

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


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LEGAL SERVICE  
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Administrative Order No. 10  
Series of 2010

**Subject: Omnibus Guidelines on the DSWD National Volunteer Service Program (Amending for the Purpose Administrative Orders 214 and 218 series of 2002 and AO 1 series of 2007)**

**I. Rationale**

The Department of Social Welfare and Development's (DSWD) National Volunteer Service Program (NVSP) is an organized approach of providing opportunities for individuals and groups to extend voluntary service in the implementation of social welfare and development programs. The DSWD, as the leader in the social protection arena, needs to maximize the vast potential of volunteers as partners in promoting faster, better and smarter social welfare service delivery. These volunteers, both local and foreign, are potent force which the Department can harness in the different areas of social welfare service delivery in the communities, in centers and institutions, or even in office-based volunteer work where their technical expertise can augment the existing workforce. For this purpose, the Administrative Order Nos. 214 and 218 series of 2002 and Administrative Order No. 01 series of 2007 were issued. The implementation, however, of this program need further strengthening to make it more comprehensive, systematic and responsive by making the following enhancements:

1. Broadening areas for volunteer work given the observations submitted by the Field Offices that volunteers mobilized are predominantly deployed at the centers and institutions whereas there are other areas of concern for volunteer work;
2. Operationalizing other provisions of the existing guidelines still found relevant e.g. criteria in the selection and screening of volunteers, the creation and function of the National Bayanihang Bayan Management Committee (NBBMC);
3. Efficiently maintaining and utilizing the database of the pool of volunteers with complete basic information ready for deployment;
4. Systematizing the Department's orientation, deployment and ensuring sustainability of volunteers' contributions;

5. Factoring in the relevant provisions of the RA 9418 known as the Volunteer Act of the Philippines;
6. Further defining the institutional arrangement between and among offices involved in implementing the volunteer program.

Moreover, the Department's website has been utilized as a potent means to recruit individuals and groups. Advances in information and communications technology such as social networking need to be fully harnessed for volunteer awareness, engagement and generation of feedback on the value-added by the program. Full utilization of information technology (IT)/website on this endeavor implies an increase in the number of volunteers applying in the Department, who should be properly trained, supported, provided appropriate social and technical support, considering the highly transient and varying nature of their work.

## II. Legal Bases

The following are the Legal bases for these guidelines:

1. Republic Act 9418 of 2007 and its Implementing Rules and Regulations (IRR) entitled "An Act Institutionalizing A Strategy For Rural Development, Strengthening Volunteerism and For Other Purposes"
2. Administrative Order No. 01 series of 2007 entitled Guidelines on the Implementation of the DSWD Volunteers on Disaster Risk Management and Response
3. Administrative Order No. 24 series of 2004 entitled Scope and Areas for Volunteer Work on Disaster Management as well as the activities of the DSWD
4. Administrative Order No. 218 series of 2002 entitled "Omnibus Guidelines on the DSWD National Volunteer Program
5. Administrative Order No. 214 series of 2002 entitled "Implementation of the Bayanihang Bayan Program for Government Service in the DSWD"

## III. Operational Definition of Terms

For purposes of these guidelines, the following definition of terms has been adopted from the Implementing Rules and Regulations (IRR) of RA 9418 and shall mean:

1. **Volunteerism** refers to an act involving a wide range of activities, including traditional forms of mutual aid and developmental interventions, that provides an enabling and empowering environment both on the part of the beneficiary receiving and the volunteer rendering the act, undertaken for reasons arising from

socio-developmental, business or corporate orientation, commitment or conviction for the attainment of the DSWD's goals and where monetary and other incentives or rewards are not the primary motivating factors.

2. **Volunteer** refers to an individual or group, including students from high schools, colleges and universities not covered by the National Student Training Program (NSTP), who for reasons arising from their socio-developmental, business and corporate orientation, commitment or conviction, contribute time, service and resources whether on full-time or part time basis to DSWD's range of programs and services with a just and essential social development cause, mission or endeavor in the belief that their activity is mutually meaningful and beneficial to public interest as well as to themselves.
3. **Volunteer Service Organization (VSO)** refers to a local or foreign group that recruits, trains, deploys and supports volunteer workers to DSWD's programs and projects implemented or any group that provides services and resources, including but not limited to, information, capability building, advocacy and networking for the attainment of the common good.
4. **Voluntary Sector** refers to those sectors of Philippine society that organizes themselves into volunteers for advocacy and to take action primarily for local and national development as well as international cooperation and understanding
5. **Registration** refers to the process by which volunteers and/or volunteer organizations are recognized by DSWD for purposes of selection and deployment, coordination, networking, information sharing, evaluation and documentation.
6. **National Volunteer Service Program** refers to the collaborative undertaking of the various sectors in the Philippines to achieve national development and international cooperation and understanding through volunteerism.

#### **IV. Program Management**

The National Bayanihang Bayan Management Committee (NBBMC) at the Central Office (CO) shall be established to provide overall direction and guidance for the effective implementation of the program. This national committee shall be composed of the following:

Chairperson: Assistant Secretary and Coach Monitor of SWIDB, Operations and Capacity Building Group (OCBG)

Members : Director, Social Welfare Institutional Development Bureau (SWIDB)  
Asst. Bureau Director, Program Management Bureau (PMB)

Director, Human Resource Development and Management Service (HRMDS)  
Director, Administrative Services (AS)  
Director, Management Information Systems Service (MISS)  
Director, Social Marketing Service (SMS)  
Director, Standards Bureau (SB)  
Director, Policy Development and Planning Bureau (PDPB)

1. The NBBMC shall convene once every semester and as may be necessary to set directions in the implementation of the program, to discuss issues and concerns encountered, and identify possible solutions to resolve such.
2. The Assistant Secretary as Chairperson of the Committee shall also represent the Department as the Bayanihang Bayan Program (BBP) Champion to the BBP Executive Committee and Technical Working Group under the office of Philippine National Volunteer Service Coordinating Agency (PNVSCA).
3. The Assistant Secretary as Chairperson of the Committee and SWIDB Director are the designated Department's permanent and alternate representatives to Multi-Sectoral Advisory Body (MSAB) pursuant to Section 11, Rule V of the Republic Act 9418 or the "Volunteer Act of 2007".
4. The Secretariat of the Committee shall be lodged with SWIDB. The SWIDB Director shall designate the staff support for the secretariat and the Division Chief of Social Protection and Network Development Division (SPNDD) as the Bayanihang Bayan Desk Officer (BBDO) with a Division Chief of the Program Management Bureau (PMB) as alternate BBDO. Funds for the operational needs of the Committee shall be included in the Bureau's work and financial plan, including cost for capability building, monitoring and evaluation, program review, etc. The MISS shall serve as administrator of the Volunteer Registry Plus (VRP) database and provide the technical support to SWIDB which shall be responsible for the VRP website content management system.
5. The SWIDB as the NBBMC Secretariat shall also perform the following functions:
  - 5.1. Coordinate and monitor the implementation of National Volunteer Service Program across the Department;
  - 5.2. Consolidate, summarize and analyze reports of activities and accomplishments of Offices/Bureaus/Services/Units (OBSUs) implementing the National Volunteer Service Program;

5.3. Provide administrative support to the NBBMC in the exercise of its functions.

6. At the Field Office (FO) level, a Regional Bayanihang Bayan Management Committee (RBBMC) shall be organized to provide direction, guidance and introduce ways to improve the over-all implementation of BBP at the regional level. The RBBMC shall be composed of the following:

Chairperson : Regional Director  
Members : Asst. Regional Director  
                  Chief, Management Division  
                  Chief, Operations Division  
                  Chief, Technical Assistance Division  
                  Head, Institutional Development Unit (IDU) (Secretariat)  
                  Head, Regional Management Information Systems  
  Unit (RMISU)  
                  Head, Personnel Unit  
                  Regional Information Officer (RIO)

The RBBMC shall convene once every semester and as may be necessary to discuss volunteer performance and issues and concerns encountered during the previous semester. This is also a venue for the IDUs to present the accomplishment report of the region covering the previous semester.

7. The Secretariat shall be lodged at the FO's Operations Division, specifically IDU, whose Unit Head will also be designated as the Regional Bayanihang Bayan Desk Officer (RBBDO), with a staff from IDU as alternate RBBDO. The RMISU shall provide technical assistance to the IDU on the use of the VRP. Funds for the operational needs of the regional committee shall be included in the region IDU's work and financial plan, inclusive of costs for volunteer orientation and training, monitoring and evaluation and program review, information technology (IT) needs, and other maintenance and operating expenses.
8. The IDU as the RBBMC Secretariat shall also perform the following functions:
- 8.1. Coordinate and monitor the implementation of National Volunteer Service Program across the region;
  - 8.2. Consolidate, summarize and analyze reports of activities and accomplishments of Centers, Social Welfare and Development (SWAD) Teams and Disaster Response Units (DRUs) implementing the National Volunteer Service Program (NVSP);
  - 8.3. Provide administrative support to the RBBMC in the exercise of its functions.
9. The BBDOs and RBBDOs shall serve as the coordinators and overseers of all affairs and information concerning the

implementation of the BBP in the DSWD including the monitoring of and conduct intervention activities when necessary.

## **V. Implementing Guidelines**

The following shall be the series of activities involved in the volunteer program implementation. A flowchart that provides an overview of the program process that defines major activities and key actors or offices is attached as Annex A.

### **1. Submission of Needs for Volunteer Service**

- 1.1. The Program Management Bureau (PMB) shall recommend to SWIDB possible areas of work for deployment of volunteers along their programs and projects quarterly every first Friday of the first month of the quarter. (Please refer to *Annex B* for the template.)
- 1.2. The Standards Bureau (SB) shall likewise recommend to SWIDB possible areas of work for deployment of volunteers to registered, licensed and accredited Social Welfare and Development Agencies using the template provided.
- 1.3. The HRMDS shall likewise submit to SWIDB a quarterly inventory of needs every 1<sup>st</sup> Friday of the 1<sup>st</sup> months of the quarter using the template provided. The inventory shall include office works needing volunteers such as administrative and technical work (i.e., conducting analytical studies, research, information technology and clerical) in coordination with other Bureaus (other than PMB and SB) and Services in the Central Office needing such volunteers.
- 1.4. At the Field Office, the request for volunteers shall be submitted to the IDU.

### **2. Social Marketing**

- 2.1. The Social Marketing Service or Unit at Central and Field Offices respectively, in coordination with the BBDO or RBBDOs, shall be responsible for the information dissemination on the volunteer program using all available media highlighting volunteer work opportunities of the Department. The promotion of volunteer program shall be included on the SMS's yearly advocacy plan to cover the four (4) deployment areas for volunteers as covered in Section VI.
- 2.2. The SWIDB, in coordination with SMS, shall upload in the VRP website the list of events or activities in the CO needing volunteers. The consolidated needs for volunteer service forwarded to SWIDB can likewise be packaged and promoted by SMS to further promote the need for volunteers.

2.3. The IDU, in coordination with SMU, shall advertise using all available media the list of events or activities in the FO needing volunteers.

### **3. Recruitment**

The recruitment process of volunteers for the Department involves registration and selection and screening.

#### **3.1 Registration**

The registration has two modes, namely online and walk-in:

##### **3.1.1 Online Registry**

- 3.1.1.1 The program has installed an online registry of volunteers through the Volunteer Registry Plus (VRP). The VRP shall be utilized for matching of volunteers' skills, interest, and location with the required services.
- 3.1.1.2 SWIDB shall be responsible for the web-content management of VRP to include but not limited to updating of RBBDO Directory, feature articles on volunteerism, announcements etc. SWIDB as the Secretariat shall have full access to the VRP database.
- 3.1.1.3 The MISS shall host and administer the VRP and provide authorized user an access to its Content Management System (CMS). Based on the recommendations of SWIDB, MISS shall upgrade the VRP from time to time to ensure relevance to current needs.
- 3.1.1.4 The RBBDOs shall have full access to the list of registered volunteers. The RMISU shall provide technical assistance to the RBBDOs in accessing the list of volunteers and in the management of the VRP website. BBDO/RBBDOs shall contact registered volunteers for screening and possible deployment in the FOs. Further, RBBDOs shall supply necessary information to SMU for articles to be featured in the VRP website.

##### **3.1.2 Walk-In**

- 3.1.2.1 Interested individuals and organizations can also register as walk-in volunteers if they are unable to register online. They will be requested to fill-up the revised registration form (*Annex C both for individual or group/organization*), content of which is the same as the on-line registration form.

- 3.1.2.2 The BBDO and RBBDOs shall add the profile of the walk-in volunteers to the registry of volunteers through the VRP for assignment of an account of volunteers recruited for the period.
- 3.1.2.3 In times of disaster, the BBDO and RBBDOs shall utilize/explore all local and manual modes of recruitment available in the area because electricity may not be available during and after the onslaught of a disaster.

### **3.2 Selection and Screening**

The BBDO/RBBDOs shall take charge of the screening and selection of qualified volunteers guided by the following:

3.2.1 Volunteers must meet the following basic criteria:

- 3.2.1.1. Must be at least 15 years of age, provided those who are at least 15 to below 18 years old may be eligible to volunteer only in non-hazardous and simple activities;
- 3.2.1.2. Must be willing to commit his/her time, resources and/or talent and be assigned to a specific work without material or financial remuneration;
- 3.2.1.3. Must be willing to learn and undergo training on volunteerism and specialized skills, if needed;
- 3.2.1.4. Must be willing to abide by the policies of the respective assignment/deployment areas;
- 3.2.1.5. Must present any valid ID for identification such as school, company or government-issued ID;
- 3.2.1.6. Must have at least two (2) character reference and a Barangay Clearance where he/she resides;
- 3.2.1.7. Must be physically and mentally capable to render volunteer work. If warranted, this must be certified by a licensed physician or a psychologist;
- 3.2.1.8. For foreigners outside of the Peace Corps program interested to be volunteers, a clearance from the PNVSCA and a proof of legality of stay in the Philippines are required.

3.2.2 The BBDO and RBBDOs shall preside in the selection from the registered volunteers.

3.2.3 The residence of each volunteer must be considered as one of the criteria for deployment to maximize the effectiveness of active volunteers' participation.

3.2.4 For volunteers interested to render service in centers and institutions, RBBDOs must refer them to the Center Heads to ensure the fitness of prospective volunteers with respect to the



clientele groups. The same shall apply to community-based programs.

- 3.2.5 The BBDO/RBBDOs shall respond to email and telephone inquiries of volunteers. The MISS shall ensure the automated acknowledgment of online registrants.

**Note:** In an emergency setting, the procedures for screening and selection may be temporarily waived and expedited by the BBDO and the RBBDOs. However, a filled-up registration form with waiver (see *Annex D*) and orientation are mandatory.

#### **4. Pre-deployment and Initial Orientation of Volunteers**

The BBDO/RBBDOs, as focal person for the program shall conduct pre-deployment general orientation to qualified volunteers before deployment using the orientation module developed by SWIDB on areas such as:

- 4.1 DSWD's Vision, Mission, Goals, Programs and services
- 4.2 Orientation on volunteerism
- 4.3 Specific office policies to be observed by the volunteers throughout the deployment period, e.g. wearing of I.D., non-smoking and non-loitering inside DSWD premises, etc.
- 4.4 Output required and specific work/services needed
- 4.5 Duties and responsibilities of volunteers:
  - 4.5.1 Perform the assigned tasks under supervision of DSWD staff
  - 4.5.2 Observe/respect DSWD's policies and procedures especially in relation to confidentiality of cases
  - 4.5.3 Attend trainings, orientation, briefing and other capability building activities which will be provided by DSWD when needed
  - 4.5.4 Attend regular meeting, consultations, dialogues and supervising conferences/sessions as need arises
  - 4.5.5 Submit accomplishment reports in relation to volunteer service
- 4.6 The BBDO/RBBDOs shall prepare and facilitate the execution of memorandum of agreement (MOA) for group or corporate volunteers or VSOs detailing the terms of reference of volunteer work. (Template of MOA is attached as *Annex E* of this document.)
- 4.7 Once deployment orientation is done and the necessary documents are submitted, BBDO/RBBDOs shall prepare the list of qualified volunteers ready for deployment and communicate/refer the same to concerned offices.

## **5. Deployment of Volunteers**

- 5.1. At the CO level, BBDO shall recommend to the concerned OBSUs needing volunteer service all qualified volunteers ready for deployment. Same task is expected from the RBBDOs at the Field Office once there are screened volunteers ready for deployment to the concerned units of the office.
- 5.2. The volunteer shall prepare a work plan (*Annex F*) in collaboration and agreement with his/her supervisor. The duration of volunteer work shall be based upon the mutually agreed work plan between the volunteer and his/her supervisor.
- 5.3. The BBDO/RBBDOs shall provide temporary identification cards (*Annex G: ID Templates*) to all volunteers. The name of the volunteer, duration of volunteer work and area of deployment must be indicated in the ID. The ID must be returned to BBDO/RBBDOs when the volunteer leaves the program.
- 5.4. At the CO, the head of OBSUs shall act as the supervisor and shall designate a staff who will act as the immediate supervisor of volunteers. At the FO, the SWAD Team Leader or Center Heads and Personnel Unit Head shall act as the supervisor and may designate a staff who will act as the immediate supervisor of volunteers. Both the supervisor and the assigned immediate supervisor assume full responsibility for volunteers even in times of disaster operations.

The supervisor and the immediate supervisor are responsible for the following:

- 5.4.1. Conduct of onsite or office-based orientation specific to the programs and services;
- 5.4.2. Impose measures for the security of volunteers, center/institution residents and the Department;
- 5.4.3. Provide training and/or actual demonstration of work whenever necessary;
- 5.4.4. Ensure the work area of the volunteers is provided with the necessary logistical support, etc e.g., tables, chairs, and water dispenser especially if there is a big group of volunteers;
- 5.4.5. Monitoring of attendance and tracking of hours and service rendered (*Annex H: Attendance Sheets both for regular deployment and disaster operations*)
- 5.4.6. Tracking of volunteers' work accomplishment in compliance with the submitted work plan;
- 5.4.7. Evaluation of volunteers' actual work condition in compliance with the volunteers' terms of reference;
- 5.4.8. Re-planning if necessary.

- 5.4.9. Refer to BBDO or RBBDO to facilitate the redress of grievance of volunteers as well as grievance of client-beneficiaries against volunteers, if any.

## **6. Post-deployment of Volunteers**

The BBDO/RBBDOs, as focal person for the program shall ensure the following:

- 6.1. Facilitate the redress of grievance of volunteers as well as grievance of client-beneficiaries against volunteers, if any, and refer grievance to the NBBMC/RBBMC Chairperson, if necessary;
- 6.2. Conduct post-deployment exit activities such as interviews, debriefing or reflection sessions to all deployed volunteers in order to ensure that volunteers were debriefed and pertinent post-evaluation engagement has been conducted. Debriefing sessions will process and thresh out issues encountered in the course of deployment of a volunteer.
- 6.3. For continuing volunteers, capability-building activities may be provided by BBDO/RBBDOs in order to upgrade the volunteers' knowledge, attitude and skills on specific area/topic.

## **7. Reporting**

- 7.1. The volunteer shall submit accomplishment report using Volunteer Accomplishment Report template (Annex I) to be submitted to his/her supervisor based on agreed timelines. The volunteer accomplishment reports as well as the attendance sheets shall serve as the bases for OBSUs and units/centers/institutions in their preparation and submission of reports to BBDO and RBBDOs, respectively.
- 7.2. A semestral report shall be submitted by the different OBSUs to the BBDO at the CO, and by the different units/centers/institutions to the RBBDOs at the FOs. The report shall include both narrative and statistical accomplishments following the attached templates (Annex J and Annex K). This shall be collected on the 10th day of the last month of the covered semester. The RBBDOs shall submit reports to SWIDB every 30th of June and November of the year. The received reports shall be the basis for SWIDB on coming up with a national accomplishment report on the program for the management and to be submitted to PNVSCA.

## **8. Recognition and Affirmation**

The individual volunteer or organization who have rendered volunteer work regardless of duration shall be provided with a Certificate of Appreciation (Annex I) to be prepared by the BBDO/RBBDOs.

## **VI. Areas of Deployment**

There are four areas where volunteers may be deployed at the Department, with underlying services that volunteers may render, namely:

### **1. DSWD Residential Facilities**

- 1.1. Administrative and Professional Services - aimed at augmenting existing staff in residential facilities in performing duties such as clerical work, liaising, nursing or care giving, house parenting, legal assistance, etc.
- 1.2. Economic and Livelihood - provision of opportunities to acquire gainful occupation/livelihood through practical skills development like food processing, handicraft, vegetable gardening, welding, etc.
- 1.3. Education and Advocacy - aimed at improving the literacy and knowledge of residents such as formal education, literacy training, tutorials, computer workshop, etc.
- 1.4. Physical and Health - aimed at improving the physical and health aspects of residents such as medical and dental services, psychiatric consultations and counseling, feeding programs, etc.
- 1.5. Socio-cultural - provision of indoor and outdoor activities such as art/voice/dancing/acting lessons, socializing, storytelling, games, puppetry, etc.
- 1.6. Spiritual and Moral - provision of varied spiritual activities aimed at strengthening the resident's faith and relationship with God, values formation, and values inculcation.

### **2. DSWD Central or Regional Offices**


- 2.1. Office-based Services - professional and administrative services aimed at augmenting the existing staff capability in offices in performing duties such as research work, information technology, clerical work, liaising, etc.
- 2.2. Community-based Services - professional and administrative services aimed at addressing the needs of community-beneficiaries such as case management, legal assistance, community development, education and advocacy, infrastructure development e.g. Kalahi-CIDSS, SEA-K and 4Ps programs.

3. **Disaster Risk Reduction and Management (DRRM)** - volunteer work along disaster risk reduction and management such as mitigation activities, preparation activities, disaster response and recovery e.g. psychosocial support, provision of psychological first aids, support to camp management, repacking and distributing of relief goods to disaster victims, etc.
4. **DSWD Licensed/Accredited NGOs** - volunteer work with DSWD Licensed/Accredited NGOs.

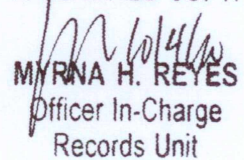
**VII. Effectivity**

These amendments to the afore-cited Administrative Orders shall take effect immediately upon approval and shall supersede all other guidelines and provisions inconsistent hereof.

Issued this 27<sup>th</sup> day of September 2010 in Quezon City.

  
**CORAZON JULIANO-SOLIMAN**  
Secretary

A CERTIFIED COPY:

  
**MYRNA H. REYES**  
Officer In-Charge  
Records Unit

Omnibus Guidelines on the DSWD National  
Volunteer Service Program

List of Annexes

- A. DSWD Bayanihang Bayan Program Process Flowchart
- B. Inventory of Volunteer Service Needs
- C. Registration Form (Individual and Organization)
- D. Waiver
- E. Template of MOA
- F. Work Plan
- G. ID Template
- H. Attendance Sheets
- I. Volunteer Accomplishment Report
- J. Semestral Narrative Report Format
- K. Semestral Statistical Report Form
- L. Certificate of Appreciation

**ANNEX A: DSWD BAYANIHANG BAYAN PROGRAM PROCESS FLOWCHART**

Concerned OBSU	Submission of Needs for Volunteer Service	Recruitment	Pre-deployment and Initial Orientation of Volunteers	Deployment of Volunteers	Post Deployment of Volunteers, Reporting, and Recognition and Affirmation
PMB, HRMDS and SB to SWIDB at the CO, Center Heads, DRU and Personnel to IDU at the FO	Submission of Needs for Volunteer Service				
SWIDB, IDU, SMS and SMU	Posting of Volunteer Needs				
SWIDB and IDUs		Recruitment - Registration - Selection and Screening			
SWIDB and IDUs			Pre-deployment and Initial Orientation of Volunteers Execution of MOA for Group Volunteers		
OBSUs at the CO/Centers Heads, SWAD Team Leaders/DRU at the FO (SWIDB and IDUs shall provide temporary ID to volunteers)				Deployment of Volunteers	
SWIDB and IDUs					Post Deployment of Volunteers - Exit activities - CB (optional)
Volunteers to Supervisors, OBSUs to SWIDB/Center Heads, SWAD Team Leader, and DRUs to IDU					Reporting
SWIDB in coordination with HRMDS & PMB; IDU in coordination with PU & OD					Recognition and Affirmation

**ANNEX B**  
Inventory of Volunteer Service Needs

Department of Social Welfare and Development  
**BAYANIHANG BAYAN PROGRAM**

**INVENTORY of VOLUNTEER SERVICE NEEDS**

For the period of \_\_\_\_\_

OBSU/FO	Event, Location and Duration	Volunteer Request			
		Number of Volunteers Needed		Nature of Work	Skills Required
		Male	Female		
				➤	➤
				➤	➤
				➤	➤
				➤	➤
				➤	➤

Prepared by:

Approved by:

Name:  
Position/Title:

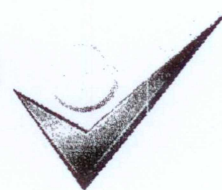
Name:  
Position/Title:



ANNEX C - Individual Volunteer Registration Form



Department of Social Welfare and Development  
Bayanihang Bayan Program



INDIVIDUAL VOLUNTEER REGISTRATION FORM

I. Identification

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Country: \_\_\_\_\_

Region: \_\_\_\_\_ Province/Municipality: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Street/Bgy. Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Sex: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Are you affiliated with a Volunteer Organization?  Yes  No

If yes, please specify name of organization: \_\_\_\_\_

II. Person to Notify in Case of Emergency

Name: \_\_\_\_\_

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

Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

III. Primary Skills

Skill	Level (Beginner, Intermediate or Advanced)
_____	_____
_____	_____
_____	_____

IV. Education

Highest Educational Attainment: \_\_\_\_\_

Institute/University: \_\_\_\_\_ Field of Study: \_\_\_\_\_

Passed Professional Examination?  Yes  No Details: \_\_\_\_\_

**ANNEX C - Individual Volunteer Registration Form**

**V. Employment**

Company Name: \_\_\_\_\_ From/To: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Position Title: \_\_\_\_\_

Work Description: \_\_\_\_\_

**VI. Preferred Area of Deployment for Volunteer Work**

(See back page for description and examples of volunteer work for each area of deployment)

**DSWD RESIDENTIAL FACILITIES**

- Administrative and Professional Services
- Economic and Livelihood
- Education and Advocacy
- Physical and Health
- Socio-cultural
- Spiritual and Moral

**DSWD CENTRAL OR REGIONAL OFFICES**

- Office-based Services
- Community-based Services

**DISASTER RISK REDUCTION AND MANAGEMENT (DRRM)**

- Disaster Risk Reduction and Management (DRRM)

**DSWD LICENSED/ACCREDITED NGOS**

- DSWD Licensed/Accredited NGOs

**Preferred Sector for Volunteer Work:**

- Children
- Elderly
- Families/Communities
- Person with Disabilities
- Women
- Youth

Preferred Region of Deployment: Region \_\_\_\_\_

**VII. Schedule of Availability**

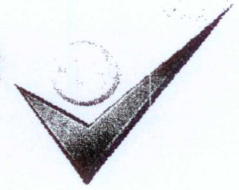
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	
other (e.g. Every 3rd Sunday from 10am-3pm)	

**For online registrants:**

- Receive newsletters?  Yes  No
- Receive invites outside the preferred areas of deployment for volunteer work?  Yes  No



Department of Social Welfare and Development  
Bayanihang Bayan Program



VOLUNTEER ORGANIZATION REGISTRATION FORM

I. Identification

Name of Organization: \_\_\_\_\_

Country: \_\_\_\_\_

Region: \_\_\_\_\_ Province/Municipality: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Street/Bgy. Address: \_\_\_\_\_

Head of Organization: \_\_\_\_\_

Focal Person: \_\_\_\_\_ Tel. No.: \_\_\_\_\_ E-mail: \_\_\_\_\_

Alternate Focal Person: \_\_\_\_\_ Tel. No.: \_\_\_\_\_ E-mail: \_\_\_\_\_

Number of Members: \_\_\_\_\_ Sponsorship/Fund Source: \_\_\_\_\_

Type of Organization:

- Academic Institution       Government Agency       International Organization  
 Corporate Foundation       Non-Profit/NGO/People's Organization

II. Objectives of the Organization in Volunteering

III. Proficiencies of the Organization

Proficiency	Level (Beginner, Intermediate or Advanced)
_____	_____
_____	_____
_____	_____

**IV. Preferred Area of Deployment for Volunteer Work**

(See back page for description and examples of volunteer work for each area of deployment)

**DSWD RESIDENTIAL FACILITIES**

- Administrative and Professional Services
- Education and Advocacy
- Socio-cultural
- Economic and Livelihood
- Physical and Health
- Spiritual and Moral

**DSWD CENTRAL OR REGIONAL OFFICES**

- Office-based Services
- Community-based Services

**DISASTER RISK REDUCTION AND MANAGEMENT (DRRM)**

- Disaster Risk Reduction and Management (DRRM)

**DSWD LICENSED/ACCREDITED NGOS**

- DSWD Licensed/Accredited NGOs

**Preferred Sector for Volunteer Work:**

- Children
- Families/Communities
- Women
- Elderly
- Person with Disabilities
- Youth

Preferred Region of Deployment: Region \_\_\_\_\_

**V. Schedule of Availability**

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	
other (e.g. Every 3rd Sunday from 10am-3pm)	

**For online registrants:**

Receive newsletters?  Yes  No

Receive invites outside the preferred areas of deployment for volunteer work?  Yes  No

## ANNEX C - Individual Volunteer Registration Form

Description and examples of volunteer work for each area of deployment:

### DSWD RESIDENTIAL FACILITIES

**Administrative and Professional Services** - aimed at augmenting existing staff in residential facilities in performing duties such as clerical work, liaising, nursing or care giving, house parenting, legal assistance, etc.

**Economic and Livelihood** - provision of opportunities to acquire gainful occupation/livelihood through practical skills development like food processing, handicraft, vegetable gardening, welding, etc.

**Education and Advocacy** - aimed at improving the literacy and knowledge of residents such as formal education, literacy training, tutorials, computer workshop, etc.

**Physical and Health** - aimed at improving the physical and health aspects of residents such as medical and dental services, psychiatric consultations and counseling, feeding programs, etc.

**Socio-cultural** - provision of indoor and outdoor activities such as art/voice/dancing/acting lessons, socializing, storytelling, games, puppetry, etc.

**Spiritual and Moral** - provision of varied spiritual activities aimed at strengthening the resident's faith and relationship with God, values formation, and values inculcation.

### DSWD CENTRAL OR REGIONAL OFFICES

**Office-based Services** - professional and administrative services aimed at augmenting the existing staff capability in offices in performing duties such as research work, information technology, clerical work, liaising, etc.

**Community-based Services** - professional and administrative services aimed at addressing the needs of community-beneficiaries such as case management, legal assistance, community development, education and advocacy, infrastructure development e.g. Kalahi-CIDSS, SEA-K and 4Ps programs.

**DISASTER RISK REDUCTION AND MANAGEMENT (DRRM)** - volunteer work along disaster risk reduction and management such as mitigation activities, preparation activities, disaster response and recovery e.g. psychosocial support, provision of psychological first aids, support to camp management, repacking and distributing of relief goods to disaster victims, etc.

**DSWD LICENSED/ACCREDITED NGOS** - volunteer work with DSWD Licensed/Accredited NGOs.

## ANNEX E: MOA Template with Volunteer Organization

### MEMORANDUM OF AGREEMENT

This Agreement is entered into and executed in Quezon City, Philippines this \_\_\_\_<sup>th</sup> day of \_\_\_\_\_, 2010 between:

The **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**, the national policy and regulatory agency for social welfare and development with principal address Batasang Pambansa Complex, Constitution Hills, Quezon City, herein represented by **Secretary** \_\_\_\_\_, and herein after referred to as **DSWD**,

-and-

The \_\_\_\_\_, a national organization with principal office at \_\_\_\_\_, Philippines, herein represented by its \_\_\_\_\_, and herein after referred to as \_\_\_\_\_.

### WITNESSETH:

WHEREAS, **DSWD** is mandated to provide social protection and promote the rights and welfare of the poor, vulnerable and disadvantaged individual, family and community to contribute to poverty alleviation and empowerment through social welfare development policies and programs, projects and services;

WHEREAS, \_\_\_\_\_ is a voluntary national organization of psychologist committed to promote mental health and psychosocial support to victims of disasters and calamities and other vulnerable groups;

WHEREAS, the parties pursuant to Administrative Order No. \_\_\_\_\_ dated \_\_\_\_\_, 2010, agree to the deployment of \_\_\_\_\_ with the \_\_\_\_\_.

NOW, THEREFORE, for and in consideration of the foregoing premises the parties here to agree as follows:

#### 1. Purpose of the Agreement

This agreement establishes the relationship between **DSWD** and \_\_\_\_\_ to facilitate the deployment of its member psychologist consistent with the goals of the \_\_\_\_\_ and the needs for volunteers of **DSWD** in the delivery of programs and services both in centers/institutions and community-based settings.

## ANNEX E: MOA Template with Volunteer Organization

### 2. Project Goals and Objectives

The project involves placement of \_\_\_\_\_ member-psychologists in DSWD-managed and operated centers/institutions, communities, disaster areas and evacuation centers for the conduct of formal and non-formal educational and life-skills training for Filipino children, youth, women, families who are risk, to enable them to have opportunities to improve their quality of life and become productive and self-reliant citizens of their community. More specifically, the project seeks to:

- a. Empower Filipino children, youth, women and families, who are at risk and living within a supportive community with the resources necessary to confront complex, stressful life conditions and lead personally satisfying and enriching lives in the future;
- b. Increase the capacity of community organizations to address the needs of children, youth, women and families at risk;
- c. Instill among individuals respect for children's right and to make them agent of change in promoting national culture based on respect for children's rights.

### 3. Implementing Agencies

- Department of Social Welfare and Development through Social Welfare and Institutional Development Bureau (SWIDB)/ FIELD OFFICE \_\_\_\_\_
- \_\_\_\_\_

### 4. Management and Implementation Arrangement

Management and implementation arrangement are specified in the **TERMS OF REFERENCE** which form an integral part of this MOA. The parties shall review the implementation of the agreement through an annual meeting to be chaired by DSWD. Periodic discussions shall be undertaken as may need.

### 5. Effectivity

This agreement shall cover a period of \_\_\_\_\_ ( \_\_\_\_ ) years and shall take effect on the date of its signing. It may be amended by an exchange of letters among the parties and any particular matter rising in or during the implementation of this MOA not amounting to an amendment may be the subject of an exchange of letters.

**ANNEX E: MOA Template with Volunteer Organization**

**6. Notice of Termination**

Either parties may terminate this Agreement before the expiration date after serving the other party a written notice of such intention without prejudice to the duties of **DSWD**, and \_\_\_\_\_ have with respect to the volunteers as enumerated in the terms of reference.

IN WITNESS WHEREOF, the parties have signed this Agreement and have here unto affixed their respective signatures.

Done in \_\_\_\_\_ on the \_\_\_\_ th day of \_\_\_\_\_  
2009.

**FOR: THE DEPARTMENT OF  
SOCIAL WELFARE AND  
DEVELOPMENT**

**FOR: \_\_\_\_\_  
\_\_\_\_\_**

\_\_\_\_\_

\_\_\_\_\_

**Secretary**

**President**

**Witness:**

\_\_\_\_\_

\_\_\_\_\_

**Director, SWIDB /  
REGIONAL DIRECTOR**

**Program Officer**



## ANNEX E: MOA Template with Volunteer Organization

### ACKNOWLEDGEMENT

BEFORE ME, a Notary Public in and for \_\_\_\_\_, Philippines, on this \_\_\_\_ day of \_\_\_\_\_ year **2010** personally appeared the following:

NAME	CTC Number	DATE & PLACE OF ISSUANCE
1.	_____	_____, Quezon City
2.	_____	_____, Quezon City

Known to me and to me known to be the same person who executed the foregoing instrument and they acknowledge to me that the same is the free voluntary act of the entity they represent, they being duly authorized for the purpose.

This instrument consist of seven (7) pages, including this page which the acknowledgement is written, each page of which has been duly signed by the parties and their instrumental witnesses.

WITNESS MY HAND AND NOTARIAL SEAL on the date place herein above written.

Doc. No.  
Page No.  
Book No.  
Series of \_\_\_\_\_

## ANNEX E: MOA Template with Volunteer Organization

### GENERIC TERMS OF REFERENCE

#### A. Department of Social Welfare and Development (DSWD)

1. The DSWD shall request volunteers for the DSWD- managed and operated centers/institutions and communities.
2. DSWD shall review \_\_\_\_\_ volunteer nomination and formally notify \_\_\_\_\_ of its acceptance of those nominations.
3. The DSWD shall host the \_\_\_\_\_ volunteer in its managed and operated centers/institution and communities for the mutually agreed upon work duration and assignment.
4. The DSWD shall introduce the \_\_\_\_\_ volunteer to local community officials, other concerned agencies and support networks with his/her work assignment.
5. The DSWD shall develop with the \_\_\_\_\_ volunteer mutually agreed work plan in support of the activities of host agency's managed and operated centers/institutions and communities.
6. The DSWD shall provide Counterpart/ Supervisor to assist and monitor day to day work activities of the volunteer, to assist the volunteer's cultural, community and social integration, and to report to \_\_\_\_\_ any issues or problems that may need follow up. Further, the DSWD Counterparts/ Supervisor shall prepare and submit an assessment report of the \_\_\_\_\_ volunteer's work and accomplishments.
7. The DSWD shall allow the Counterpart/Supervisor to attend the \_\_\_\_\_ Conference, if there's any. Cost of travel of the counterpart/supervisor shall be shouldered by the DSWD, while the board and lodging during the Conference shall be borne by \_\_\_\_\_.
8. DSWD shall allow the \_\_\_\_\_ volunteers to attend additional professional development training such as the in-service, mid-service and close of service workshops as may be required by \_\_\_\_\_.

## ANNEX E: MOA Template with Volunteer Organization

9. The DSWD shall conduct monitoring/ assessment of the deployment status \_\_\_\_\_ volunteer and provide technical assistance, whenever deemed necessary.

### B. VOLUNTEER ORGANIZATION (\_\_\_\_\_)

1. \_\_\_\_\_ shall provide qualified volunteers with appropriate technical and developmental assistance skills to support the needs of the DSWD managed and operated centers/institutions and communities.
2. \_\_\_\_\_ shall provide the volunteers training in areas such as, but not limited language, cross- cultural adjustment and safety and security prior to their work with the DSWD.
3. \_\_\_\_\_ shall provide the volunteer additional professional development training, if available (i.e. in-service, mid- service and close of service workshops), including the cost of travel.
4. \_\_\_\_\_ shall provide basic and emergency medical/dental care. In case of an emergency, the volunteer will work with the DSWD to which he/she is assigned and medical staff to obtain the appropriate immediate care and arrange for follow-up care with \_\_\_\_\_.
5. \_\_\_\_\_ shall hold a Supervisors/Counterparts Conference upon swearing-in of the volunteers to be attended by the volunteers' supervisors/counterparts who will be provided with board lodging by \_\_\_\_\_.
6. \_\_\_\_\_ shall assign \_\_\_\_\_ Supervisors, whose responsibilities include visiting the volunteer and DSWD staff at their sites, working with the DSWD assigned counterpart/supervisors to help ensure volunteers' safety and security, cultural and community adjustments and assisting volunteers to meet their targets.

### C. Volunteer Responsibilities

1. The volunteer shall prepare a work plan in collaboration with his/her counterpart/supervisor. Such plan shall be agreed between the volunteer and

## ANNEX E: MOA Template with Volunteer Organization

concerned DSWD Center Head or Head Social Worker and the same shall be submitted to SWIDB/IDU.

2. The volunteer shall report to the DSWD, and \_\_\_\_\_ Office on activities in a timely manner and shall work on mutually agreed activities that are within the goals of \_\_\_\_\_ and that are supportive of the needs of the DSWD.
3. The volunteer shall secure approval of leave from the head of the concerned DSWD managed and operated centers/institutions and communities for all travels and absences from the site due to personal, official or other reasons.
4. In accordance with \_\_\_\_\_ regulations and DSWD regulations, volunteers are:
  - a. Not permitted to accept payment for services during actual volunteer service;
  - b. To observe strict compliance with the following:
    - i. Accept remunerative employment during his/her assignment,
    - ii. Make directly, or indirectly, any contribution of money or other things of value, or promise expressly or impliedly to make any such contributions, in connection with any convention, caucus or other process to select candidates for any political office,
    - iii. Participate in political activities; and
    - iv. Solicit contributions.
    - v. Confidentiality of the Department's documents s/he has access to throughout deployment
    - vi. Prohibition of documentation, picture-taking of the facilities/premises of the Department without permission from the assigned DSWD Supervisor.
  - c. And to comply with the rules and regulations prescribed by \_\_\_\_\_ and policies of the DSWD.

Volunteer Work Plan

For the Period: \_\_\_\_\_

Program/Project Objectives	Expected Output of Volunteer Work	Volunteer Activities	Implementation Period	No. of Hours Required

Prepared by:

Date:

\_\_\_\_\_  
Signature over Printed Name of Volunteer

\_\_\_\_\_

Approved by:

Date:

\_\_\_\_\_  
Signature and Name of Supervisor

\_\_\_\_\_

Area/Place of Work Assignment: \_\_\_\_\_

Event: \_\_\_\_\_

**ANNEX G:  
Identification Card Template**



\_\_\_\_\_  
Name

SWIDB Director/Regional Director  
DSWD

Duration and Place of Volunteer	ID No.:

**ANNEX H**

**Attendance Sheet for Center and Office-Based Volunteers**

**ATTENDANCE SHEET**  
(NAME OF OBSU/FO/CENTER/COMMUNITY)  
(Event)  
(Date)

No.	First Name	Last Name	Organization	Time In	Time-out	No. of Hours Rendered	Signature
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							





Volunteer Accomplishment Report

For the Period: \_\_\_\_\_

Program/Project	Output of Volunteer Work	Activities Undertaken	No. of Hours Rendered	Status

Issues/Problems Encountered:

\_\_\_\_\_

\_\_\_\_\_

Recommendations:

\_\_\_\_\_

\_\_\_\_\_

Prepared by:

Date:

\_\_\_\_\_  
*Signature over Printed Name of Volunteer*

\_\_\_\_\_

Approved by:

Date:

\_\_\_\_\_  
*Signature and Name of Supervisor*

\_\_\_\_\_

Area/Place of Work Assignment: \_\_\_\_\_

Event: \_\_\_\_\_

**DSWD Bayanihang Bayan Program**  
**Field Office \_\_\_\_\_**  
**\_\_\_\_\_ Semester Narrative Accomplishment Report for 2010**

**I. INTRODUCTION (2 to 3 paragraphs)**

This should contain the ff:

- information regarding social marketing/advocacy, screening and processing of applicants
- orientation and training of volunteers and deployment process
- Post deployment

**II. ACCOMPLISHMENTS**

- A. Number of volunteer registered vis-à-vis mobilized
- B. Number of Volunteers Mobilized to specify those walk-in and registered on-line
- C. Specific DSWD Deployment Areas where Volunteers were Deployed:
  1. DSWD Residential Facilities
  2. DSWD Central or Regional Offices
  3. Disaster Risk Reduction and Management (DRRM)
  4. DSWD Licensed/Accredited NGOs
- D. Updates on RBBMC

**III. ANALYSIS (highlight the value-added of volunteer mobilization)**

**IV. ISSUES ENCOUNTERED AND RECOMMENDATION IN THE IMPLEMENTATION OF BBP (Matrix form: Issues, Actions taken at the FO level, Other recommendations)**

Semestral Statistical Report Form

<b>COMMUNITY-BASED</b>													
<b>Event: Brgy. San Jose-Kalahi CIDSS</b>													
<b>Water system</b>													
A.1. Engr. Rogelio Santos		-											
A.2. Engr. Mark Sta. Cruz		-											
<b>Event: Brgy. San Miguel-MS Office</b>													
<b>Tutorials</b>													
B.1. Kag. Larry Alcantara		-											
B.2. Mr. Edwin Cruz		-											
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-			
<b>DRRM</b>													
<b>Event: Relief Distribution</b>		-											
A.1 Lions Club International		-											
A.2 PMI Colleges		-											
<b>Event: Camp Management</b>		-											
B.1 Scandinavian Mission		-											
B.2 Dr. Arnold Garcia		-											
<b>Event: Provision of PSP</b>		-											
C.1 UST Psycho-trauma Clinic		-											
C.2 Ms. Tonnette DeLa Cruz		-											
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-			
<b>DSWD LICENSED/ACCREDITED NGOS</b>													
<b>Agency for Community and Family</b>													
<b>Event: Website Development</b>		-											
A.1 Mr. Wally Esgovia		-											
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-			
<b>GRAND TOTAL</b>	-	-	-	-	-	-	-	-	-	-			

Prepared by:

\_\_\_\_\_

Approved by:

\_\_\_\_\_

## BAYANIHAN BAYAN PROGRAM

Field Office \_\_\_\_\_

\_\_\_\_\_ Semester Statistical Accomplishment Report CY 2010

Areas of Deployment/ of Volunteer	Name	No. of Beneficiaries	Number of volunteers	Mode of Registration		Nature of volunteers		Sex segregation		Total No of Hours	Actual Work Performed	Result of actual work performed	Issues/ Remarks
				Walk-In	On-line	New	Old	Male	Female				
<b>DSWD RESIDENTIAL FACILITIES</b>													
Reception and Study Center for Children (60)													
Event: Dental Mission													
A.1. Dr. Cherry Almirante													
A.2. Glaxo Pharma													
Event: Feeding Program													
B.1. Jollibee Foods Corp.													
Regional Haven for Women (85)													
Event: Sunday Mass													
C.1. Fr. George Bansuelo													
C.2. Bro. Richard Alarcon													
Golden Acres (50)													
Event: Dance Lessons													
D.1. Ms. Jenny Marcelo													
D.2. Ms. Lea Sandoval													
<b>TOTAL</b>													
<b>DSWD CENTRAL OR REGIONAL OFFICES</b>													
<b>OFFICE-BASED</b>													
Personnel Unit													
Event: Clerical Volunteers													
A.1. Ms. Liberty De Guzman													
A.2. Ms. Theresa Nograles													
IDU													
Event: Research on ECCD													
A.1. Ms. Joy San Pedro													

## Semestral Statistical Report Form

## Fill-up Instruction

- 1.a. Categorize into areas of deployment: DSWD Residential Facilities, DSWD Central and Regional Offices, Disaster Operations, and DSWD Licensed/Accredited NGOs.
- b. Indicate the name of center/institution, OBSU or DSWD Licensed/Accredited NGOs. Indicate all centers/institutions even if no volunteers were deployed.  
Put inside the parentheses the number of residents in center/institution.
- c. Indicate the event they volunteered. An event could have many volunteers but only one number of beneficiaries and result of actual work performed.  
The event name should be similar with the event name from the attendance sheet.
- d. List down the names of all deployed volunteers categorized into organizations and individuals.
2. Indicate the number of beneficiaries from the volunteer work or event.
3. Leave blank the column on the number of deployed volunteers. It will automatically sum up the number of old and new volunteers.
4. Classify the modes of registration of deployed volunteers whether walk-in or through on-line. The sum should be equal to the number of volunteers.
5. Classify the nature of deployed volunteers whether new or old.
6. Segregate the sex of deployed volunteers whether male or female. The sum should be equal to the number of volunteers.
7. Indicate the total number of hours rendered by volunteers (hours rendered x total number of volunteers), not the volunteer schedule.
8. Indicate the actual work performed by volunteers.
9. Classify by selecting in the drop-down arrow the result of actual work performed into:

<b>DSWD Residential Facilities</b>	Administrative and Professional Services - aimed at augmenting existing staff in residential facilities in performing duties such as clerical work, liaising, nursing or care giving, house parenting, legal assistance, etc. Economic and Livelihood - provision of opportunities to acquire gainful occupation/livelihood through practical skills development like food processing, handicraft, vegetable gardening, welding, etc. Education and Advocacy - aimed at improving the literacy and knowledge of residents such as formal education, literacy training, tutorials, computer workshop, etc. Physical and Health - aimed at improving the physical and health aspects of residents such as medical and dental services, psychiatric consultations and counseling, feeding programs, etc. Socio-cultural - provision of indoor and outdoor activities such as art/voice/dancing/acting lessons, socializing, storytelling, games, puppetry, etc. Spiritual and Moral - provision of varied spiritual activities aimed at strengthening the resident's faith and relationship with God, values formation, and values inculcation.
<b>DSWD Central Or Regional Offices</b>	Office-based Services - professional and administrative services aimed at augmenting the existing staff capability in offices in performing duties such as research work, information technology, clerical work, liaising, etc. Community-based Services - professional and administrative services aimed at addressing the needs of community-beneficiaries such as case management, legal assistance, community development, education and advocacy, infrastructure development e.g. Kalahi-CIDSS, SEA-K and 4Ps programs. <b>Disaster Risk Reduction and Management (DRRM)</b> - volunteer work along disaster risk reduction and management such as mitigation activities, preparation activities, disaster response and recovery e.g. psychosocial support, provision of psychological first aids, support to camp management, repacking and distributing of relief goods to disaster victims, etc. <b>DSWD Licensed/Accredited NGOs</b> - volunteer work with DSWD Licensed/Accredited NGOs.

10. Write down all issues encountered or remarks such as recommendations, etc.
11. Make sure that all numbers tallied correctly at the Total and Grand Total rows. Otherwise, please double-check the numbers entered in different cells.



*Republic of the Philippines*  
**Department of Social Welfare and Development**  
Batasan Pambansa Complex, Constitution Hills, Quezon City

# Certificate of Appreciation

is awarded to

**«Recipient»**

for its valuable contribution as a volunteer/volunteer organization for

\_\_\_\_\_

at DSWD-\_\_\_\_\_ rendered on \_\_\_\_\_, \_\_\_\_\_

Given this \_\_\_\_\_ day of \_\_\_\_\_ in the year of Our Lord Two Thousand and \_\_\_\_\_.

Secretary/SWIDB Director/Regional Director