decrease or zero conflict among residents and staff in the center Established and undertaken the program components in the attainment of character center 	<p>demonstrated appropriate character qualities for the month or at any given time</p> <p>#Record of ratings of children and youth who continuously attended the weekly character sessions for six months.</p> <p># Character Sessions using the 49 character qualities</p> <p>#Installation and maintenance of character quality corner</p> <p>#Character Rewards</p>	<p>children and youth after six months implementation of character session</p> <ul style="list-style-type: none"> Review of case records The following are the suggested activities/methodologies in the character sessions using the 49 character qualities <ol style="list-style-type: none"> 1. Story telling 2. Skits/theater 3. Games 4. Music, poetry, "balagtasan" 5. Arts-drawing, painting, collage, etc. and 6. Structured Learning Exercises Installation and maintenance of the character quality corner in a conspicuous place in the center Identified awardees among the residents and giving of award shall be done at least once a month through the use of the criteria for Selection of Character Awardee, see Appendix A 	<p>actual visit to the center</p> <ul style="list-style-type: none"> Interview with the focal person and residents Actual visit to the center Review records and interview with the focal person and residents 	