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Department of Social Welfare and Development

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Subject: Guidelines for Local Government Units' Social Welfare and Development Service Delivery System (Amending Administrative Order No. 82 series of 2003, Standards on Social Welfare and Development Service Delivery System in the Local Government Units)

I. RATIONALE

The Local Government Code of 1991 or Republic Act No. 7160 stipulates the autonomy of the Local Government Units (LGUs) in attaining its fullest development as self-reliant communities and in establishing effective partnership in the attainment of national goals. With the decentralization, the State provided for a more responsive and accessible local government structure. LGUs are also given more power, authority, responsibilities and resources.

Consistent with said local autonomy, the provision for the basic services and facilities were devolved from the National Government to the LGUs at the provincial, city, municipal and barangay level. The LGUs have the primary responsibility for the provision of a minimum set of services and facilities to their constituents in accordance with established national policies, guidelines and standards.

The Department of Social Welfare and Development (DSWD)'s vision is to become a world's standard for the delivery of coordinated social services and social protection for poverty reduction. To achieve this, the Department pursues its mission to develop, implement and coordinate social protection and poverty reduction solutions for and with the poor, vulnerable and disadvantaged. Further, DSWD is mandated by Executive Order No. 221 series of 2003 (Redirecting the Functions and Operations of DSWD) to set standards, accredit and provide consultative services to public and private individuals and organizations engaged in social welfare and development activities.

The DSWD also formulated its Reform Agenda which aims to achieve the following objectives: (i) improve outcomes of social welfare and development reforms; (ii) improve governance of assistance and delivery through integrated national and local level reforms; and (iii) build capacity of DSWD and attached agencies in performance-oriented budgeting and management.

These objectives can be accomplished through four (4) reform areas, namely: 1) Engaging and leading in establishing strategic and results-oriented policies in social protection; 2) Providing faster and better social protection; 3) Introducing more efficient fiscal management and 4) Improving the delivery of organizational systems. These reforms enhance systems and policies as well as ultimately strengthen collaboration with and between among partner government agencies, international and local civic society organizations towards the realization of a strategic and high impact implementation of programs, projects and services.

Reform Area 2 or “Providing Faster and Better Social Protection Programs” is the backbone of the reform agenda on which the other three reforms are anchored. Under this principle, DSWD has to maintain a set of core programs or flagship programs that will ensure that the needs of the very poor and vulnerable are provided for by the central government. This recognizes LGUs, Non-Government Organizations (NGOs) and other service providers as partners in social protection, realizing that the task is too immense to be addressed solely by a central government agency. The role of the DSWD is to ensure that its partner agencies such as the LGUs are empowered and capable of delivering programs and services following the standards set by the Department.

A research study made by the DSWD-Policy Development and Planning Bureau in 2007 entitled “Assessment of the Implementation of the DSWD’s Devolved Programs and Services” shows that there are varying levels of service delivery across LGUs mainly due to income and resource disparities among LGUs. Also, prioritization of high impact SWD services is crucial, with funding and implementation of programs affected by the change in LGU leadership.

Likewise, based on a study of Ms. Rosario G. Manasan, one of the consultants in drafting the DSWD Reform Agenda, there are LGUs that have the necessary resources but had poorly allocated on basic social services. These LGUs continue to seek national assistance. It is also worthy to note that LGUs spending on SWD services declined from 1.17% of the GDP in 2000 to 0.10% of GDP in 2006 due to uncertainty in the Internal Revenue Allotment (IRA) during the period. Hence, the recommendations of Ms. Manasan are to define cost sharing between LGUs and DSWD and to build LGU capacity to do risk-analysis.

Further, Administrative Order No. 82 series of 2003 (Standards on Social Welfare and Development Service Delivery System in the Local Government Units) was issued to gauge social welfare and development service delivery at any level of local implementation and as basis for national and local collaboration, technical assistance and resource augmentation. Despite the effectivity of said AO 82, however, it was observed that not all LGUs are compliant with the set standards. Further, there are issues and gaps on said standards that need to be addressed for its effective implementation, hence, the issuance of this guideline.

II. LEGAL BASES

This guideline is hereby formulated by the DSWD based on the following laws and policies:

- A. Republic Act No. 4373 of 1965 (An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies in the Philippines and for other Purposes) mandates that DSWD to regulate the operation of social work agencies, part of which is setting the standards of quality service.
- B. Republic Act No. 5416 of 1968 (Providing for Comprehensive Social Services for Individuals and Groups in Need of Assistance, Creating the Department of Social Welfare). In Section 3, it provides that the Department shall:
 1. Set standards and policies to ensure effective implementation of public and private social welfare programs;

2. Accredite institutions and organizations, public and private, engaged in social welfare activity including the licensing of child caring and child placement institutions and provide consultative services thereto.
- C. Republic Act No. 7160 of 1991 (An Act Providing For A Local Government Code of 1991 or Local Government Code of 1991), Rule V Article 24 (a) Consistent with the Local autonomy and decentralization, the provision for the delivery of basic services and facilities shall be devolved from the National Government to provinces, cities, municipalities and barangays so that each LGU shall be responsible for a minimum set of services in accordance with established national, policies and standards.
 - D. Republic Act No. 9433 of 2007 (An Act Providing for a Magna Carta of Social Workers or the Magna Carta for Social Workers) mandated the state to promote and improve the social and economic well-being of public social workers, their living and working conditions, and terms of employment.
 - E. Executive Order 292 (Administrative Code of 1987), Title XVI, Chapter I, Section 3, provides that the Department shall:
 1. Accredite institutions and organizations engaged in social welfare activities and provide consultative and information services to them;
 2. Set standards, accredit and monitor performance of all social welfare activities in both public and private sectors.
 - F. Executive Order 221 Series of 2003 (Amending Executive Order No. 15 series of 1998, entitled redirecting the Functions and Operations of the Department of Social Welfare and Development) provides that:
 1. Sec. 2 Roles of the DSWD - (d) Licensor and accreditore of social welfare development agencies and service providers.
 2. Sec. 3 Powers of the DSWD - (a) Set standards, accredit and provide consultative services to institutions, organizations and persons engaged in social welfare activities and monitor performance of institutions, organizations and persons engaged in social welfare activities, both public and private

III. DEFINITION OF TERMS:

- A. DSWD Reform Agenda – refers to outlines the department’s strategy towards providing better, faster and smarter social protection programs to the poor and vulnerable.
- B. Internal Revenue Allotment – refers to local government units’ share of revenues from the national government’s share of revenues and largely based on land area and population.
- C. Resource Augmentation – refers to DSWD’s provision of manpower, funding, facilities and supplies to LGUs, NGOs, POs and other SWD intermediaries that will enable the said agencies to deliver basic social services whether devolved or transferred to them by virtue of devolution, divestment, localization and/or registration, licensing and accreditation or those that are developed requiring resources from the national DSWD.
- D. Technical Assistance – refers to activities through which DSWD impart technical and organizational skills and know-how to a LGU with the ultimate aim of standardizing and upgrading delivery of basic social services.

IV. OBJECTIVES:

This guideline is intended to:

- A. Set a monitoring system for the status of availability and functionality of social welfare and development (SWD) programs and services delivery of LGUs to its constituents.
- B. Set standards on the practice and implementation of SWD programs and services at the local level.
- C. Protect and promote the best interest of the poor, vulnerable and disadvantaged individuals, families, groups and communities through ensuring the delivery of quality SWD programs and services.
- D. Identify LGUs where DSWD will invest on appropriate social protection programs based on the results of assessment that will be undertaken.

V. COVERAGE

This guideline shall apply to all social welfare and development offices to include the devolved and initiated SWD programs and services of the Provincial/City/Municipal Social Welfare and Development Offices (P/C/MSWDOs)

VI. SOCIAL WELFARE AND DEVELOPMENT STANDARDS

The following are the five (5) work areas of standards for delivery of quality SWD programs and services while its specific standards are indicated in the attached Annex 1 which shall be complied by the P/C/MSWDOs.

- A. **Administration and Organization** - The clear statement of the vision, mission and goals (VMG) of the LGU indicating the desired outcomes for its beneficiaries and the program and services it offers to operationalize the VMG. It has a well-defined organizational structure that operates towards an efficient and effective implementation and management of the organization, with sufficient number of trained and competent staff organized to give the best possible services to the beneficiaries. Policies are consistent with the VMG and supportive of international conventions, declarations and other national and local legislations. Appropriate internal and external mechanisms for efficient and effective operations are in place.
- B. **Program Management** - Projects and activities are responsive to the needs of the beneficiaries and appropriate resources are allocated and utilized efficiently towards attaining the LGUs VMG as well as in improving the total well-being of the beneficiaries.
- C. **Case Management** - A manageable number of beneficiaries are handled by registered social workers and other qualified professional and para-professionals applying (a) specific social work methods; (b) innovative approaches/strategies and processes; and (c) are in accordance with the assessment of the beneficiaries' problems and treatment plan including the systematic documentation of the helping process as basis for determining appropriate interventions and their effects on the beneficiaries being assisted for.
- D. **Helping Strategies/Interventions** - Provision of any or a combination of services that contribute to the attainment of the helping goals for the beneficiaries.

E. *Physical Structures and Safety* - Physical facilities shall be designed to promote the well-being of the beneficiaries and the staff. It shall conform to the basic safety standards requirements and program requirements for the day to day operation and implementation of the P/C/MSWDO's programs and services.

VII. ASSESSMENT TO P/C/MSWDOs

The concerned DSWD Field Offices shall organize a Monitoring Team, which shall assess the level of compliance of P/C/MSWDOs operating within their geographical jurisdiction on the set standards. Monitoring visits shall be conducted at least once a year for every P/C/MSWDO.

The Monitoring Team shall compose of a representative of the four (4) Divisions of the FOs namely Operations and Program Division (OPD), Institutional Development Division (IDD), Policy and Plans Division, and General Administrative and Service Division, preferably with positions not lower than salary grade 18; and a representative of the Area-Based Standards Network (ABSNET) Cluster to represent the registered, licensed and accredited social welfare agencies in the field. Likewise, the staff from the FO-Standards Unit shall serve as Secretariat of the Team. Prior the conduct of the monitoring visit, an in-depth orientation on this guideline shall be given to the Monitoring Team.

The following activities shall be observed during the visits:

A. *Schedule and Requirement of Monitoring*

The concerned DSWD FO shall officially inform the P/C/MSWDO on the schedule of the visit for confirmation. The following documents shall be prepared by the P/C/MSWDOs and shall be submitted to the DSWD-FO thirty (30) days prior the actual monitoring visits for review and initial assessment of the monitoring team:

1. Updated Manual of Operation/Handbook that entails administrative and program policies (Annex 2);
2. Updated Profile of Employees (Annex 3);
3. Work and Financial Plan for the succeeding two (2) years (Annex 4);
4. Updated profile of client served/caseload inventory for the preceding and current year (Annex 5);
5. Financial Statement of the previous year, certified by a Government Accountant Officer;
6. Social Welfare and Development/Accomplishment Report of the previous year; (Annex 6) and Social Protection and Development Report;
7. Updated Safety Certificates to include building structural, water potability, fire safety and sanitary permits/certificates (for residential and center facility/ies); and
8. Copies of Information Education Communication (IEC) materials

Considering the limited manpower in the Field Offices, LGU scheduling of assessment visits shall be prioritized based on the following:

- a. LGUs willing to undergo assessment and has resources for complying with the standards

- b. LGUs willing to undergo assessment but has no resources for complying with the standards
- c. LGUs unwilling to undergo assessment but has resources for complying with the standards
- d. LGUs unwilling to undergo assessment and has no resources for complying with the standards

B. Assessment Procedure and Methodology

Three (3) days shall be allotted for the conduct of assessment visits and technical assistance to every P/C/MSWDOs. The assessment shall be based on all or a combination of any of the following methods, as long as all possibilities is exhausted to determine the presence or absence of compliance to standards:

1. Review of pertinent documents such as records, reports, written plans and other materials;
2. Ocular survey/observation of facilities, offices, project sites, actual conduct of agency activities;
3. Individual or focused group discussion/interview with beneficiaries on relevant information on service delivery by the P/C/MSWDOs;
4. Individual or group interview with persons exercising managerial or supervisory functions in the P/C/MSWDOs ;
5. Individual or group interview with the administrative and program staff; and
6. Other useful and relevant method of data gathering in relation to the indicators. This has to be specified by the administering DSWD FO staff and indicate the reason for such method

A monitoring tool shall be formulated by the Standards Bureau within sixty (60) working days upon approval of this document and shall be reviewed every three (3) years and revise if necessary. A ladderized scaling shall be adopted in the tool to include as follows:

- a. ***MUST/Level 1 (M)*** – these are MANDATORY or minimum compliance indicators (minimum) which should be present in all P/C/MSWDOs, with the absence of even one indicators would compromise the safety and welfare of the clients served and the service implementation as well.
- b. ***DESIRED /Level 2 (D)*** – pertains to optimal compliance indicators, which would mean a higher level of quality service delivery or program implementation
- c. ***EXEMPLARY / Level 3 (E)*** – indicates the highest indicators of standard. Compliance to said indicators will make the delivery of programs as PROGRAM FOR EXCELLENCE.

Also, a separate accreditation assessment shall be conducted by the Standards Bureau in all the residential and community based SWD programs and services of P/C/MSWDOs in accordance with the set standards per program and service.

C. Exit Conference

At the end of the visit, the FO Monitoring Team shall conduct an exit conference with the Head of the P/C/MSWDO and other key staff on the summary of findings and

recommendations as well as the status of the technical assistance and resource augmentation (TARA) for the concerned P/C/MSWDO. An action plan shall be prepared and agreed by both P/C/MSWDO and FO Monitoring Team as basis for follow-up monitoring. The action plan shall detail areas for compliance, recommendations, timeline and responsible person/s. For issues on non-compliance to standards, follow-up monitoring shall be done within a maximum of six (6) months after first visit, while those compliant LGUs shall be subject for monitoring every three (3) years. Likewise, the FO Monitoring Team together with the concerned P/C/MSWDO shall discussed to the respective Local Chief Executive the results of assessment including the action plan, if any.

If in case, the P/C/MSWDOs still unable to comply with the agreed action plan after two (2) consecutive assessment visits, the concerned Field Office shall coordinate with the concerned regional Department of Interior and Local Government (DILG) to conduct a consultation dialogue with the Local Chief Executive of concerned P/C/MSWDOs to ensure the implementation of the set standards.

D. Reporting

Fifteen (15) working days after the last day of visit, the DSWD-FO shall send a report to the Local Chief Executive confirming the results of the monitoring visits. If the P/C/MSWDO was found to have complied with the set standards, a certificate of recognition shall be issued by the concerned Field Office, to be awarded by the Director. A fund augmentation shall also be provided subject to availability of funds and Commission on Audit (COA) rules and regulations.

The Field Offices shall provide a result of their monitoring visits to the Standards Bureau on a quarterly basis for the Bureau's overall assessment of the a) status of standards compliance; b) policy, standards and strategy development; and c) recommendations for appropriate action. The Protective Service Bureau shall also be given a copy of the said Field Office report for its reference.

Succeeding monitoring report on the status of P/C/MSWDOs SWD programs and services shall be submitted by the DSWD-FOs to the SB every 5th day of the succeeding month of the preceding quarter. On the other hand, the SB shall submit a national report on the status of delivery of SWD programs and services of the P/C/MSWDOs to the Department Secretary every 10th day of the succeeding month of every quarter for his/her information, policy directives and management action, as deemed necessary.

VIII. INSTITUTIONAL ARRANGEMENTS

A. Department of Social Welfare and Development

1. Central Office

a. Protective Service Bureau

- i. Provide technical assistance to Field Offices relative to monitoring LGU delivery of social welfare and development programs and services including case management through the use of program supervision model
- ii. Provide resource augmentation support to LGU thru the Field Offices

- iii. Provide a resource person for training, seminars, capability building and other skills enhancement activities relevant to the LGU service delivery.

b. Standards Bureau

- i. Provide technical assistance to FO staff on the interpretation of this guidelines
- ii. Review and revise, when applicable, existing policies, guidelines and standards pertinent to LGU service delivery.
- iii. Provide a resource person during training, seminars, capability building and other skills enhancement activities relevant to the LGU service delivery.
- iv. Prepare the national summary report and recommendations on the status of delivery of SWD programs and services of the P/C/MSWDOs and submit to the Cluster Head.
- v. Endorse results of the assessment to concerned Central Office Bureaus/Services/Units for appropriate intervention.

c. Capacity Building Bureau (CBB)

- i. Conceptualize and undertake capability building activities of P/C/MSWDO along delivery of social welfare and development programs and services.
- ii. Facilitate and direct the Field Office- Human Resource Development Unit staff on the conduct of regular training needs assessment (TNA) to all P/C/MSWDOs as basis for the conduct of capacity building activities.
- iii. Development and conduct of assertion training that will enhance the local social welfare and development leadership

2. Field Offices

a. Standards Unit (SU)

- i. Disseminate copies of this guideline to LGUs and advocate importance of compliance to standards on LGU service delivery.
- ii. Conduct inventory of P/C/MSWDO priority scheduled for technical assistance every year.
- iii. Follow-up monitoring of P/C/MSWDO's compliance to standards on the SWD program and service delivery
- iv. Submit quarterly regional monitoring report to the Standards Bureau copy furnish the Protective Service Bureau
- v. Maintain a data bank of P/C/MSWDOs including its service providers and SWD programs and services.
- vi. Serve as secretariat of the FO Monitoring Team

b. Human Resource Development Unit

- i. Conduct orientation of the guidelines as well as other related SWD policies/guidelines to all P/C/MSWDOs in their respective jurisdictions.
- ii. Identify priority P/C/MSWDO needing capability building intervention based on training needs analysis conducted

- iii. Develop a training module in coordination with the concerned P/C/MSWDOs that will respond to the P/CMSWDO training needs.
- iv. Conduct annual consultation dialogue with Local Chief Executives and P/C/MSWDOs on compliance to standards on SWD programs and service delivery
- v. Provide list of accredited training institution where the P/C/MSWDOs could access trainings on SWD programs and services.

c. Operations and Programs Division

- i. Provide appropriate technical assistance and resource augmentation as well as social protection intervention to P/C/MSWDOs
- ii. Assist the LGU in documenting their good practices in implementing the SWD programs and services

d. FO Monitoring Team

- i. Assess and evaluate the P/C/MSWDO's delivery of SWD programs and services.
- ii. Use the set standards as reference in the conduct of monitoring and provision of technical assistance to P/C/MSWDOs

B. Department of Interior and Local Government

- 1. Issue a Memorandum Circular to LGUs in compliance to this guideline.
- 2. Provide necessary technical assistance as well as incentives to the LGUs on the effective delivery of SWD programs and services.
- 3. Encourage the LGUs to share good practices in the delivery of SWD programs and services and its replication.
- 4. Assist the DSWD in documenting good practices through the DILG Good Practices for Local Governance: Facility for Adaptation and Replication (GO-FAR) Project.

C. League of Provinces/Cities/Municipalities

- 1. Issue a memorandum to concerned provinces/cities/municipalities for compliance to this guideline
- 2. Provide necessary incentives to the LGUs complying with the standards
- 3. Include the compliance to standards by the P/C/MSWDO in the criteria for champion governor/mayor

D. Local Government Units

1. Local Chief Executives and Local Council

- a. Allocate appropriate funds on the administrative and program implementation SWD programs and services
- b. Issue policies/guidelines/resolution that will adopt the implementation of the standards.
- c. Monitor its respective P/C/MSWDO's delivery of SWD programs and services

2. P/C/MSWDOs

- a. Ensure that SWD service delivery and program implementation are in accordance to the set standards by the DSWD. Further, P/C/MSWDOs are responsible in coming up with the LGU SWD plans which are responsive to the needs of their clients.
- b. Lobby and advocate to Local Chief Executive to prioritize and allocate funds for the quality service delivery and implementation of programs to the poor, vulnerable and disadvantaged individual, families, groups and communities in their respective jurisdiction.
- c. Replicate best practices along SWD service delivery system in their respective locality.
- d. Submit status report to the concerned DSWD-Field Offices on the compliance to the SWD programs and services standards.

IX. SOURCES OF FUND

Funds to be utilized in the conduct of LGU assessment shall be charged against the concerned DSWD Offices. Likewise, the funds to be allocated for the provision of technical assistance and resource augmentation shall also be charged with the Field Offices with approved project proposal and work and financial plan.

X. REPEALING CLAUSE

This Administrative Order supersedes DSWD Administrative Order No 82 series of 2003 and other issuances that are inconsistent to its provisions.

XI. EFFECTIVITY

This guideline shall take effect immediately.

Issued in Quezon City, this 22nd day of May, 2012.


CORAZON JULIANO- SOLIMAN
Secretary 

Encl. a/s:

- Annex 1– Standards on SWD Service Delivery System
- Annex 2 – Manual of Operation Form
- Annex 3 - Profile of Employees Form
- Annex 4 - Work and Financial Plan Form
- Annex 5 - Profile of client served/caseload inventory Form
- Annex 6 - Social Welfare and Development/Accomplishment Report Form

**STANDARDS ON SOCIAL WELFARE AND DEVELOPMENT
SERVICE DELIVERY SYSTEM IN THE LOCAL GOVERNMENT UNITS**

The following standards shall apply to all Provincial/City/Municipal Social Welfare and Development Offices (P/C/MSWDOs).

A. ADMINISTRATION AND ORGANIZATION:

1. Vision, Mission, Goals and Policies

- a. A clear vision, mission and objectives are formulated and written by the P/C/MSWDOs that anchored on LGUs vision, mission and goals (VMG) and approved by the Sangguniang Bayan/Panlungsod/Panlalawigan. These serve as guide in developing and implementing organizational strategies, programs and services on SWD.
- b. The VMG is clearly communicated by the P/C/MSWDO within the organization and is made known to the constituents/beneficiaries.
- c. The VMGs are posted in a conspicuous place.
- d. Policies to translate into operations are written and contained in a Manual of Operation.
- e. P/C/MSWDO management and staff are able to articulate the organization's VMG.
- f. There is a clearly defined policy on various sectors that are being catered by the P/C/MSWDOs to include: children, youth, women, elderly, and persons with disabilities (PWDs), families etc. The summary of the protection policy on the said sectors are clearly stated in the Citizens Charter and must be displayed in a conspicuous place.
- g. Recommend to the Sanggunian Bayan/ Panlungsod/Panlalawigan through the Local Chief Executive various policies related to SWD concerns.
- h. Adopts and recommends legislations addressing SWD concerns on children, youth, women, elderly, and persons with disabilities (PWDs), families etc .

2. Organizational and Management Structure

The P/C/MSWDO has established functional structures to operationalize its VMG, which are supported by the following:

a. Organizational Chart

Organizational positions and lines of authority; relationships between and among these structural elements are shown in a chart and is displayed or posted in a conspicuous space.

b. Policy-making Structure

Clear policy-making process is exercised by the P/C/MSWDO as manifested by at least the following:

- b.1. Membership in various policy-making committees related to SWD concerns; and
- b.2. Adoption and implementation of national laws/legislations that are SWD-related resolutions, ordinances, memorandum circulars or any guidelines.
- c. Management structure
 - c.1. Presence of personnel that provide leadership, guidance and support to the staff in the SWDO operations.
 - c.2. The P/C/MSWDO has a defined coordination with other offices, units, departments of the LGU or on the management on the following SWDO concerns:
 - i. Physical and Material Resources
 - ii. Human Resources
 - iii. Financial Resources
 - iv. Information
 - c.3. Management personnel are specified in the organizational functional chart.
- d. Strategic and Operational Planning System
 - d.1. The SWDO operations are aligned with medium term (i.e. three to five years) strategic plan, which is reviewed and updated at least annually.
 - d.2. Systematic and regular planning cycle is conducted that includes the following:
 - i. Assessment of the P/C/MSWDO's strengths and weaknesses in all of its internal concerns and operation.
 - ii. Analysis of the P/C/MSWDO's internal and external stakeholders to determine their expectation on SWD concerns.
 - iii. Formulation of Social Protection and Development report based on SWD analysis and processed information.
 - iv. Programming of activities towards achievement of defined objectives.
 - v. Allocation of required resources.
 - vi. Implementation of plans.
 - vii. Monitoring and Evaluation of plans.
 - d.3. The strategic plan is translated to a work and financial plan.
 - d.4. Presence of Memorandum of Agreement that would institutionalize the cooperation between the province, city, municipal, barangay and other social welfare and development agencies (SWDAs) in terms of the delivery of programs and services (if necessary).
- e. Policy Making Process and Procedures
 - e.1. Documented policy-making process
 - e.2. Policies being implemented are written and known by all the staff
 - e.3. Beneficiaries are knowledgeable about policies that involve them.
- f. Ethical Conduct
 - f.1. There is written and clear policy governing conflict of interest.

- f.2. There is a written and clear policy governing employees' code of ethics anchored on the VMG of the organization and Republic Act 6713, Code of Conduct and Ethical Standards for Public Officials and Employees.
- f.3. There is a regular conduct of character quality, moral recovery program and other values formation related sessions for the personnel.

3. *Financial and Material Resource Management*

a. Fund Appropriation and Allocation

The LGU appropriates and allocates substantial funds for SWD programs and services which is reflected in the annual investment plan regularly.

b. Resources Management and Generation

- b.1. Processes for financial and material transactions are transparent and properly documented.
- b.2. Appropriate internal control systems are in writing and are being implemented in coordination with the LGU Treasurer's Office.
- b.3. An inventory of the organization's facilities and physical assets is kept and updated at least once a year. Any disposal or acquisition activities are properly recorded.
- b.4. An inventory and assessment of the community needs and resources to determine the priority areas, issues and concerns to be addressed by concerned P/C/MSWDO for the specific period.
- b.5. An annual procurement program is formulated and implemented by P/C/MSWDO according to established rules and procedures.
- b.6. A fund sourcing systems is established by P/C/MSWDO that consists, at least the following:
 - i. Sources of funds are clearly indicated.
 - ii. Determination of SWD performance targets for accomplishment within a time frame.
 - iii. Allocation of resources to SWD performance targets.
 - iv. Determination of resource gaps and limitation as basis for fund sourcing targets.
 - v. Preparation and approval of proposal for fund-sourcing.
 - vi. Implementation of fund-sourcing activities.
 - vii. Monitoring and evaluation.
- b.7. Utilization, distribution, disposal, repair and replacement of physical assets are done in accordance with written policies.
- b.8. Regular reporting and feedback to donors and sponsors on fund utilization is done.
- b.9. Maintenance and custodial services are provided for control and safekeeping of all properties and material resource of the P/C/MSWDO.
- b.10. There should be an established and clear mechanism to control and appropriate action is undertaken by P/C/MSWDO to avoid wastage or loss of resources.

c. Fund Liquidation

Disbursements are covered by duly approved vouchers.

d. Donation Distribution

d.1. There are written policies for securing, acknowledging and distributing donations. These policies are consistently implemented.

d.2. Distribution and utilization of donations is based on an approved criteria and guidelines.

d.3. Receipt of monetary contribution and utilization of donations either in cash or in kind are transparent, properly recorded and accounted for.

d.4. Monitoring and mobilization of volunteers for the distribution of donations.

4. *Human Resources Management and Development*

a. Human resource policies, procedures and rules are consistent with LGU policies and goals, are applicable, understandable, and reasonable and communicated to all levels of personnel in the organization.

b. Human Resource Management and Development Systems

b.1. Recruitment, selection, hiring, and separation/termination system

i. There is a written document specifying qualifications for each position. Such qualifications meet standards of the Civil Service Commission (CSC) and the Professional Regulations Commission.

ii. Job descriptions for all the staff in the organization are written. Actual tasks of personnel are aligned with what is written.

iii. There is a functional system for hiring new qualified personnel, assigning appropriate responsibilities and compensation.

iv. Personnel's qualifications and background are carefully assessed according to written policies before they are hired.

v. All applicants undergo physical and medical examination and result of which should be part of the documents submitted to the hiring/recruiting organization.

vi. Appropriate number of staff are hired and maintained based on the size of the organization and nature of social welfare development programs and services.

vii. The new P/C/MSWDO employee is given orientation on his/ her job description, functions and duties upon assumption to duty about the organization, its VMO, mandate, policies, functions. He/she is also given orientation on benefits and incentives, i.e., earning and use of leave credits; Government Services Insurance System (GSIS); Pag-ibig; Philhealth as well as the policies on separation and termination from the organization. The new employee is introduced to other personnel in the P/C/MSWDO.

viii. The P/C/MSWDO offers an attractive, competitive, and benefits package that are in accordance with Civil Service Commission (CSC) and Commission on Audit (COA) ruling.

ix. Separation and termination of staff from the organization should be in accordance with the CSC ruling and respective LGUs policies.

b.2. Training and Development

- i. There must be a provision of opportunities to attend training and seminars for all the personnel for them to acquire necessary skills and competencies in accordance with their job description.
- ii. The LGU supports this training program, consistent with the needs of the service, manifested primarily by allocation of necessary funding and resources.
- iii. There is a training plan for all personnel including volunteers to include proper interaction with beneficiaries etc.
- iv. Organizational development activities are regularly conducted in order to facilitate good communication, cooperation and consistency among the staff in implementing the services.
- v. All staff whether full time, part time, job contract and volunteers have attended first aid training.
- vi. P/C/MSWDO personnel, including managers and supervisors, are being prepared for the future challenges in work and organization.
- vii. A career pathing program for all P/C/MSWDOs personnel in order to assist him/her identifies paths and activities to take as she/he develops within the organization.

b.3. Staff Support Services (group sharing, counseling)

- i. All staff members receive regular and formal supervision, the details of which are recorded to help ensure good management, appropriate delegation of task/s and work load management.
- ii. Periodic staff meetings are conducted to allow the discussion of key issues and problems at the service and the finding of solutions for those issues and problems to better serve the beneficiaries.
- iii. Initiate provision of support mechanisms to the staff, especially those who suffer stress and injury e.g., access to counseling, when it is necessary.
- iv. Conduct debriefing sessions whenever applicable.

b.4. Performance Appraisal

- i. Assessment of staff performance is done periodically against desired beneficiary outcomes to identify areas needing technical assistance.
- ii. Performance Appraisal system prescribed by the Civil Service is being utilized by the P/C/MSWDO establishing standards for quantity and quality of output, timeliness of results, manner of performance, effectiveness in use of resources, and includes trait-based criteria (personal character and attributes) especially in relation to dealing with beneficiaries.

b.5. Compensation System

- i. Compensation policies are developed and written by the organization as general guidelines to govern pay, incentives and benefits systems. These comply with existing wages, benefits and incentives are given in accordance with the Salary Standardization Law III, Magna Carta for Public Social Workers and Civil Service Commission rules and other relevant laws.
- ii. Every personnel are paid his/her salary according to the pay structures.

- iii. Rewards and incentives scheme are in place to motivate the staff to work towards the promotion and fulfillment of the rights of the beneficiaries they serve.

b.6. Volunteer Management

- i. There are written and implemented policies on the recruitment of volunteers, criteria for admission, volunteer training and development, selection and placement, job description, tasks, their responsibilities and volunteer performance monitoring and evaluation.
- ii. Volunteers given disciplinary control over beneficiaries shall meet the qualification requirements for organic personnel.
- iii. Orientation on the interaction between the volunteer and beneficiaries is provided.
- iv. Volunteers are trained on their functions and their actual tasks are regularly monitored.
- v. Mechanisms exist to protect the beneficiaries from possible abuse by volunteers such as grievance redress system.
- vi. Support mechanisms for volunteers are in place, to include intermittent processing of experiences and an exit interview.
- vii. Activities of volunteers are properly documented.
- viii. All volunteers submit to or undergo background checks and in the case of volunteers who are given responsibility for the care of children, psychological testing.
- ix. There should be a masterlist of volunteers.
- x. Volunteers are also trained/oriented on different laws related to their clientele being served.

b.7. Appropriate Progressive Discipline System

- i. Progressive discipline system is developed and is properly administered.
- ii. Appropriate grievance system is in place and functional.
- iii. Violations of the organization's policies on the protection of beneficiaries are recorded and dealt with accordingly.

c. Personnel Competencies and Qualification Standards

- c.1. The following personnel must be employed in every P/C/MSWDO jurisdiction with its corresponding qualification standards. Concerned LGUs may provide higher position but it should not be lower than the equivalent position set by the guidelines.

- i. To head the Social Welfare and Development Office

- i.1. PSWDO

- One (1) Provincial Social Welfare and Development (PSWD) Officer (equivalent to Assistant Regional Director (ARD)– must be a Registered Social Worker (RSW) with at least two (2) years managerial/supervisory experiences.
 - One (1) Assistant PSWD Officer (equivalent to Social Welfare Officer (SWO) V); must be a RSW with at least 1 year managerial/supervisory experiences.

- One (1) Supervising Social Worker (equivalent to SWO IV) for every 15 personnel in the PSWDO; must be a RSW with at least 1 year of relevant supervisory experience in organization/handling specific clientele group.

i.2. CSWDO

- One (1) City Social Welfare and Development (CSWD) Officer - (equivalent to ARD); must be a RSW with at least 2 years managerial/supervisory experiences.
- One (1) Assistant CSWD Officer (equivalent to SWO V) - must be a RSW with at least 1 year managerial/supervisory experiences.
- One (1) Supervising Social Worker (equivalent to SWO IV) as head in every district or a specified geographical coverage of a CSWDO, but with subordinates not exceeding 15 personnel; must be a RSW with at least 1 year of relevant supervisory experience in organization/handling specific clientele group.

i.3. MSWDO

<i>Classes of Municipalities</i>	<i>Qualification Standards</i>
1 st and 2 nd Class	<ul style="list-style-type: none"> ➤ One (1) Municipal Social Welfare and Development (MSWD) Officer (equivalent to SWO V) - must be a RSW with at least 2 years managerial/supervisory experiences ➤ One (1) Assistant MSWD Officer (equivalent to SWO IV) - must be a RSW with at least 1 year managerial/supervisory experience ➤ One (1) Supervising Social Worker (equivalent to SWO III) as head in every district or a specified geographical coverage of a MSWDO, but with subordinates not exceeding 15 personnel - must be a RSW with at least 1 year of relevant supervisory experience in organization/handling specific clientele group
3 rd and 4 th Class	<ul style="list-style-type: none"> ➤ One (1) Municipal Social Welfare and Development (MSWD) Officer (equivalent to SWO IV) - must be a RSW with at least 2 years managerial/supervisory experiences ➤ One (1) Supervising Social Worker (equivalent to SWO III) as head in every district or a specified geographical coverage of a MSWDO, but with subordinates not exceeding 15 personnel - must be a RSW with at least 1 year of relevant supervisory experience in organization/handling specific clientele group
5 th and 6 th Class	<ul style="list-style-type: none"> ➤ One (1) Municipal Social Welfare and Development (MSWD) Officer (equivalent to SWO III) - must be a RSW with at least 2 years managerial experiences

- ii. Social Welfare Officer II - must be a RSW with at least one (1) year experience or 360 hours formal training in specific clientele group. For every: 3,000 households in a city/municipality, there should be at least one (1) SWO II employed in the P/C/MSWDO to perform specialist function in case and family work and groupwork, particularly in the delivery of protective services.
- iii. Social Welfare Officer I - must be a RSW with at least 1 week formal training in handling specific clientele group. For every three (3) municipalities in a province or 3,000 households in a city/municipality, there should be at least one (1) generalist RSW employed in the P/C/MSWDO to perform generalist function in case and family work and groupwork.
- iv. Community Development Officer (equivalent to SWO I) – A graduate of social work or community organizing (CO) or community development (CD) professional with at least 1 week formal training in community organization. For every three (3) municipalities in a province or 5,000 households in a city/municipality, there should be at least one (1) CO or CD worker hired to perform CO or CD work.

The number of positions to be available in the P/C/MSWDO with designation of SWO II, SWO I and Community Development Officer shall depend on the said number of municipalities and households in the province and city/municipality respectively.

- v. The personnel employed by the LGU to provide direct or support service in the operation of the P/C/MSWDO depending on the programs and services being implemented may not be limited to the following:
 - v.1. Project Development Officer (PDO)/ Manpower Development Officer (MDO)/Community Affairs Officer – A graduate of four (4) year course with at least 1 week formal training in the project/program/skills development.
 - v.2. Livelihood Evaluation Officer (LEO) – A graduate of four (4) year course with at least 1 week formal training in the livelihood projects.
 - v.3. Youth Development Officer (YDO)/Pag-asa Youth Worker – A graduate of four (4) year course with at least 1 week formal training in handling youth.
 - v.4. Social Welfare Assistant (SWA) – College graduate on behavioral science and with 3 months training on social welfare projects
 - v.5. Social Welfare Aide (SW Aide) – at least two years in college with 3 months training on social welfare projects
 - v.7. Nutritionist I – a graduate of Bachelor Degree in Nutrition with at least 1 week formal training in nutrition projects
 - v.9. Administrative Assistant III (Information Communication Technology Officer) – at least College level with 2 years experiences on information technology
 - v.10. Administrative Assistant I (Encoder) – at least college level and computer literate
 - v.11. Driver I – at least high school graduate with driver’s license and 1 year experience in driving
 - v.12. Administrative Aide VI (Utility Worker) – at least high school graduate

- vi. One (1) Day Care Officer in a city/municipality to supervise not exceeding 15 Day Care Workers (DCWs) – College graduate preferably BS Education with 6 months experiences on supervisory functions
 - vii. At least one (1) qualified DCW for every Day Care Center in a barangay – at least High School Graduate and with 1 month training in Early Childhood Care and Development.
- c.2. All personnel at all levels of functions and authority must have completed the required educational and/or professional qualifications as provided by law and as stipulated in the P/C/MSWDO's written policies as requirement for the specific job position and functions as well as skills to provide the services required.

5. *Information Systems*

- a. The P/C/MSWDO has a functional information system (IS) on SWD aimed at collecting significant data and translate into meaningful and useful information for specific clientele/beneficiaries. The systems is manifested by:
 - a.1. People
 - i. At least one (1) IS specialist/ personnel specifically managing the LGU's SWD IS.
 - ii. Has identifiable end-user of information product (e.g. bulletin, primers, brochures, report) of the P/C/MSWDO including other LGUs, Non-Government Organizations (NGOs), National Government Agencies (NGA's) beneficiaries and general public.
 - a.2. Hardware - Machines or media, e.g. Paper-and-pencil, computers, calculators
 - a.3. Software - Programs and procedures used to process data
 - a.4. Data - Raw facts and observations collected and inputted in the systems
- b. The SWDO receives, processes, produces and disseminates information (e.g. paper documents, lists, forms, reports) for decision-making, policy-making, planning and for the use of identified end-users (e.g. Sanggunian, public, clients, other LGUs, NGOs, NGAs, etc.)

B. PROGRAM MANAGEMENT :

1. *Program Management Structures*

- a. The P/C/MSWDO structures for program management are written in a manual of operation that specifies at least the following:
 - a.1. Vision, Mission and Objectives
 - a.2. Clients
 - a.3. Geographical area of coverage
 - a.4. Policies and procedures on:
 - i. Intake and client's assessment
 - ii. Increase risk and vulnerability assessment (System of determining and ensuring safety of a client from any form of abuse and neglect)
 - iii. Equal opportunities in access for, and treatment of respondents and clients

- iv. Contract setting, case planning, and management
 - v. Services provided by the P/C/MSWDO
 - vi. Termination of services
 - vii. Referral system (service connection)
 - viii. Effective redress to complaints on services
 - ix. Client's involvement on the type and level of service to be provided
 - x. Records management
 - xi. Planning
 - xii. Reporting
 - xiii. Monitoring and evaluation
 - xiv. Networking with other organizations
- b. The P/C/MSWDO has functional systems that operationalize the policies and procedures stated in the Manual of Operations
 - c. Reports are produced and utilized

2. *Program Management Process*

- a. Planning
 - a.1. Assessment of the Social Protection and Development Report (SPDR), risk vulnerability assessment, gap analysis, local ordinances and policies on SWD and stakeholders analysis are done, with sufficient data collection to support program design and strategies. Baseline survey or any appropriate method of situational assessment is conducted as basis for prioritization of needs.
 - a.2. A clear program plan is formulated annually which is consistent with the P/C/MSWDO VMOs, strategies, manner and timeframe of implementation, resources needed and priorities in consultation with beneficiaries, staff and other significant stakeholders through participatory process are considered in the development of helping strategies.
 - a.3. Review the planning and development process in the LGU and to mainstream the guidelines in the local development plan
 - a.4. Ensure that SWD plans are integrated in the Local Investment Planning
 - a.5. Internal and External stakeholders are involved in the planning process
- b. Implementation
 - b.1. Structures are implemented.
 - b.2. Adequate time and sufficient resources are made available by the LGU to the SWD program. Resources include financial, material, power and authority, human resources, skills and access to information.
 - b.3. There is a written and functional approach to the selection of their program beneficiaries.
 - b.4. Provision of services are consistent with SWDO intent and program design.
 - b.5. Program implementation are documented and information about the SWD program implementation are readily available to stakeholders.

c. Monitoring

- c.1. The P/C/MSWD Officer conduct semi-annual monitoring of all programs, activities undertaken, availability and condition of facilities/resources and the decisions made by the staff and take appropriate action to remedy deficiencies of the staff in order to safeguard the interest and welfare of the beneficiaries and to achieve program objectives.
- c.2. Actual progress of activities in the SWD program are measured and compared to planned progress on a timely and regular basis.
- c.3. Necessary corrective actions are taken immediately by the SWDO to control the process of implementation towards achievement of objectives.
- c.4. Existence of a monitoring tool/system for program implementation.
- c.5. Semi-annual consultation meetings with beneficiaries and stakeholders are done to ensure issues and concerns are discussed and properly addressed/responded to.
- c.6. Expected reports on the SWD program are prepared and submitted on time.

d. Evaluation

- d.1. An annual program review and evaluation workshop shall be done with the participation of the beneficiaries, staff and other stakeholders.
- d.2. Periodic activity evaluation is conducted as necessary where the beneficiaries participate/are consulted.
- d.3. The P/C/MSWDO makes use of the results of SWD program evaluation to make or propose policy changes or amendment, revise or develop new programs.
- d.4. Activities and strategies are redirected as necessary.

C. CASE MANAGEMENT

1. Caseload

Given the number of households in the entire province, city and municipality, RSW and CO or CD worker should have the following caseload at a given time:

- a. For intake interview, the following are assigned to attend to all walk-in/referred beneficiaries/clients in a day:
 - a.1. At least one (1) RSW in every operation unit of the PSWDO.
 - a.2. At least three (3) RSWs in the CSWDO of special, highly urbanized, non-component cities and at least one (1) RSW in each of its operation units.
 - a.3. At least two (2) RSWs in the CSWDO of component cities and at least one (1) RSW in each of its operation units.
 - a.4. At least (2) RSWs in the MSWDO and at least one (1) RSW in each of its operation units.

The assignment for intake interview is to be rotated among all direct service RSW on a daily basis.

- b. The following are the prescribed caseload for each approach e.g. generalist, specialist and CO/CD. Only one approach shall apply at a time.

- b.1. For generalist approach (applying casework, groupwork and CO/CD at the same time) one (1) RSW shall manage simultaneously:
 - i. At most 100 individuals at a time for a casework.
 - ii. At most five (5) groups at a time with fifteen (15) members for groupwork with the help of trained volunteers.
 - iii. At most five (5) families at a time either for casework or groupwork.
 - iv. At most five (5) communities at a time of about 100 families each.
- b.2. For specialist approach, one (1) RSW shall manage simultaneously:
 - i. At most 25-30 individual cases at a time (e.g. persons in crisis, abused children/women; persons with disabilities; older persons and other similar cases that requires intensive casework).
 - ii. At most five (5) families at a time.
 - iii. At most three (3) groups at a time about 100 families each.
- b.3. For CO or CD work and special program or project implementation, one (1) RSW or CO/CD worker shall manage simultaneously.
 - i. At most ten (10) groups at a time with fifteen (15) members for groupwork with the help of trained volunteers (e.g small group enterprise).
 - ii. At most five (5) communities at a time of about 100 families each.

2. *Helping Process*

- a. The helping process are categorized in three phases to include the following:
 - a.1. Assessment
 - i. The assessment phase is the diagnostic study of the client/beneficiary and his/her environment. It starts with the initial contact with the client or at intake where application of services is assessed based on the problem presented and the P/C/MSWDO's policies and resources.
 - ii. The intake provides the initial assessment and is the basis for the initial supportive responses. In-depth assessment follows which is more comprehensive and is the basis for planned intervention. This will include following up initial data and gathering more information through collateral interviews, home visits, or documents needed to establish eligibility for service. The social worker may need to work with other professionals such as for client's medical or psychological evaluation. A summary statement of the assessment is made to ensure that all the data are synthesized and ready for the intervention planning.
 - iii. The following information is organized into an intake case summary:
 - iii.1. Name of client, case number.
 - iii.2. Client's basic information – birth date and place, address, contact numbers.
 - iii.3. Sources of information during intake.
 - iii.4. Presenting problem.
 - iii.5. Summary of family background and other information related to the problem.
 - iii.6. Previous actions taken about the problem and contacts with social agencies, if any.
 - iii.7. Assessment summary statement.

- iii.8. Recommended interventions.
- iii.9. Name of case manager and date of summary done.

a.2. Intervention Planning

- i. The RSW should develop an intervention plan with the client that addresses the issues/problems in the assessment.
- ii. A contract is set between the client and the RSW on each roles and responsibilities in order to meet the set goals and objectives. The contract should be reviewed periodically by both parties.
- iii. A plan provides information about what the services or interventions are to be provided to address the problems of the client and meet the goals set, who will provide these and the time frame. The services which maybe provided by the P/C/MSWDO should first be identified and other services may be provided by partner agencies through a established referral system.
- iv. Intervention plans are goal oriented and time limited which should include short-term and long-term goals.
- v. Each beneficiary (individual, group, community) accepted by the agency for a helping contract has a written social case study report (SCSR) which clearly shows the following: The SCSR should contain the following:
 - v.1. The definition of the problem and background of the problem.
 - v.2. The client's background e.g. work, education, relationships, etc.
 - v.3. The client's current situation and what strengths, client's capabilities and those of family and resources in his/her environment.
 - v.4. Assessment on how well the client functions to solve the problem.
 - v.5. Intervention plan – goals and actions to be done by client/beneficiary and the social worker within a time frame.
- vi. The intervention plan should be reviewed periodically and modified or adjusted as necessary. This should include the following:
 - vi.1. Problems/concerns to be addressed.
 - vi.2. Specify goals the client wish to achieve.
 - vi.3. Determine which actions will be taken by the client and the social worker.
 - vi.4. Activities the client will undertake.
 - vi.5. Tasks to be performed by the social worker.
 - vi.6. Establish timelines for completing these actions.
 - vi.7. Identification of other people, agencies expected to participate and contribution to the change process.
 - vi.8. Remarks – problems encountered in the process; goal achieved, etc.

a.3. Implementation of Interventions

- i. The following are the duration of interventions unless after thorough assessment, the need for continuous intervention is recommended:
 - i.1. For the community beneficiaries, helping process' duration is a minimum of six (6) months and a maximum of three (3) years.

- i.2. For the Family beneficiaries, helping process' duration is a minimum of six (6) months and a maximum of five (5) years. Goals are reviewed and changes are made as necessary.
 - i.3. For individual beneficiaries, duration of interventions would not exceed one year. Individual beneficiaries who have availed of the center-based services should be included in the after-care services.
 - ii. The social worker, the client and others involved in the case, take the steps to complete the tasks that will implement the plan they have formulated which will bring about the desired outcome.
 - iii. Check progress toward the goals or objectives set forth in the plan of services; may entail adjustments to improve effectiveness.
 - iv. Implementation of any intervention is based on a plan agreed by beneficiaries and social worker. When change/s in implementation is/are necessary, this is/these are always agreed upon with the beneficiaries.
 - v. Regular monthly monitoring activities are conducted to ensure effectiveness and consistency of interventions.
 - vi. Feedback of beneficiary on the processes and on results is elicited and is responded to by the worker.
 - vii. Termination is done according to written agency policies and procedures such as:
 - vii.1. Termination plan is formulated with the beneficiaries prior to actual termination.
 - vii.2. Beneficiaries' transition is processed with him/her/them.
 - vii.3. Support and action towards mainstreaming are planned.
 - vii.4. Sustainability of necessary services outside of the agency is arranged prior to termination e.g. referral for job placement, further medication etc.
- b. Helping process manifests key helping elements, which are evident in recordings.
 - b.1. Participation and self-determination of beneficiaries.
 - i. Relevant professions/disciplines are involved in appropriate phases of the helping process (e.g. case conference/consultation) and such involvement is recorded.
 - ii. There are regular processes for eliciting beneficiary's contributions to his/her/their development/treatment/rehabilitative plan.
 - iii. Decisions on short- and long-term activities that affect the life directions of the beneficiary are done with his/her/their participation.
 - b.2. Multi-disciplinary/Multi-sectoral involvement
 - i. Relevant professions/disciplines are involved in appropriate phases of the helping process (e.g. case conference/consultation) and such involvement is recorded.
 - ii. In case of the community as the beneficiary, formal or informal groups and organizations in the community are consulted on matters relevant to the resolution of the problems or concerns.

b.3. Referral system

- i. Determine which of the existing services offered by the P/C/MSWDO can address the problems of the beneficiary.
- ii. Referral system is in place for cases that are not within the services of the P/C/MSWDO.
- iii. If the beneficiary needs services that the P/C/MSWDO cannot provide, the social worker should: locate such resources in the community; arrange for the client to make use of them; and support the client in using them.

3. Case Recording

a. Individual Beneficiaries

- a.1. Intake sheet is completely and properly accomplished within 24 hours of the first interaction with the beneficiary. An assessment is written for each case, showing basis for contracting help or referral to other services after involving the beneficiary, as necessary.
- a.2. Appropriate and accurate recordings are kept for each case according to purpose.
 - i. Process recording - when understanding of specific situation/problem of beneficiaries is necessary and/or when required for supervision purposes;
 - ii. Progress notes - when a significant progress on a case or significant interaction between client and worker is noted.
 - iii. Other significant records should include:
 - iii.1. Running records relevant to the behavior of the beneficiary and of every activity/contact.
 - iii.2. Medical, health or dental records including immunization records, medical abstract, report on psychological and psychiatric evaluation and treatment.
 - iii.3. School records.
 - iii.4. Birth/Foundling Certificate.
 - iii.5. Referral letters.
 - iii.6. Other documents related to the beneficiary that show the situation from initial interaction with the P/C/MSWDO staff, to the termination of services. Records show participation of the beneficiary in decisions that affect him or her).
 - iv. Assessment and evaluative statement, which is the worker's professional evaluation on beneficiaries' situation; presented at the end of every recording.
 - v. Transfer or Closing Summary - states why a case was transferred or closed; presents what things were accomplished and what are still to be done by the client with or without help; presents transfer arrangements between the agency and the client.

b. Family Beneficiaries

- b.1. Each family would have individual folders which would include the family profile that is updated as needed.

- b.2. Proceedings of group work activities and/or family sessions are properly documented and filed.
- c. Group/Community Beneficiaries
 - c.1. In case of CO/CD, a community survey is conducted and documented, showing basis for CO/CD. The community profile is updated and completed annually.
 - c.2. Proceedings/minutes of all group meetings and activities are properly kept.
 - c.3. Records would show the participation of the community in all the activities conducted.
 - c.4. Approved project proposals e.g. livelihood projects, constructions of Day Care Centers.
- d. Records Management

Case records are filed in a way that it is easily accessible to service providers subject to privacy and confidentiality terms.

- d.1. Case records are properly maintained and regularly updated.
- d.2. Case records are systematically kept in a location that can be monitored and policies on records access and use are written.
- d.3. Confidentiality of cases is observed by the P/C/MSWDO in terms of policies and procedures in handling of documents/records of clients and organizational procedures on sharing information
- d.4. All P/C/MSWDO personnel and external stakeholders are informed of policies and procedures on confidentiality.
- d.4. Records of clients obtained by the agency from time to time are kept in corresponding folders.

D. HELPING INTERVENTIONS

The P/C/MSWDOs should maintained at the implementation of the devolved and/or initiated SWD programs and services but not limited to the following:

1. *Child and Youth Welfare*

a. *Mandatory Services*

- a.1. Child Placement Services – refers to the provision of appropriate parental care, whether temporary or permanent, to orphaned, abandoned, abused and those with special needs through various interventions such as adoption, foster care and legal guardianship.
- a.2. ECCD Service is comprised of care for the basic health, nutrition and safety needs of young children ages 0 to 6 years old and providing for the multidimensional growth of their mental, emotional and social development. This include: Day Care Center, Child Minding Center and Home Based ECCD.
- a.3. Peer Groups Service – refers to opportunities provided to out-of-school youth (OSY) who are members of the Pag-Asa Youth Association (PYA), a duly constituted organization of the OSY who are clientele of the DSWD. Through the

PYM the young persons are provided with opportunities to actualize his potentials and aspirations, experience self-fulfillment, participate in the task of nation building and contribute to the growth of his/her community. It is provided to OSY who is below 13 to 18 years of age, single and whose family cannot provide opportunities for his/her social and economic development and is a member of the PYM.

- a.4. Community Based Services for Children in Conflict with the Law (CICL) – refers to provision of interventions and opportunities to prevent CICL from entering the Juvenile Justice System and direct their activities to more gainful and productive ones to enable them to acquire socially acceptable behavior. The service calls for a level of intervention addressed to the community and the law enforcement.
- a.5. Supplemental Feeding – refers to the provision of food assistance to moderately and severely underweight pre-school children of families whose monthly income below the food threshold to improve their nutritional status to prevent any permanent physical and mental retardation.
- a.6. Special Drug Education Center (SDEC) is a community-based facility, which serves as a venue for promoting preventive and developmental services for out of school youth and street children. This aims to enable them to cope with the challenges of adolescence particularly their vulnerability to drug and substance abuse (for province only).
- b. Implementation of the Service depend on P/C/MSWDOs Social Protection and Development Report (SPDR)
 - b.1. Residential Care Services – refers to an alternative form of family care which provides 24 hour residential group care on a temporary basis whose needs cannot at the time be adequately met by their biological parents and extended family.
 - b.2. Community Based Serviced for Street Children – it is provided to those below 17 years old who cannot benefit from structured rehabilitation in a center to “get them” off the street with the end view of reintegrating them into a society. It is provided through the conduct of informal group meetings and supervised activities in the street or places or work to understand their situation, offer assistance and impart desirable values. It also include provision of educational assistance for formal, informal or other forms of alternative education and at the same time provide their families opportunities to develop their parenting skills and improve their socio-economic condition.
 - b.3. Day Center for Street Children – it is made available to street children who are 7 to 15 years old and have a family to go home to everyday.

2. *Women’s Welfare*

a. Mandatory Services

- a.1. Self-Enhancement Skill Development – refers to the provision of opportunities for the improvement of women as human being person, including the enhancement of their self-image through the discovery and understanding of their potentials and

capacities leading to change/acquisition of appropriate values and attitudes about themselves, their families and the larger community and environment.

- a.2. Productivity Skills Capacity Building – refers to the provision of skills training to socially disadvantaged women to enable them to gain employment and or livelihood either through self, open employment or sheltered workshop thus contributing to increased family income.
- a.3. Community Participation Skills Development – refers to the mobilization of women for them to be able to relate and interact with other women in the community over common interests and concerns affecting women’s welfare resulting in community level actions in relation to them.
- a.4. Rape Crisis Center – refers to a facility where a comprehensive network of services and support activities are available in a particular province or city to victims of rape and other forms of sexual abuse, their family and the community, in general, including programs for sexual assault awareness and prevention (for province and city only).

b. Implementation of the Service depend on P/C/MSWDOs SPDR

- b.1. Maternal and Child Care – refers to the provision of knowledge and skills as well as the teaching of values to women based on their specific needs in the areas of self-care including personal hygiene, breast examination, breast feeding and weaning, care of children and other members of the family, nutrition education including growth monitoring and promotion, environmental sanitation focusing on the use of sanitary toilets, proper disposal and safe water, usage of herbal plants as well as recognizing the value of backyard gardening, livestock and home-based aqua culture. It shall be provided in partnership with the Local Health Office.
- b.2. Substitute Home Care for Women in Especially Difficult Circumstances – refers to the provision of temporary residential care to women needing temporary shelter which will enable them to leave immediately high risk, violent and/or hazardous situations as well as the provision of other social services for their improved psycho-social functioning in relation to their family.

3. Persons with Disabilities Welfare

a. Mandatory Services

- a.1. Disability Prevention Service– refers to information dissemination of disability prevention through the provision of services or conduct of activities designed to raise the level of awareness of individuals and families at risk on the causes and effects of disabling conditions, awareness program for pregnant women on the avoidable risks during conception and encourage the practice of disability prevention. This will be done through the conduct of symposia/fora and use of the tri-media, radio, television and print media as well as internet.
- a.2. Early Detection, Prevention and Intervention of Disability (EDPID) – refers to assessing possible disability among 0-6 years old children using the EDPID tool to determine signs and symptoms or disability or those with apparent disability; new born screening and regular pre-natal check-up of pregnant women.
- a.3. Assistance for Physical Restoration Service – refers to helping the persons with disabilities who lacks financial resources attain maximum improvement of their physical residual capacities to facilitate integration to family and community life

through provision of assistive devices, referral for medical intervention, counseling, and resources mobilization.

- a.4. Self and Social Enhancement Service- refers to activities designed to assist the persons with disabilities develop self-acceptance and positive self-image through counseling, orientation and mobility training for visual impaired, skills development for the hearing impaired, sign language or survival communication, and daily living capabilities training to participate fully in family and community life. This also provides activities/opportunities to a PWD to establish social relationship to include: attendance to convention for PWDs, membership to self-help groups of PWDs, membership to organization of women with disabilities and participation to competitions to Abilympics etc.
- a.5. Tuloy Aral Walang Sagabal (TAWAG) for Children with Disabilities - refers to mainstreaming of 3-6 years old children with disabilities into Day Care Center/TAWAG Resource Center, children of school age into regular schools or SPED Centers, to responds to their educational needs.
- a.6. After Care & Follow-up Services - refers to a rehabilitation service designed to facilitate integration into family and community life of PWDs who are released from residential or rehabilitation centers. This is implemented through family counseling, therapy, school placement, job placement and opportunities for participation in community activities.
- a.7. Referral Services – refers to accessing PWDs to other support services and sustenance from government/non-government agencies with related rehabilitation services such as physical therapy, occupational therapy, surgical intervention and accessibility to public transport, business establishments.
- b. *Implementation of the Service depend on P/C/MSWDOs SPDR*
 - b.1. Training and Employment Support Services – it is a service designed to prepare PWDs acquire social and vocational skills in their home or in the community to enable them maintain a suitable job along open, self and sheltered employment.
 - b.2. Alternative Family Support Services – it is designed to meet the needs of abandoned, neglected, abused, homeless, detached persons with disability who may be incapable or with limited capability of self-care and whose families are unable to cope with the situation. This include Foster Care Service, Adoption, Kinship Family Care, Legal Guardianship, and Group Home Service
 - b.3. Community Based Social Vocational Rehabilitation Preparation for Employment Services – refers to activities that prepare persons with disabilities to acquire vocational skills in their homes of in the community to secure and maintain a suitable job along open, self and sheltered employment. This involves assessment of potentials, identification of available employment opportunities, vocational counseling, vocational training or retraining, apprenticeship, on the job-training and referral for employment.
 - b.4. Residential Care Service – refers to provision of a 24-hour residential group care to persons with disabilities on a temporary basis whose needs cannot, at the time, be adequately met by their families and other alternative family care arrangement

4. Senior Citizens

a. Mandatory Services

- a.1. Neighborhood Support Services for Older Persons – refers to a community based project that provides appropriate services to older persons in their own home regardless of their status and condition in life.
- a.2. Senior Citizen Center – refers to a day center facility with recreational, educational, health and socio-cultural programs designed for the full enjoyment and benefit of the senior citizens in the city/municipality. It shall also serve as a facility for the provision of community based educational services such as the Learning Network of Senior Citizen which provides avenues for information sharing and practical skills enhancement; and Sheltered Workshop for Senior Citizens which is designed to provide work training and productive employment for senior citizens by producing and selling goods or services.
- a.3. Home Care Support Service – refers to provision of services to senior citizens while in their homes such as assisting them in their daily living activities e.g bathing, eating, dressing etc., training volunteers and family members on caregiving for senior citizens; provision of assistive devices and community based rehabilitative services.

b. Implementation of the Service depend on P/C/MSWDOs SPDR

- a.1. Residential Care Service – refers to a 24 hour facility that provides long term or temporary multidisciplinary care to senior citizens who are abandoned by their families or with no significant others to provide the needed supervision and supportive care.
- a.2. Special Social Services for the Elderly – refers to assisting the elderly who needs physical, psycho-social and vocational services, and to elderly who are physically, socially and economically well-off but do not have the opportunity to share their time, talent, and treasure. This is implemented through the provision of opportunities for income generating project, socio cultural, sports and recreational activities, formation of self-help and interests groups, referrals for medical interventions and volunteer work.
- a.3. Foster Home Program for Older Persons\Persons with Disabilities - The provision of a planned temporary substitute family care for older persons and persons with disabilities who are abandoned, neglected, unattached from the community and those on custodial care in residential care facilities.
- a.4. Volunteer Resource Service – refers to encourage and mobilize abled-bodied senior citizens to voluntarily contribute their time, skills and capabilities for the delivery of programs/services for the benefit of the impoverished senior citizens.

5. Family and Community Welfare

a. Mandatory Services

- a.1. Parent Effectiveness Services (PES) – refers to the provision and expansion of knowledge and skills of parents and others involved in child caring such as: early childhood development, health care, behavior management, improving the husband-wife relationship and parenting rights and duties.

- a.2. Pre-Marriage Counseling – refers to provision counseling to would-be couple/s with a basis for making an informed and responsible decision about whether to marry or not.
 - a.3. Marriage Counseling Service (MCS) – refers to professionally guiding/assisting couples (i) contemplating marriage towards an informed and responsible decision about contracting marriage; (ii) enrich the marital relationship; (iii) help married couples resolve marital conflicts; and (iv) help married couples who filed petition for legal separation to arrive at a decision for the best interest of their children and each other. This promoted and strengthen the stability of marital relationships and ensure family life
 - a.4. Family Casework – refers to helping families preserve, cultivate, enhance and enrich various levels of relationships in the family. It is a series of activities involving significant members of the family focusing on their role adjustments and performance towards the resolution of a crisis situation.
 - a.5. Responsible Parenthood Service- refers to a series of activities for individuals and couples of reproductive age to appreciate the values of child spacing and planned family size and to adopt family planning method in accordance to religious beliefs and health. It also assists couples to resolve psychosocial barriers which hamper their appreciation and practice planning the number of children and spacing births to achieve quality of life.
 - a.6. Empowerment and Reaffirmation of Paternal Abilities (ERPAT) – refers to enhancing and strengthening the parenting capabilities of Filipino fathers in performing their familial tasks and responsibilities, help them achieve an active and equal role with their spouses in fostering the optimal development of their children and other family members and take active leadership in the community in promoting positive family life.
 - a.7. Social Services for Solo Parents – refers to a series of activities with solo parents geared towards the enhancement of their social functioning through the resolution of difficulties brought about by the stresses of a loss or absence of a spouse, financial responsibilities, child rearing responsibilities and social pressures.
 - a.8. Social Preparation for People’s Participation – refers to assisting the community to experience the process of consciousness/awareness of problem situations, analysis, formulation of goals and action plans, implementation of plans, monitoring and evaluation collectively.
 - a.9. Social Welfare Structure Development – refers to organization/reactivation and strengthening formal and informal community welfare groups or social welfare structures with significant and responsible members representing the various sectors and discipline in the community.
 - a.10. Self-Employment Assistance – refers to provision of opportunities to individuals/families and organized groups to engage in productive undertakings/income generating projects either through open, sheltered and self-employment.
- b. *Implementation of the Service depend on P/C/MSWDOs SPDR*
- b.1. Community Volunteers Resource Program – refers to motivating, recruiting, training and sustaining people’s voluntary participation in responding to identified needs and problems.

- b.2. Community Mobilization Service - it responds to a community situation wherein there is awareness and concern about problems affecting their functioning but there is no collective response to these. The community is taught about problem prioritization, formulating plan of action, implementing plans, monitoring implementation and evaluation.

6. Emergency Welfare

a. Mandatory Services

- a.1. Food/Cash for Work – refers to the provision of food or cash as augmentation support to the distressed/displaced individuals who temporary loss his/her income.
- a.2. Disaster Mitigation and Preparedness – designed to prevent or at least minimize loss of life, damage to property, ensure an effective and efficient meeting of emergency needs to minimize suffering and to speed up recovery as a result of hazards either natural or manmade.
- a.3. Emergency Shelter Assistance – refers to the provision of limited financial and material assistance to help families construct/repair their houses which are partially or totally destroyed by natural or manmade disasters. To ensure its effectiveness, social preparation/mobilization of beneficiaries and community are provided.
- a.4. Balik Probinsiya – refers to the provision of limited financial and/or material assistance to support the planned and purposive return to the place of origin of disaster victims, distressed and displaced individuals/families, where the opportunities to improve their well-being are available.
- a.5. Family and Community Disaster Preparedness – refers to conduct of training activity for families and communities to be prepared on any eventuality.
- a.6. Crisis Intervention – refers to the provision of support which include: emotional/psychosocial support to resolve/respond an individual's needs or reduce stress and difficulty at a given time and place.
- a.7. Assistance to Individual in Crisis Situation – refers to the provision of limited in cash or in-kind assistance to individuals/families who are hampered to function normally because of socio-economic difficulties.

b. Implementation of the Service depend on P/C/MSWDOs SPDR

- b.1. Core Shelter Assistance – refers to provision of financial assistance to help family-victims of disaster with totally damaged houses and construct a new hazard resistant house.

E. PHYSICAL STRUCTURES AND SAFETY:

- 1. Appropriate and ample/sufficient space and fixtures are provided for organizational functions and activities of P/C/MSWDO:
 - a. Has accessible and identifiable office space where daily organizational functions and activities are conducted.
 - b. All rooms/spaces for SWD functions and operations create pleasant ambiance for personnel, clients and visitors; adequately lit; well ventilated and with accessibility features for the persons with disability and senior citizens.

- c. Adequate room/space is provided for interviewing and counseling clients; structure and arrangement ensure privacy and confidentiality.
- d. Conference room with appropriate fixtures for meetings.
- e. Living quarters are made available for personnel, separately provided for male and for female personnel in times of disaster or emergency operations.
- f. Areas of interactions such as offices and other public places where activities are frequently conducted are ensured to be free from physical obstructions that are hazardous to the safety of the beneficiaries and away from vehicular traffic.
- g. Ample and appropriately furnished space/room for receiving clients.
- h. Appropriate facilities for implementation of the P/C/MSWDO's programs and services are built or are secured (leased/rented with contract) within the required period and or maintained in safe condition e.g. warehouse/storage room for stockpiling related to relief operations.

2. Cleanliness and Sanitation

- a. The P/C/MSWDO provides necessary resources to maintain cleanliness and sanitation in its office/s and premises.
- b. There are available and functional toilets within the premises of the LGU and are accessible to P/C/MSWDO personnel and its clients/ respondents with the following ratio:
 - b.1. 1 toilet for every 25 female personnel
 - b.2. 1 toilet for every 30 male personnel
 - b.3. At least 2 toilets for female clients
 - b.4. At least 1 toilet for male clients
- c. All toilets are provided with child urinal and utility table for diaper change.
- d. Cleaning routines are done on a timely and regular basis.

3. Basic Utilities

Basic utilities are available for use in the P/C/MSWDO operation such as the following:

- a. Potable water as evidenced by a certificate of water sanitation issued by authorities.
- b. Electricity, fuel, or any power source to provide light, ventilation and energy to run machines and vehicles.
- c. Adaptive means of communication is installed and functional at all times.
- d. Appropriate and functional equipment and appliances are available for use.
- e. A functional vehicle is available or priority for SWD operations.

4. Safety and Precautions and Procedures

The physical arrangement shall promote the physical, emotional and psychosocial well being of all P/C/MSWDO personnel and clients

- a. Accessibility features are installed where facilities, rooms and spaces are barriers-free and with appropriate labels and signages for access of personnel, visitors, clients and persons with disability.
 - b. The LGU has facilities and is observing measures against fire, earthquake and other emergency situations as evidenced by the following:
 - b.1. Certificate of Fire Safety for the current year.
 - b.2. Certificate of Occupancy or Building Safety for the current year.
 - c. Waste management structure is installed in accordance with Solid Waste Management law and other relevant laws/ordinances, evidenced by, at least, the segregation of biodegradable from non-biodegradable waste.
 - d. First aid facilities are available.
 - e. Qualified personnel are trained on first aid.
 - f. Conduct of periodic fire and earthquake drill in the community.
 - g. Emergency power is provided in all functional hallways, stairways and rooms.
 - h. Smoking is prohibited within the P/C/MSWDO premises with visible signage or written notice in conspicuous places.
 - i. Evacuation Areas during Emergency/Disasters.
 - i.1. The safety of beneficiaries while staying in the area is ensured
 - i.2. The location of the evacuation centers are:
 - i. Accessible to all the residents of the community.
 - ii. Free of any hazard particularly for children.
 - iii. A safe distance away from the disaster areas.
 - i.3. Capacities of the evacuation areas are observed on times of disaster.
 - i.4. Utilities such as portable toilets are available in the evacuation areas.
 - i.5. Committees are ensured such as committee on community kitchen.
5. Specific standards for physical facilities of residential care and community based programs and services shall be based on DSWD set standards for specific services e.g. Day Care Center, Senior Citizens Center, residential care facilities etc.

Republic of the Philippines
Department of Social Welfare and Development

GUIDE IN THE PREPARATION OF MANUAL OF OPERATION

I. Introduction/Rationale

1. State the history of the establishment/or operation of the P/C/MSWDO
2. State briefly the situation of the targeted community the P/C/MSWDO wants to address. It should answer the questions why is there a need to operate. Include statistics, issues, challenges, etc)

II. Vision/Mission and Goals/Objectives of the P/C/MSWDO

1. Explicitly state the Vision and Mission of the P/C/MSWDO
2. State the goal/s of the P/C/MSWDO
 - Goal/s is/are broad statements of intent and desired long-term outcomes of programs in order to achieve the mission
3. State the objectives of the P/C/MSWDO
 - The objective should be specific, measurable, attainable, result oriented and time bounded
 - Objectives are desired short term outcomes. These may express the immediate means towards which efforts are directed in order to attain the goal

III. Clientele/Beneficiaries

A client/beneficiary is refer to the disadvantaged, marginalized and vulnerable individuals, groups, families and communities availing any of the services offered by the P/C/MSWDO. These may include but not limited to the following:

1. Abandoned, neglected, orphaned, abused and exploited children and other children in need of special protection eg. children in conflict with the law;
2. Out-of-school youth and other youth with special needs;
3. Women in especially difficult circumstances (WEDC);
4. Persons with disabilities or differently-abled persons;
5. Senior citizens;
6. Marginalized and disadvantaged individuals, families and communities e.g. indigenous group/s, those in crisis situation/s, internally displaced due to armed conflict and other developmental projects; and
7. Victims of natural and man-made calamities/disasters

The P/C/MSWDO's focus is on a specific clientele/beneficiary it intends to serve considering the P/C/MSWDO's Vision, Mission and Goals (VMG) and resources

IV. Geographical Coverage of Operation

Operation is refer to either direct or indirect implementation of social welfare and development programs and services by a P/C/MSWDO within a specified geographical coverage or place over a period of time using its own or tapped resources and conduits.

This shall indicate specific geographical area/s or place/s of operation where the P/C/MSWDO shall implement its programs and services.

V. General Policies

A policy is a definite course of action selected from among alternatives and in light of given conditions to guide and determine present and future decisions. It must be based on and developed in consideration of the P/C/MSWDO 's VMG

P/C/MSWDO's policies for organization, administration and management and programs and services must be stated

VI. Programs and Services

A program is a coordinated group of activities maintained over a period of time aimed at producing specific types of services, directed to the achievement of an objective or set of objectives, e.g. income-generating program, day care program, etc.

A service is a set of specific activities provided by the P/C/MSWDO to concretely answer the needs and problems of target clientele

1. The P/C/MSWDO's programs and services must be designed to achieve P/C/MSWDO objectives
2. The programs and services should be described in detail
3. Specific procedures and implementing guidelines of the programs and services should be stated including corresponding structures and systems of the organization responsible in every phase or component of the programs and services

Further, helping process/case management system in providing services to the target beneficiaries from the intake assessment to termination and follow-up shall also be indicated

VII. Organization and Administration

1. The organizational structure of the P/C/MSWDO must be able to provide a clear definition of responsibilities and duties of the Local Chief Executive, it's management personnel and it's service providers. Relationships between and among persons and functions must be described
2. The organizational chart should indicate flow of work and other activities
3. Policies and systems of the P/C/MSWDO in terms of administration must be stated

Some areas to be considered are:

- Personnel/Human Resource Management/Development
- Financial Management
- Property and Supplies Management
- Communication and Information System

VIII. Personnel

1. Enumerate each position, stating job title, qualification standard, job description and area/s of responsibility
2. State corresponding salaries, honorarium and benefits to be received by each of the employee and/or volunteers and area of responsibilities
3. State the number of personnel per program or organizational functional function
4. Note that number of personnel must be adequate in accordance with appropriate standards
5. The P/C/MSWDO personnel may be composed of paid staff or volunteers. Such must be indicated specifically in the manual.
6. Described how the personnel in the organization are supervised; described system of supervision

IX. Budget

1. Indicate P/C/MSWDO's annual budget
2. Indicate P/C/MSWDO's source/s of fund, local and/or foreign
3. Indicate corresponding financial support for specific programs, services and activities of the P/C/MSWDO

X. Monitoring and Evaluation

1. Describe the system that the P/C/MSWDO uses to ensure that the programs and services are well implemented
2. Enumerate and describe the methods and tools in monitoring and evaluation; explain how these are used or are done in the context of the organization and of programs and services
3. Specify indicators and log frame to have a clear measure of its impact and outcome

XI. Reporting/Documentation

P/C/MSWDO must keep records of its activities. These records provide important information to the P/C/MSWDO especially where it has to make decisions about expanding changing or terminating programs and services and for reporting to the community and donors on how funds have been used

1. Described the records system of the P/C/MSWDO for:
 - Programs and services and;
 - Organizational/administrative functions
2. Indicate each report being made by the P/C/MSWDO for the above-mentioned areas, describing its content, purpose, uses and frequency of preparation

Republic of the Philippines
Department of Social Welfare and Development

PROFILE OF EMPLOYEES

Name of P/C/MSWDO

Name of Employee	Position/ Title (Indicate if Volunteer)	Salary (per month)	Place of Assignment (Indicate name of Office/Unit and location)	Educational Attainment (Pls. indicate license number and validity period if Registered Professional)	Relevant Training and Experience (Pls. Indicate place & date of training/experience within the last 3 years)	Nationality	If Foreigner (Pls. specify permit/visa issued number, date issued and expiration date)			Date of last Examination/ Evaluation	
							Working Permit	Missionary Visa	Working Visa	Medical	Psychological

Attested by:

Name and Signature of Local Chief Executive

Date

Certified true and correct:

Name and Signature of P/C/MSWDOr/Authorized Representatives

Date

Republic of the Philippines
 Department of Social Welfare and Development

WORK AND FINANCIAL PLAN

For Calendar Year: _____

NAME OF P/C/MSWDO: _____

ADDRESS : _____

Goals/Objectives	Items	Activities	Targets and Financial Requirements								Sources of Funds		
			1 st Qtr		2 nd Qtr		3 rd Qtr		4 th Qtr				
			Tar get	Amount	Tar get	Amount	Tar get	Amount	Tar get	Amount			
	Administrative												
	Programs												

Prepared by: _____ Designation _____ Date _____

Name & Signature of P/C/MSWDO or Authorized Representative

Republic of the Philippines
Department of Social Welfare and Development

PROFILE OF CLIENTS/BENEFICIARIES SERVED

For Calendar Year: _____

NAME OF P/C/MSWDO: _____

ADDRESS : _____

Name	Address	Age	Date of Birth	Gender	Date Admission	Date of Discharged/ Termination	Category	Services Provided	Status/ Remarks

Prepared by:

Name and Signature of P/C/MSWDO or Authorized Representative

Designation

Date

Republic of the Philippines
Department of Social Welfare and Development

ANNUAL REPORT

of

Name of P/C/MSWDO and Address

For Year: _____

I. Introduction

II. Salient Accomplishment (Statistical and narrative)

1. In response to organizational objectives, programs implemented and services extended, corresponding activities and number of clients served per service during the year as compared to the targets
2. Other significant information

III. Difficulties/problems encountered and solutions

IV. Significant changes in the P/C/MSWDO (e.g. organizational structure, manpower, programs, services, target clientele, area/s of operation, etc.)

V. Plan of action for succeeding year

Name and Signature of P/C/MSWDO
or Authorized Representative

Designation

Date

Reminder: Annual report should be prepared and submitted annually to concerned DSWD-Field Office every after sixty (60) days from end of the previous year.