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DISASTER RESPONSE OPERATIONS GUIDELINES

INTRODUCTION

DSWD has been leading disaster response for more than six (6) decades yet the demand to continually improve and live up to the expectations of the "New Normal" has increased. The passage of Republic Act 10121 or the Philippine Disaster Risk Reduction and Management (DRRM) Act of 2010 transformed Philippine disaster management and created a system that allows effective and coordinated humanitarian assistance and disaster response to save lives and protect the vulnerable groups. It reconstituted the Council, renamed it National Disaster Risk Reduction and Management Council (NDRRMC) and designated the Department of Social Welfare and Development (DSWD) as Vice Chair for Disaster Response.

Therefore, DSWD's task is no longer limited to the delivery of disaster response programs and services of the agency. RA 10121, the National Disaster Risk Reduction and Management Plan and the National Disaster Response Plan (NDRP) for Hydro-meteorologic Hazards inked the task of the agency to coordinate and synchronize the delivery of national level disaster response programs and services.

The New Normal and the two main responsibilities that the agency has during disaster response (direct implementer of disaster response operations and Vice Chair for disaster response) require an all-agency response strategy especially during massive disasters. Therefore, disaster operations, though primarily lodged with the Disaster Risk Reduction and Response Operations Office (DRRROO), is a major task assigned to each and every staff of the DSWD. Thus the need to come up with a document that will allow every DSWD employee to understand the framework and the tasks that need to be undertaken during disaster response operations.

This document is divided into three parts. The first part discusses the challenges along disaster response, the disaster response policy framework and recommendations to address gaps. The second part is the DSWD Disaster Response Guidelines which outlines the functional structure, the lead and focal persons and the different tasks that need to be done during disaster response. And the last part are "pull-out" documents which present the functional areas and detailed tasks that need to be done at different levels of response. These "pull-out" documents are easy references which anyone can readily refer to.

This document is a living document that will be reviewed and updated every year. Thus supplemental "pull-out" references may be added to this document anytime.

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Administrative Order
No. ___03___
Series of 2015

SUBJECT: DISASTER RESPONSE OPERATIONS GUIDELINES

Part One. Policy Framework

I.   **General Set Up**

The Philippines Disaster Risk Reduction and Management Act (PDRRMA) of 2010[1] created the National Disaster Risk Reduction and Management Council (NDRRMC) which is chaired by the Department of National Defense (DND). The PDRRMA instituted a comprehensive approach to managing disasters, including the impacts of climate change. It introduces fundamental paradigm shifts from reactive to proactive approaches; from disaster response and relief to disaster risk reduction; from top-down/centralized to a combined top-down and bottom up, decentralized and participatory approaches; and from an understanding that disasters are merely a function of physical hazards to one that recognizes that disasters reflect vulnerability of people and assets.

The activities of the NDRRMC are organized in thematic areas or pillars: (i) prevention and mitigation, (ii) preparedness, (iii) response, (iv) recovery and rehabilitation. A Vice-Chair is designated for each pillar. DSWD is Vice-Chair for Response.

Figure 1. Organizational Structure of the Response Cluster

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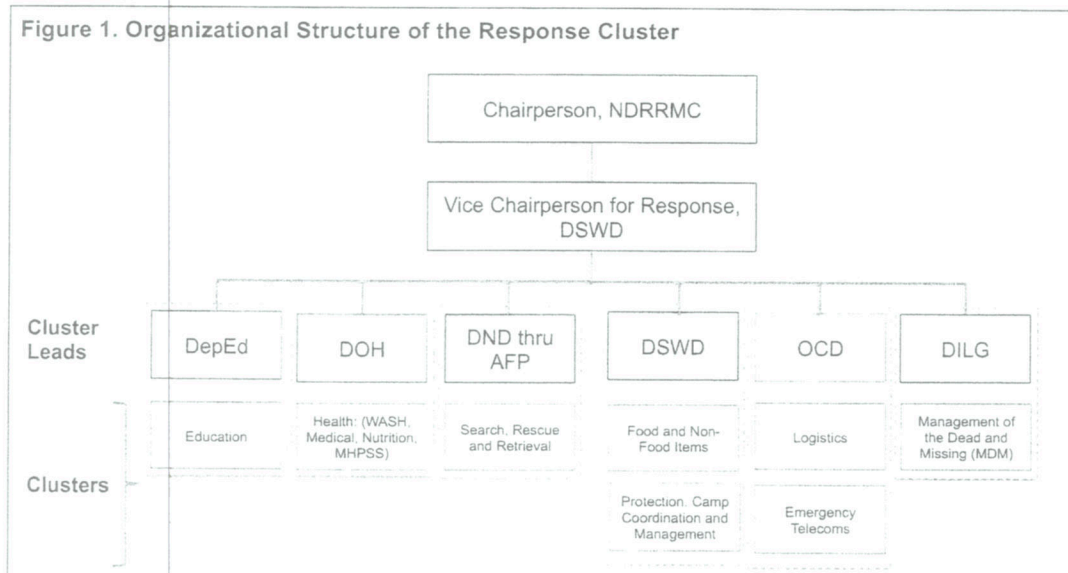
[1] Republic Act No. 10121, dated 27 July 2009, otherwise known as *An Act Strengthening the Philippine Disaster Risk Reduction and Management System, Providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds Therefore and for Other Purposes.*

As head of the response pillar, the DSWD ensures that the response of government as a whole is well coordinated, follows national standards, and is clearly communicated to the public. This involves coordination with key agencies such as DILG, DOH, DND, and OCD. In the event of a large-scale disaster involving the international aid community, the UN Interagency Standing Committee's (IASC) Humanitarian Clusters are activated with DSWD being the country lead for protection, camp-coordination management, and food and nonfood assistance. (see Figure 1)

The Regional Disaster Risk Reduction and Management Councils have similar structures as the NDRRMC with the Field Offices (FOs) of DSWD serving as Vice-Chair. The FOs take the lead in response when disasters occur in two or more provinces in its region.

The PDRRMA provides the allocation of a calamity fund in the annual budget as source for disaster risk management. Other funding sources for disaster risk reduction, mitigation, and preparedness are embedded in the regular programs of agencies. The calamity fund is intended for disaster risk reduction, mitigation, and preparedness, which may likewise be used for relief, recovery, and reconstruction for calamities that happened during or two years prior to the current budget year. Thirty percent (30%) of the calamity fund is allocated as Quick Response Fund (QRF) or stand-by fund for relief and recovery programs. Access to the calamity fund is based on the recommendation of the Council and is subject to approval by the President.

Since 2012, several agencies, including the DSWD have QRFs built into their budgets which are not part of the Calamity Fund. This is to ensure immediate action during calamities. Unlike the Calamity Fund, the QRF does not require the recommendation of the NDRRMC or the approval of Office of the President (OP) to trigger the use and release of funds. When the agency's QRF gets depleted, the agency may submit a request to DBM for replenishment for approval by the OP.

In regard to the role of Local Government Units (LGUs), PDRRMA assigns LGUs primary responsibility for local disaster response. This assignment is consistent with the provisions of the 1991 Local Government Code devolving to local governments the responsibility to provide for the social welfare and protection of their constituents. The LGUs are supported technically and financially by National Government Agencies (NGAs). The DSWD, in particular, enables LGUs[2] to implement social welfare and development programs including disaster management through technical assistance, resource generation and augmentation.

With respect to the budget of local governments, they are mandated by the PDRRMA to allocate not less than five percent (5%) of their local revenues as Local Disaster Risk Reduction and Management Fund, of which thirty percent (30%) constitutes the local QRF. Unexpended balance of the fund accrues as trust fund for disaster risk reduction and management available for use within the next five years.

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[2]   Along with NGOs, other NGAs, POs, and members of civil society, per Executive Order 221 series of 2003.

II. DSWD's Response Performance

In times of disaster, DSWD is expected to (a) provide leadership and coordination; (b) readily mobilize and deliver material resources for disaster response; (c) be in the frontline for the delivery of disaster response assistance.

In localized disasters or disasters that happen in one region, this would mean simple augmentation of the local government's relief goods by the FO based in the region, and mobilization of its stand-by resources, as necessary.
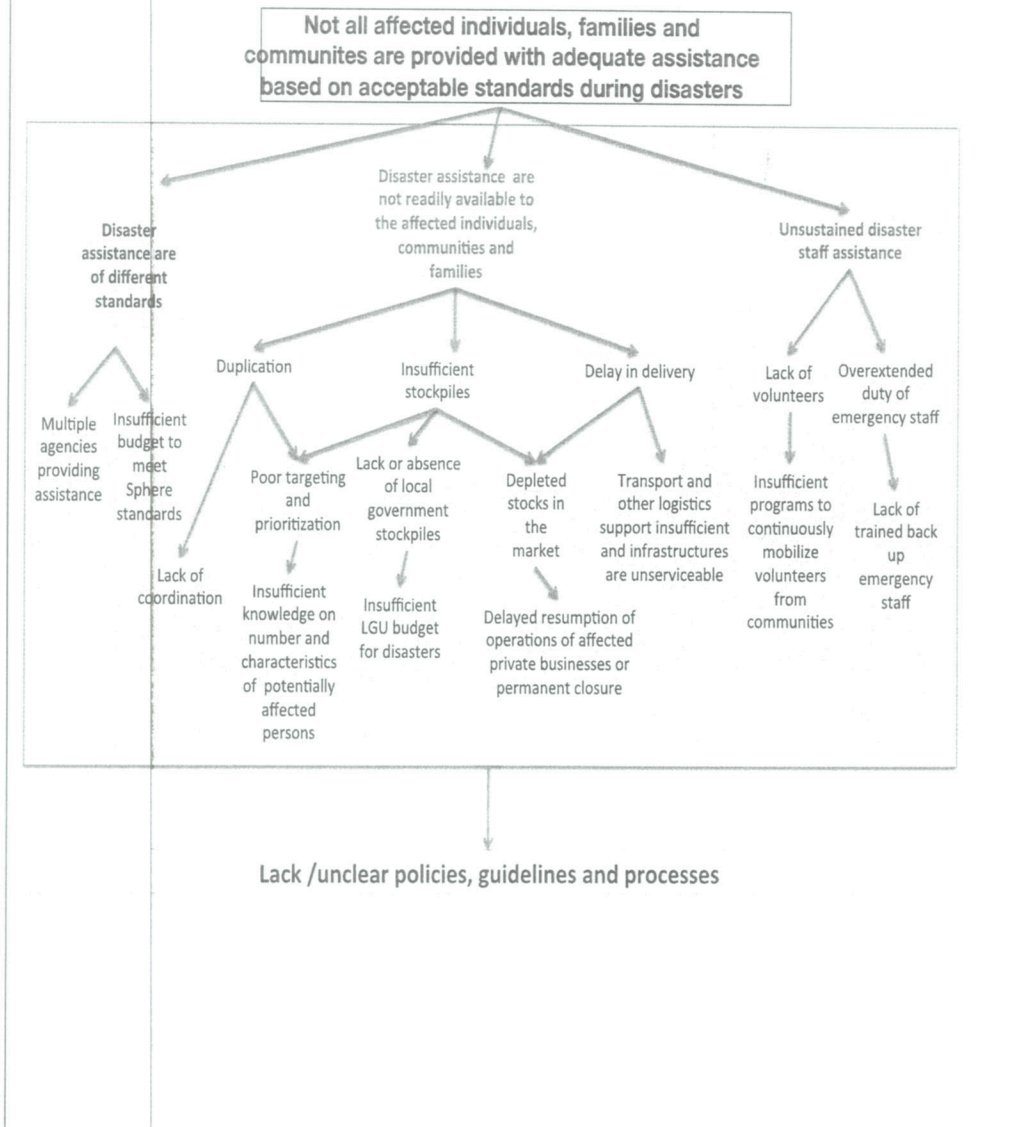
However, in the event of a large-scale disaster which causes displacements of large numbers of families, DSWD Central Office (CO) supports its FOs and the local governments. For this purpose, DSWD uses its stand-by QRF and replenishments from the calamity fund. DSWD's involvement could be in one region, e.g., Zamboanga siege, or multiple regions as in the case of Super Typhoon Yolanda (Haiyan). In these instances, the agency provides relief and protection, evacuation and camp management assistance, temporary shelter, and early recovery assistance.

Over the years, DSWD delivered valuable assistance to millions of beneficiaries. The harrowing experience with Super Typhoon Yolanda, however, exposed weaknesses that compromised the credibility of the agency's response system. DSWD improved its performance in subsequent disasters by mobilizing additional staff, volunteers and successfully tapping resources of other organizations. Still, more improvements are needed, as shown by Typhoon Seniang.

DSWD recognizes that it can and should do better, moving forward. Lessons learned from past disasters and post disaster reviews point to the following areas for improvement: (a) need for better logistics and supply chain management (including procurement, warehousing, transportation and communication) to ensure goods are available even in hard to reach areas; (b) lack of continually trained staff as reserve manpower to meet surges in demand for assistance brought about by multiple disasters hitting several geographic areas at close intervals; (c) lack of clear delineation of responsibilities and robust communication lines; (d) weak coordination and harnessing of the strengths of partner agencies, local governments, interagency bodies; and (e) need for locally appropriate service standards for disaster response comparable to international benchmarks. These are the findings from post-disaster operations review and feedback from CO and FOs.

The "problem tree" (see Figure 2) illustrates in greater detail the weaknesses of the current disaster response system of the DSWD. The tree was developed based on the findings of a focus group discussion participated by representatives from DSWD's central and field offices involved in the planning, programming, management, implementation and funding of the agency's disaster response operations.

Figure 2: Problem Tree Analysis of DSWD's Current Disaster Response

Not all affected individuals, families and communites are provided with adequate assistance based on acceptable standards during disasters

Disaster assistance are of different standards

Disaster assistance are not readily available to the affected individuals, communities and families

Unsustained disaster staff assistance

Multiple agencies providing assistance

Insufficient budget to meet Sphere standards

Duplication

Insufficient stockpiles

Delay in delivery

Lack of volunteers

Overextended duty of emergency staff

Poor targeting and prioritization

Lack or absence of local government stockpiles

Depleted stocks in the market

Transport and other logistics support insufficient and infrastructures are unserviceable

Insufficient programs to continuously mobilize volunteers from communities

Lack of trained back up emergency staff

Lack of coordination

Insufficient knowledge on number and characteristics of potentially affected persons

Insufficient LGU budget for disasters

Delayed resumption of operations of affected private businesses or permanent closure

Lack /unclear policies, guidelines and processes

Policy and Strategy Framework

Analytical Foundation

Figure 3. The Impact of Hazards depends on the Political, Economic and Social (PES) System reactions and interactions
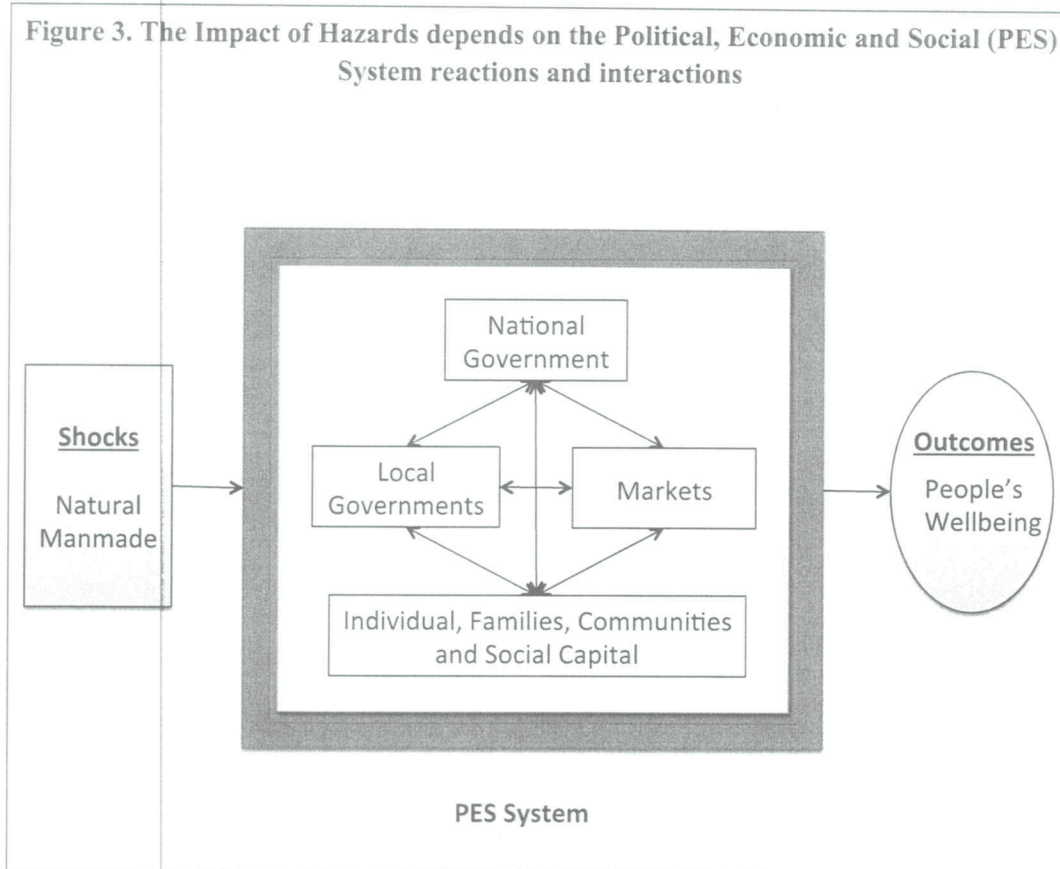
Figure 3 presents a simplified overview of the key actors and mechanisms of the Philippine disaster response system and how they hang together. The diagram highlights the idea that human welfare is affected by shocks generated by natural and man-made events. Their impact and significance depend on the responses of the (i) State represented by the National Government (NG) and the LGUs, (ii) communities and their network connections of families, individuals and civil societies, and (iii) the markets with their price mechanism. The responses of these actors and mechanisms are themselves conditioned by geography, resource availability, technological and informational constraints, social norms, institutions (rules of the game) and quality of governance.

The market is a resource allocation mechanism using price signals to match demand and supply arising from voluntary decisions of individual economic agents. During times of shortages brought about by disasters, prices go up to signal and motivate profit-seeking suppliers to bring their goods to areas with unmet demand. Private enterprises are also encouraged by the prospect of earning extra profits when they correctly anticipate shortages and stockpile commodities to be sold during times and in areas of shortages. The price system also reward enterprising businesses for correctly pre-positioning their stockpiles for timely and least-cost delivery to areas hit by disasters.

Of course, enterprises could also lose money, if their anticipatory decisions turn out to be wrong. This is the risk that enterprises take in return for extra profits. Incidentally, price surges and excess profits are expected to be eventually tempered by entry of additional suppliers into disaster areas provided by competitors.

In general, competitive markets are efficient in matching supply and demand. Progressive economies rely on them. Countries formerly run by command and control mechanisms now also use competitive markets and the price system.

There are, however, reasons for not relying exclusively on markets for maximizing social welfare. One is that there are situations of market failures, which are often expected to arise from the existence of risk and uncertainty. For example, markets for disaster insurance to cover losses from all hazards may be absent or incomplete due to moral hazards and adverse selection. Another reason is that people find it painful to watch fellow human beings suffer and die when prices surges make basic commodities suddenly beyond their reach because of poverty. The situation is not only painful to watch; it is also seen by many as morally and politically unacceptable, given the unfair distribution of income.

For the above reasons, the State in the Philippines, as in most other countries, provide some forms of safety nets to Filipinos, including *inter alia* emergency and relief assistance for disaster affected communities and families. For the same reasons, expenditures for safety nets are considered a public good and, therefore, largely financed by tax revenues. Without public funding, safety nets would be under-provided, making Philippine society worse off on the whole.

The State represented by NG and LGUs provides the mechanism to get individual economic agents to reallocate resources to under-provided goods by using appropriate subsidies and/or legal enforcement mechanism. The role of the State in this regard is divided by two agencies, as previously discussed. LGUs have been assigned by law the primary responsibility for disaster response. They have the autonomy to carry out social assistance activities suitable to the needs of their constituents. This arrangement makes sense, conforming as it does to the principle of subsidarity. There is, though, the financial allocation issue between NG and LGUs that needs to be fixed. Moreover, there is the issue of high manpower turnovers and frequent re-training of LGU staff due to the short local political cycle of 3-years.

The NG role is augmentative. Its responsibility is to enable LGUs technically and financially to provide more and better assistance to their constituents, especially the economically disadvantaged. More generally, NG provides the mechanism for levelling up the ability of communities to respond to disasters d better assistance to their constituents, especially the economicallygal enforcement mechanism. The role of the State in this regard
Government solutions can be very helpful. As with markets, however, they cannot and should not be relied upon exclusively. Just as there are market failures, there are also government failures. Government agencies often fail to efficiently deliver on time needed assistance to people that need it most. The reasons for government failures relate to underfunding, weak performance incentives, and other governance issues.

Recent literature looks at the potential of communities as a mechanism for disaster response.[3] Traditionally, discussions on disaster approaches have focused on factors external to affected communities. Today, social science evidence and lessons from experience point to the importance of bringing communities to the forefront of disaster response and risk management. Studies have shown that communities with high social capital are able to positively influence the trajectory of post-disaster response and recovery[4].

Social capital means the network of connections among members of a community that produce good will, shared values and understandings, motivating and enabling individuals and groups to trust and help one another, work together, and care for each other. In a well-connected community, people know the particularities of their locality. They know each other and relate to each other as relatives, friends and neighbors. They generally agree on social norms for which they have developed enforcement mechanisms (e.g. through naming and shaming). Not surprisingly, therefore, communities with high social capital have better developed schemes for mutual aid and informal safety nets, including micro-insurance and micro-lending. Social capital facilitates pre-disaster and post-disaster collective actions by communities, including self-policing of community-driven projects and social watch over market and government behavior. In the Philippines, social capital is reflected in its "bayanihan" tradition.

In thinking about the role of communities and families in disaster response, it is important to regard them not just as objects of assistance but also as autonomous human beings responsible and empowered to chart their own future and their responses to challenges. With this perspective, assistance that empowers them and strengthens their social capital should be a central part of the country's response and recovery process. DSWDhinking about the role of communities and familiesNCDDP) with its focus on community-driven development and Pantawid Pamilya with its active citizenship Family Development Session (FDS) module can make valuable contributions to building up social capital for disaster response. It is noteworthy that social capital, if not used and reinforced, will deteriorate, if not lost.

Despite promising returns from social capital investments, however, community-based disaster response has its own weaknesses. First, investment in collective action needed for relief and recovery will remain a challenge. Free riding will remain a temptation, although this could be mitigated by investing in more active citizenship formation and stronger community network connections. Second, issues of equity cannot be addressed adequately by leaving resource-starved communities to their own devices. Some redistributive transfers are needed for which the coercive power of the State is required. Third, limiting risk pooling to actions by individual communities would be inefficient. For efficiency, a wider risk pooling is necessary.

Where does the above discussion leave us? It is clear that each of the actors/mechanisms portrayed in the diagram above has important roles to play. However, on their own, they cannot offer disaster response solutions that are completely optimal. The conclusion, then, is that there is no single solution for getting the countrycussion leave us? It is clear that each

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[3] See Aldrich, Oum, and Swada (2014)
[4] See Aldrich (2014)

of the actors/mechanisms portrayed in the diagram above has important roles to play. However, on their own, they cannot offer disaster response solutions that are completely optimal. The cowith their social capital. In this regard, the design of an optimal disaster response system should exploit opportunities for complementarities among the various elements of the system rather than create overlapping substitutes. Finally, government agencies should focus on issues that fit their core mandates and competencies.

Part Two. Implementing Rules and Guidelines

(These operational guidelines shall be reviewed and enhanced annually in accordance with requirements / experience on the ground. Pull outs pertaining to functional areas of tasks and responsibilities of DSWD offices and bureaus shall also be prepared).

I. **Objectives**

These guidelines intend to establish and operationalize a disaster response mechanism for DSWD and its attached agencies.

Specifically it shall:

1. Establish guidelines related to preparedness for disaster response, response/humanitarian assistance and support, early recovery and rehabilitation;
2. Strengthen/Enhance the institutional and operational mechanisms, structures, and strategies for Disaster Response;
3. Define the roles of the EXECOM, ManCom, the Clusters, Bureaus, Offices Services, and the DSWD attached agencies in disaster preparedness, response, and early recovery;
4. Give guidance to all Department employees on "WHAT TO DO" when being deployed to the field during activation of Agency-Wide Response.
5. Define procedures for providing augmentation support to disaster affected area.

II. **Dswd Issuances Relevant to these Guidelines**

1. Administrative Order No.01 series of 2007 – Guidelines in the Implementation of the DSWD Volunteers on Disaster Risk Management and Response;

2. Administrative Order No. 44, Series of 2002 – Guidelines in the provision of Technical Assistance and Resource Augmentation (TARA) to DSWD Intermediaries;

3. Administrative Order No. 15, Series of 2008 – Guidelines for the Implementation of the Cash-for-Work Project;

4. Administrative Order No. 17 series of 2010 – Omnibus Guidelines on Shelter Assistance outlines the eligibility requirements of beneficiaries for the Core Shelter, Modified Shelter and Emergency Shelter Assistance;

5. Administrative Order No. 11, Series 2011 – Guidelines on the Implementation of the Sustainable Livelihood Program;

6. Memorandum Circular No. 24, Series of 2014 – Guidelines for the Implementation of Emergency Shelter Assistance (ESA) Project for Families with Partially and Totally Damaged Houses due to Typhoon "Yolanda";

7. Administrative Order No. 09, Series of 2014 – Guidelines in the Implementation of Temporary Shelter Assistance and Prioritization of Victims of Disaster/Internally Displaced Persons Thereto Guidelines on the identification of beneficiaries for transitional shelters or bunkhouses;

8. Joint Memorandum Circular guideline on evacuation center coordination and Management (DILG) series of 2013;

9. Memorandum Circular No. 4, series of 2008 – Guidelines on Social Welfare and Development Team or SWADT;

10. Memorandum from the Secretary on the Delineation between Cash for Work for Early Recovery and Livelihood Support for Yolanda affected regions dated August 8, 2014.

III. Definition of Terms

For purposes of these guidelines, the following shall refer to:

1. **Agency-Wide Response** refers to the entire Department of Social Welfare and Development, including its program & service bureaus, central and regional field offices providing technical assistance and resource augmentation to local government units affected by emergencies or disasters following the triggers or conditions set.

2. **Camp Coordination and Camp Management (CCCM)** is a major task of DSWD together with the response cluster in the Government-Humanitarian Country Team (HCT) where the department leads and ensures: (1) the availability of safe, secure, and accessible evacuation centers or temporary shelters for emergencies and disasters; (2) the establishment of sex and age disaggregated data e.g. listing and profiling of affected families and internally displaced persons (IDPs) in evacuation centers or temporary displacement sites; and (3) all IDPs in evacuation centers are provided with basic humanitarian needs compliant with established standards such as, but not limited to food with enough and appropriate nutritional values, potable water, clothing, family household items, hygiene and protection kits such as solar lamps, flashlights, whistles, malong and other essential non-food items, among others.

3. **Disaster** is a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources (RA 10121).

4. **Disaster Assistance Card (DAC)** is a documentation tool in a form of a card issued to disaster victims and IDPs indicating the general information of the family head and its members from which the family profiling and masterlisting are based upon and the assistance provided or availed of (See Annex A) by the Department, local government units and non-government partners.

5. **Disaster Response** is the provision of emergency services and public assistance during or immediately after a disaster in order to save lives, reduce health impacts and ensure safety and meet the basic subsistence needs of the affected people. Disaster response is predominantly focused on immediate and short-term needs and is sometimes called "disaster relief". (RA 10121)

6. **Donation Facilitation** refers to the methods and procedures instituted where donations are processed and released for use and/or distribution to the internally displaced individuals, families and communities in a transparent and efficient manner involving the receipt, inventory, valuation, utilization, and reporting of donated items.

7. **Family and Community Based Disaster Response Preparedness (FCBDRP)** refers to a family and community-level capacity building interventions to prepare for occurrence of all categories of hazards through training, seminars, drills and evacuation exercises to enable them to understand the nature and effects of hazards, identify appropriate geo-spatial strategies of identifying the hazards such as the use of geo-hazard maps of their localities, information and education, and other related activities and campaigns by concerned agencies like PAGASA, PHIVOLCS, MGB, DOH and DepEd.

8. **Non Food Items (NFIs)** are humanitarian relief items other than food and water necessary for the survival and protection of the victims of disasters, such as family tents, clothes, blankets, mats, mosquito nets, tarpaulins, emergency lighting, water container/jugs kitchen wares, hygiene kits, etc. provided to disaster-affected families.

9. **Pre-disaster Risk Assessment (PDRA)** is an internationally accepted process of evaluating a hazard's level of risk considering the potential areas and population to be affected, forecasted time of landfall or occurrence and the degree of exposure and vulnerability to such by the population. The objective is to have a common understanding, initially at the national level, of how to deal with disasters way before they occur and subsequently formulate and implement coordinated national and local actions to address the impending hazards. It recognizes risk as a product of hazards whose impact on localities can be made worse by the people's vulnerability and exposure but which can be mitigated through the capacity of the affected communities. It should be noted that PDRA cuts across all the thematic areas of the Philippines Disaster Risks Reduction and Management Program. PDRA is both a strategy and mechanism that addresses the possible risks and impacts of impending hazards in a manner that is "hazard-specific, area specific, and time bound", not based on an "across the board" warning signals.

10. **Psycho-social Support Program (PSP)** refers to the set of activities that aim to protect or promote the psychological, social and/or well-being of affected persons and/or prevent mental breakdown or mental incapacity to cope among the internally displaced population.

11. **Quick Response Team (QRT)** refers to a composite team of all category of appointments of trained DSWD personnel from the Central, Field Offices and its attached agencies possessing specific skills and competencies, ready to be deployed to affected areas to assist the affected Field Offices, local government units in delivering disaster relief/humanitarian services during massive natural or human-induced disasters.

12. **Pre-Disaster Needs Assessment (PDNA)** refers to the activity undertaken before or prior to the occurrence of a disaster which are conducted upon orders of the Chairperson of the National Disaster Risk Reduction and Management Council or when directed by the President of the Philippines, to determine the potential magnitude and scope of devastation/damage to the infrastructure, economic and social aspects of the LGUs affected.

13. **Rapid Disaster Assessment and Needs Analysis (RDANA)** is the collection of disaster data to determine the extent of damages and effects of the impact of the disaster and identification of the immediate needs of the disaster victims using the NDRRMC approved RDANA tool. RDANA shall be done by the Quick Response Teams (QRTs) in coordination with the R/L/DRRMCs;

14. **Rehabilitation** refers to measures after a disaster that supports the ability of affected communities/areas to restore the normal level of functioning of the affected population or communities by rebuilding livelihood and damaged infrastructures, including shelter units, and increasing the communities' organizational capacity (RA 10121).

15. **Social Welfare and Development Team (SWADT)** is an organizational mechanism of the Department composed of DSWD personnel assigned to a province as its extension arm implementing its regular programs (MC No. 4 s. 2008).

16. **Staff Augmentation** refers to manpower from the Central or Regional Offices of the Department who are deployed to the disaster-affected areas.

17. **Standby funds** refers to the funds allocated or made available for the Field Offices to replenish or procure additional goods and services necessary for disaster response and recovery and other related activities.

18. **Stockpiles** are prepositioned supply of food and non-food items at Central and Field Offices warehouses intended for basic and augmentation support along disaster response and early recovery operations.

19. **Resource Augmentation Tally Out Sheets (RATOS)** refers to the document which enumerate or list down the relief goods released by the DSWD to requisitioning offices/local government units which the latter duly received/signed.

20. **Volunteer** is any person or group of persons or companies registered with the DSWD willing to contribute time whether full or part efforts and resources during disaster operations. They may also include walk-in or individual volunteers who may wish to assist in disaster response.

IV. Disaster Response Structure/Team

The Philippines Disaster Response structure and mechanism are based on the National Risk Reduction Management (NDRRM) Framework which served as basis in the formulation of the National Disaster Risk Reduction and Management Plan. The NDRRM Framework also served as the main guide in preparing plans corresponding to the four (4) thematic areas: 1) Disaster Prevention and Mitigation under the Department of Science and Technology (DOST), 2) Disaster Preparedness under the Department of the Interior and Local Government (DILG), 3) Disaster Response under the care of the Department of Social Welfare and Development (DSWD), and 4) Disaster Rehabilitation and Recovery under the National Economic and Development Authority (NEDA).

DSWD, the Vice-Chair for disaster response is in-charge of the following: 1) provision of F/NFI in affected LGUs in cases where prepositioned resources are used during disaster period; 2) ensuring the availability of safe, secure and accessible evacuation centers for emergencies and disasters; (3) Protection for IDPs inside and outside the evacuation centers are provided with humanitarian needs based on accepted standard. The Department has prepositioned humanitarian goods and resources to the area before the occurrence of disasters.

DSWD disaster response will have different levels depending on the magnitude of the effects of the disaster. At the onset, disaster response is delivered by the affected field office/s and the DRRROO. The Administrative Service, Procurement Service, Financial Management Service are then engaged as the impact of disasters escalates and the need for additional augmentation increases. All other OBSUs are subsequently engaged as the impact of the disaster further progresses.

While DRRROO is the focal office tasked to deliver disaster response activities, it is the jury duty of all DSWD employees to serve as augmentation staff during disaster operations particularly when agency wide response is activated. Moreover, engagement of staff shall not be limited by their official tasks, functions or job descriptions.

The following figure shows the functional structure that will be observed when an agency wide disaster response operations is activated. It also shows the major tasks and functions and the EXECOM focal persons during disaster operations. (see Figure 4)

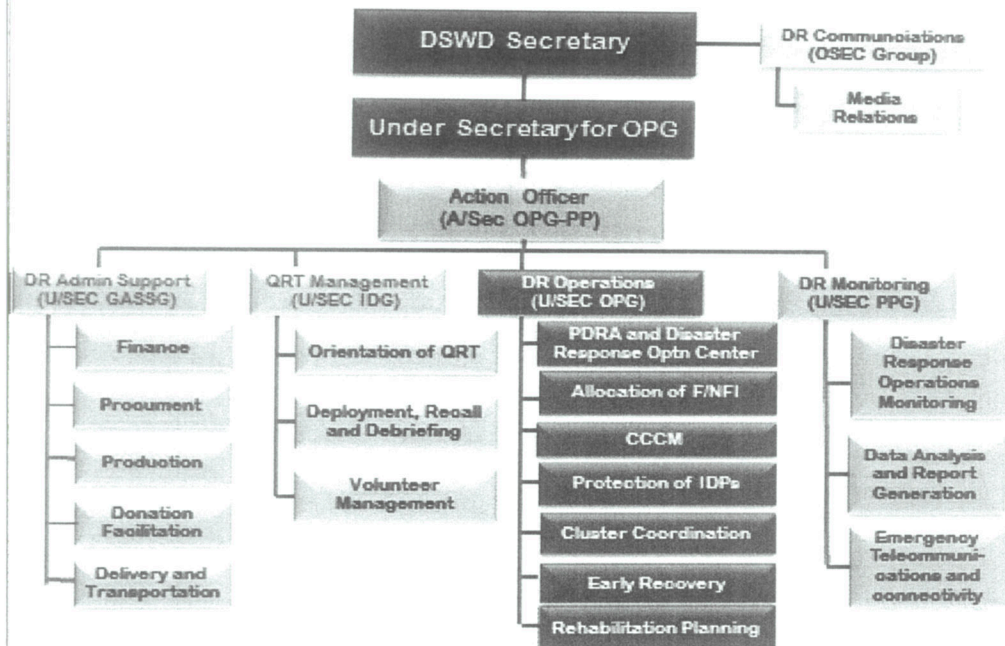## DSWD Disaster Response Operations Functional Structure

Figure 4. DSWD Disaster Response Operations Functional Structure

In the DSWD Disaster Response Operational Structure, the Department's Executive Committee plays very important and crucial roles in ensuring that the humanitarian response services are delivered immediately. Specifically, the following internal clusters/groups shall have the specific responsibilities:

1. The Office of the Secretary Group (OSG), under the direct command and control of the Secretary of the Department shall provide the over-all direction and guidance in the implementation and delivery of disaster response programs and services to the affected LGUs. The Secretary shall also play dual roles that of leading the internal humanitarian operations of the Department at the same time acts as lead in the National Disaster Response Operations, being the Vice-Chair for Disaster Response of the NDRRMC.

    The Office of the Secretary shall ensure communications and data inter-operability of the different OBSUs especially among the EXECOM, DRRROO, and Field Offices. It shall also manage and oversee media communications along Disaster Response Operations.

    The Secretary may directly instruct the Action Officer or the Regional Director of the affected field office in urgent matters related to disaster occurrence.

2. The Undersecretary for Operations and Program Group (OPG) shall assist the Secretary by orchestrating and actual management of the implementation and delivery of disaster response activities of the Department and the Response Pillar thematic operations of the NDRRMC . The Undersecretary for OPG shall be assisted

by the Assistant Secretary for OPG-Protective Programs who shall act as the Action Officer of the Department for its internal disaster operations and activation of the NDRRMC Disaster Response Operations Center.

The OPG shall also be responsible to:

a. Identify and advise the other Groups and Field Offices on vital humanitarian goods, services and facilities which have to be made available at the preparedness stage.

b. Ensure that food and non-food items such as those needed at the evacuation centers or temporary shelter sites like family tents, portalets, water containers, and water treatment facility emergency lighting facilities are readily available once needed.

c. Assess and advise GASSG whether or not donations coursed through the DSWD are to be accepted or to be declined

d. Provide technical assistance to the FOs and LGUs affected by disasters on managing evacuation or displacement sites/temporary shelters

e. Advise/recommend appropriate resource augmentation to be delivered

f. Assess the requirement of affected areas in each region and determine appropriate technical competency of DSWD staff and volunteers required and/or to be deployed to the affected areas

g. Provide technical support on reporting and documentation of disaster operations at the national and FO levels

h. Provide technical and administrative support to the NDRRMC Disaster Response Operations Center

i. Identify requirements for early recovery or initial rehabilitation efforts including continuing relief assistance, cash-for-work, food-for-work, emergency shelter assistance, transitional shelters, and restoration of damaged facilities

j. Develop Terms of Reference of teams or individual DSWD personnel who will be deployed to affected areas/regions

k. Provide funds to cover administrative requirements of staff for deployment such as TO and TEV.

The Undersecretary for Operations and Programs Group (OPG) shall lead the Disaster Response Operations:

a. The Undersecretary for OPG or the Assistant Secretary for OPG-Protective Programs shall attend the PDRA meetings (if the Secretary is not available).

b. The OPG shall be responsible for the deployment of DSWD personnel including QRTs in areas needing support. It shall ensure that DSWD staff are assigned at the NDRRMC Disaster Response Operations Center to ensure that response actions are implemented and assist in the preparation of response cluster reports, particularly the reports of F/NFI Cluster, CCCM Cluster, Protection Cluster, Livelihood Cluster and Shelter Cluster.

c. It shall be in charge of the allocation of food and non-food items to target beneficiaries.

d. It shall ensure that procurement of food and non-food items for disaster response is included in their Work and Financial Plan (WFP) and PPMP.

e. It shall ensure that F/NFI required by the affected families are delivered on time.
f. It shall ensure that the evacuation centers are operated based on the approved guidelines on CCCM.
g. It shall ensure the promotion and protection of the rights of the internally displaced persons and that they are free from any forms of violence and abuse.
h. It shall ensure the effective and efficient coordination of the different clusters at the national levels. The clusters shall be tapped or mobilized as needed by OPG to assist in disaster operations.
i. It shall institutionalize the Cluster approach at the local level. Ensure the immediate implementation of early recovery programs as well as the immediate planning and budgeting for rehabilitation and recovery. Ensure that cash donation will be utilized 2 months after receipt.

3. The Undersecretary for General Administration and Support Services Group (GASSG) will provide strategic support services to the OPG to facilitate delivery of disaster response to affected areas. GASSG shall:

a. Facilitate transfer of funds necessary for the procurement of food and non-food items for affected families as well as other items to support the affected areas, DSWD Quick Response Teams, Central and FOs staff and volunteers engaged in disaster response operations
b. Oversee the production of family food packs
c. Facilitate and monitor receipt, release and utilization of donations
d. Deliver goods based on the guidance of the OPG too areas or regions affected
e. Ensures availability of warehouses and storage and provides technical support on the management of these facilities
f. Conduct inventory of stockpile, fumigation and strict compliance to "First-in, First-out policy"and other accepted modalities and procedures of stockpile management
g. Supervise repackers, security and volunteers while in the production areas
h. Deliver and escort goods to destinations and
i. Ensure the welfare of volunteers and staff by providing a well-ventilated work area, and essential services such as food and water.

4. The Undersecretary for Policy and Plans Group (PPG) shall lead the monitoring of Disaster Response Operations data capture and reporting, as well as the analysis of data and report generation utilizing the data generated by the Information Management Unit.

5. The Undersecretary for Institutional Development Group (IDG) shall provide manpower support by pooling and managing staff and volunteers needed to assist in disaster operations including the organization of QRTs. They shall provide the pre-deployment orientation, prepare the necessary documents to support deployment, and conduct debriefing sessions with the QRT upon their return. A more detailed QRT Operations manual or handbook shall be developed.

The preparedness of the QRT prior to deployment must also be given prime attention. The QRT team shall be given proper training and orientation and must

be a priority concern of Capacity Building Bureau (CBB) and DRROO. Training shall not only limit to topics on DRRM but shall also include survival skills, escape and evasion. Further, the needed disaster response kit must be provided to each one of them especially when they are tasked to be deployed in a specific area. Tasks and outputs during the actual deployment must be clearly laid out. Alongside, the QRT who are likely to be exposed in danger must be included in the updated list of staff exposed in hazardous type of work, and therefore must be entitled for hazard pay. A separate guidelines on the activation of QRTs, which included protection and provision for security for of the staff and personnel (personnel protective equipment, health and accident insurance, respite care, responders succession, psychosocial, individualized first aid kit and others) shall be provided.

6. The Management Committee shall also be assigned to lead disaster operations, and shall also be provided with the needed trainings on logistic management, warehouse management, among others, being involved in various facets of disaster operations.

7. At the national level, disaster data gathering, analysis and reporting at national level shall be undertaken by the Disaster Response Operations Monitoring and Information Center (DROMIC). At the regional level it is done by the Planning Unit, though, data capture from municipal/city level, is done by the Municipal Action Teams (MAT) and the Municipal Links (ML).

V. **Disaster Response Management And Operations Systems**

Preparedness for Response

A. **Stockpile.** NROC shall have a minimum stockpile of 100,000 food packs at any given time. The food pack shall compose 6 kgs rice, 6 pcs noodles, 8 tin canned goods (sardines, meat loaf, corned beef, sausage), 6 pcs 3-in-one coffee or chocolate drink or cereal good for two days for a family of 5 members. To ensure readiness at all times, NROC shall repack food packs, to replenish the stockpile once the number of food packs reach 75,000 packs.

All FOs shall have a stockpile of 30,000 food packs at any given time. It should also include in the stockpile ready to eat food, excluding those prepositioned by LGUs. Likewise FOs should have a stockpile of non food items to include 1,000 family kits (blankets, mosquito nets and mats) and 1,000 hygiene kits (batch soap, toothpaste, toothbrush, sanitary napkin, detergent. FOs should replenish once the number of food packs reaches 22,500.

Prepositioning of food packs and vital non-food items at Local Government Units:

Field Offices and LGUs with historical or consistently affected by disasters are required to prepositioning of food packs to strategic areas (e.g. isolated, island-based municipalities, geographically isolated/hard-to-reach areas) in order to facilitate provision of disaster response support to the population during disasters.

The DSWD CO shall release to the FO the initial of Php12M to procure the food items required to repack the 30,000 food packages and Php 5M for non-food items.

B. **Standby funds.** In addition to the 30,000 FFPs and non-food items amounting to P5M, all FOs shall maintain standby funds of Php3M to replenish the required volume of 30,000 family food packages at any given time. The amount of Php2M shall also be released to FOs to provide for operational and administrative support required for disaster relief operations at any given time for FOs which are high risk to disaster occurrences and Php1M for low risk FOs. The FOs are required to submit liquidation report to replenish their operational support funds once 25% of the funds had been utilized.

Replenishment of the amount required for both stockpiling and operational support shall be in accordance with actual balance of stockpiled food and non-food items and extent or magnitude of devastation.

C. **Community Preparedness.** All FOs shall undertake continuous Family and Community Based Disaster Response Preparedness (FCBDP) trainings, and shall constantly coordinate with the local DRRMCs along response preparedness such as hazard/ risk and vulnerability mapping and man-made disasters, identification and profiling to determine the capacity and amenities of evacuation centers, warehouses and production hubs, population data, QRTs, RDANA/PDNA, relief operations, early recovery and rehabilitation.

The FOs shall conduct pre-disaster response pillar and inter-cluster meetings to plan out response operation systems and mechanisms at the local level.

D. **Relief Distribution.** All FOs shall observe the following in the delivery / distribution of relief goods:

1. DSWD will no longer wait for LGU request for augmentation. An assessment and careful analysis has to be done even before the LGU makes a request.
2. On relief augmentation, the following are considered:
   a. Magnitude/extent of damage/effect based on RDNA
   b. Capacity of LGUs to respond
   c. During preemptive evacuation, the Department may provide assistance to the LGU in accordance with the PDRA recommendation
   d. The use of DAC shall be mandatory for all IDP inside and outside the evacuation centers

E. **List of Evacuation Centers.** All FOs shall maintain a database containing location and profile of operational evacuation centers, validated and updated with the LGUs every quarter. It is recommended that FOs translate the information into maps for quick identification. This may be overlaid with hazard maps so vulnerable areas can be traced and identified easily.

F. **List of Quick Response Teams (QRTs).** All OBSUs (including the attached agencies) and FOs shall submit updated list of QRT to the HRDB as necessary.QRTs shall be ready for deployment anytime. QRT level of responders are as follows:

1. 1st level of DSWD responders MATs and SWAD Team assigned to municipalities cities and provinces
2. 2nd level of DSWD responders workers of DSWD FOs
3. 3rd level of DSWD responders twin region and DRRROO
4. 4th level of DSWD responders other OBS and volunteers dependent on skills required in the area

G. **List of Suppliers.** All FOs should maintain a list of accredited suppliers of F/NFI in the locality for basic commodities and logistics. A Memorandum of Agreement (MOA) with the suppliers could also be signed with the available suppliers by the FOs in order to facilitate immediate purchase during disasters. Arrangements for "On Demand Logistics" for transport and delivery vehicles and trucks and "Just-in-Time Procurement" modality for F/NFI should be arranged prior to disaster or typhoon months. However, the provisions of the government procurement reform act No. 9184 shall be observed.

H. **Training and Orientation.** Training on DRRM shall be conducted at various levels (CO, FO and community).

1. All DSWD staff shall undergo basic orientation and advanced disaster management training to be led by DRRROO, supported by CBB and Institutional Development Units (IDUs) at the CO and FO level. The Core Group of Specialists (CGS) on DRRM shall assist DRRROO AND CBB in the delivery of capacity-building activities. In case the DRRROO is not available, the CGS focal person shall act as the subject matter expert. All shall be equipped with knowledge and tools for disaster assessment.

2. CBB, and IDUs at the FOs shall continuously train and maintain a core group on debriefing and psychosocial support who will provide services to affected families as well as DSWD staff needing psychosocial assistance.

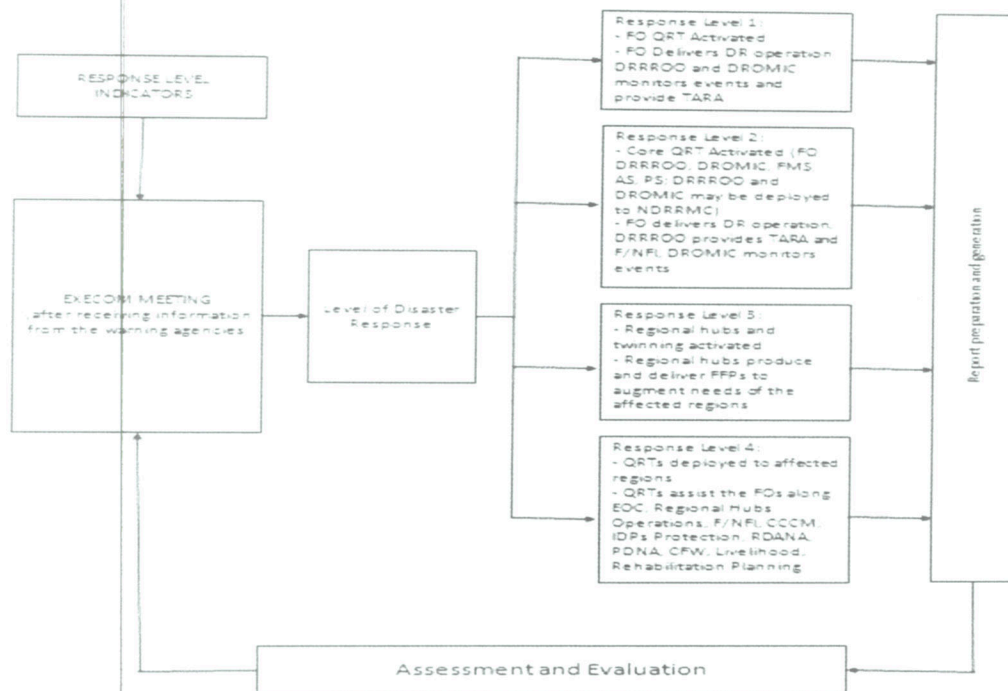## RESPONSE SHALL BE OPERATED BASED ON THE FOLLOWING FLOW CHART

Figure 5. Disaster Response Flow Chart

Response level is categorized by Level I, II, II, IV. All activities taken prior to the occurrence of a natural or human induced disaster are considered Preparedness for response stage. Refer to Annex B on response indicators per level and hazard specific.

Preparedness for Response is generally a period where no impending disaster hazard is present. This stage includes stockpiling, prepositioning, coordination meetings between and among DSWD and partners, conduct of trainings, workshops, policy and programs review. Normal or quiet is the state during this level..

In coordination with the warning agencies (PAGASA, DOST, PhiVolcs, EMB and the NDRRMC), DROMIC monitors disaster incidents in the country on a 24 hour rotation basis, every four hours, seven days a week, and submits reports based on agreed timelines. Based on the information received from the warning agencies, DROMIC alerts the EXECOM, ManCom and the affected regions on the impending disaster and prepares reports on the disaster preparedness initiatives of the Field Office. At the Field Office Level, the planning unit alerts the Regional ManCom and the SWADT on the impending disaster. It shall deploy Municipal Workers to do the initial assessment.

IT shall activate, utilize, set-up communication systems. ML/PL, will do damage assessment showing the number of families affected, displaced in evacuation centers, in the community, or with families and friends.

Response Level 1 is activated when the disaster caused damage to properties that require additional resource augmentation and technical assistance from DRRROO to respond to the needs of the affected families who are likely to stay more than a week in the evacuation centers. Indicators that necessitate this level of response are:

1. One (1) to two (2) regions and the affected Field Office
2. Up to 30% of the population are affected
3. Requirements for response is beyond local capacity

When Response Level One (1) is raised, the DRRROO within 24 hours shall issue an advisory to the FOs to activate the QRTs to be on stand-by and monitor the disaster response operations of the FO through the DROMIC reports submitted. This should be harmonized with OCD data to avoid discrepancies. Likewise, the FOs activate QRT and report to work for disaster response operations on a 24 hour (12-hour shift) duty, inform the QRT to be on stand-by and on call mode and submit to DROMIC copy furnished the DRRROO a status report on the level of stockpile (including those prepositioned at the LGU level), stand-by funds, and an inventory of supplies and equipment used for disaster response

Response Level 2 is activated when the disaster caused permanent and catastrophic damages to lives and properties, that require additional resource augmentation and technical assistance from DRRROO and twin region to respond to the needs of the severely affected families and will need prolonged assistance from 3 to four weeks in and outside evacuation centers, including temporary shelters. Indicators that necessitate this level of response are:

1. Three (3) to four (4) regions affected
2. Up to 50% of the population are affected
3. Requirements for response is beyond local capacity due to adverse effects to its resources e.g. manpower, funding and equipment
4. At least 50% municipal action teams, SWAD are also affected
5. In case of crackdown of Filipino nationals in foreign countries, level 2 shall apply subject to the presidential directives and diplomatic protocols. DSWD shall provide assistance in accordance with the no of affected of OFWS / Nationals and their families while onsite or when they are repatriated back to the Philippines.

When Response Level Two (2) is raised, the DRRROO under the guidance of the U/Sec for OPG or A/Sec for OPG-Protective Programs, immediately facilitate transfer of funds to FO to purchase F/NFI based on the projected number of families that will be affected and immediately, the DSWD Team composed of DRRROO, DROMIC, ICTMS and SMS assigned at the NDRRMC is activated and reports at the Response Operations Center at the NDRRMC on a 24-hour rotation basis. Upon the activation of Response Cluster Secretary designates the U/Sec for U/Sec for OPG or A/Sec for OPG-Protective Programs to act as NDRRMC Assistant Team Leader who assists the NDRRMC National Team Leader (the OCD Executive Director) of the Team NDRRMC for Rapid Deployment

Response Level 3 is activated when the disaster caused permanent and catastrophic damages to lives and properties, that require and an agency-wide response to be able to respond to the needs of the families who are severely affected and will need prolonged five weeks or more accommodation in the evacuation centers and temporary shelters. Indicators that necessitate this level of response are:

1. Five (5) to six (6) regions
2. Up to 70% of the population are affected
3. Requirements for response is beyond local capacity due to adverse effects to its resources e.g. manpower, funding and equipment
4. At least 75% DSWD FO personnel are also affected
5. Require the assistance of as many twin / support regions as possible
6. NDRRMC has recommended to the President issuance for a call for regional and international humanitarian assistance

When an agency-wide response is activated, the Secretary or the U/Sec for OPG convenes the EXECOM within 24 hours to briefly provide directions, deploy EXECOM focal persons, and activate the cluster or twinning strategies and signal the activation of agency wide QRT to include teams for food pack repacking, escorting, Response Pillar Emergency Operations Center, Rapid Damage and Needs Assessment (RDANA), Post Disaster Needs Assessment (PDNA), Camp Coordination and Camp Management (CCCM), Protection of Internally Displaced Persons (to include implementation of Child Friendly Spaces, Women Friendly Space, and Supplemental Feeding).

Level 4 Response is activated when the disaster caused permanent and catastrophic damages to lives and properties to more than seven (7) regions and when the requirements for humanitarian response is beyond the normal structure and mechanism of DSWD. Indicators that necessitate this level of response are:

1. More than seven (7) regions
2. Local and DSWD personnel offices are inaccessible and inoperable
3. When the support of the entire NDRRRMC and cabinet system is required to respond to humanitarian crisis
4. The President declares a national state of calamity and call for international humanitarian assistance.

Early Recovery efforts include: continuing relief assistance, cash-for-work, food-for-work, ESA, transitional shelters, and restoration of damaged facilities.
Undertake response interventions in accordance with the situation on the ground and requirement for protection of disaster workers and IDPs.

Part Three. Specific Actions (TO DOs) Per Response Level

I. **Preparedness for Response**
   A period where no impending disaster hazard is present. This is a time for disaster preparedness including conduct of trainings, workshops, policy and programs review. Normal or quiet is the state during this alert level. DRRROO Bureau and FOs are in preparedness mode and EXECOM for policy and memo issuance, HRB, FMS, Admin Service,

Procurement Service, CBB and other OBSUs start to do preparedness activities. Listed below are the tasks.

A. DRRROO

Disaster Information Management

Internal

1. Establish and maintain a database on important and critical DRRM set of information such as vulnerable prone to hazards, DSWD vulnerable population per disaster prone area, quick response teams, counterpart P/C/MSWDOs (internal).
2. Monitor, report, databank and automate stockpile and standby funds, status of CCCM and FNFI, and existing disaster rehabilitation programs.
3. Gather, consolidate and analyze disaster reports submitted by DSWD Field Offices.
4. Process and disseminate reports on the extent or magnitude of disaster to the EXECOM, MANCOM and NDRRRMC.
5. Conduct trainings, technical assistance and workshops on the development of automated disaster reporting.
6. Develop system of pre-enlistment for DAC (information management) with cross check functionality with NHTO and Pantawid database. (ICTMS).
7. Enhance and re-Activate the use of Disaster Incident Reporting System

External

1. Monitor (through tri-media and social media) and report (through social media) daily emergency and disaster occurrence during the last 24 hours
2. Gather and validate data with other members of the NDRRMC, FOs and Camp Managers for data regarding Hazard Maps, Evacuation Centers (ECs) profile, warehouses (regional), cluster hubs (Luzon, Visayas, Mindanao), Local Government Unit (LGU) Response capacity, current population (NSO and NHTS, Pantawid and Kalahi CIDSS), available health facilities, available communication equipment and transportation / road network in coordination with DOTC and monthly inventory of assets facilities, status of CCCM and road network.
3. Knowledge sharing on disaster preparedness between DSWD, partners and stakeholders.
4. Gather data from FOs, LGUs, NGOs (church based), CSOs and media for data sharing (primary and secondary data source).
5. Monitor and disseminate weather updates and other impending hazards

Disaster Preparedness Management

1. Monitor FOs' prepositioned goods at Provincial/City/Municipal level as reported by DROMIC.
2. Ensure availability of 30,000 Family Food Packs in all FOs and 100,000 food packs at NROC. Said level includes prepositioned ready to eat food approved by DOST.
3. In coordination with the warehouse management check expiration of goods stockpiled at FOs and NROC. Dispose/allocate goods that will expire within three (3) months.

4. Ensure composition of food packs are culture sensitive. Consider nutritional value of food composition.
5. Maintain the P12.4M Standby Funds in all FOs based on weekly submission of report and recommend for replenishment if funds are 50% utilized.
6. Review and/or renew MOA with government agencies like NFA and DOST as well as with other partners along food and non-food concerns
7. In coordination with the procurement service, ensure availability of NFA rice and other food and non-food items
8. Facilitate the transfer of funds needed to procure food and non-food items that may be required based on the projected number of families that will be affected.
9. Furnish the Information Management Unit (IMU) with copies of approved SAA for disaster operations.
10. Maintain databanking system for the production and distribution of relief items in NROC and all hubs including the tracking of donation to its beneficiaries.
11. Issues memo to FOs re submission of Preparedness Plan and Disaster Response Plan
12. Secure from DROMIC an updated list of FO Camp Managers, P/C/M Links.
13. Secure from DROMIC an updated list of evacuation centers submitted by FOs in coordination with CBB
14. Review assessment/monitoring tools on CCCM and ensure FOs are trained to use them.
15. Review DRRM training designs for CO and FO staff.
16. Coordinate with the CBB for the conduct of the capacity building /training on Family and Community Based Disaster Preparedness, CCCM,Psycho-social support processing, CO and FOs personnel and other stakeholders
17. In coordination with the HRDB, conduct briefing / orientation on the roles and responsibilities of the QRT.
18. Review and/or revise 24/7 shifting schedule of the QRT members from DRRROO, to ensure distribution of staff to different tasks/assignments including the NDRRMC Response Cluster, the DSWD Disaster Response Operation Center, RDANA, PDNA and deployment to the affected regions.

B. EXECOM

1. Issue memo re: DSWD staff who cannot report to their respective offices may report to the Alternative Emergency Operations Center or the most accessible DSWD FO or P/M/CSWDO or LGU OPERATIONS CENTER.
2. Issue SO for primary and alternate responders (to include twinning of regions).
3. Issue Memo re: designation of Emergency Operations Center (harmonized with the Integrated Contingency Plan of the LGUs)
4. Issue memo re: designation of alternate office/s in case the CO is no longer to safe to hold office such as during occurrence of earthquake and armed take over and coup de tat. In the event, DSWD CO is not suitable to function. DSWD SWADCAP in Taguig shall automatically become the alternate office. In the event entire Metro Manila is affected, alternate headquarter for response will be in accordance with that designated Operations Center by NDRRRMC. IN CASE unforeseeable disaster such as adversities of earthquake occurring in other regions, the regional director shall designate a DSWD residential center and institutions accessed to be safe for disaster operation for alternate office. In the event, all DSWD centers, FO shall adopt RDRRMC designated OpsCenter.

5. Declare / designate alternate leadership –acting secretary (by succession) in the event that the Secretary is inaccessible/indisposed or beyond contact.
6. Issue memo re: regional assignments and tasks/deployment of EXECOM
7. Issue memo re: designation of Mancom during disasters to include direction for Mancom as reliever or augmenting RDs or BDs
8. Designate/authorize signatories for procurement, release of funds during emergencies (hierarchy of position/in case designated action officer is beyond contact, the DRRM Director shall automatically assume responsibility.
9. All of government the DSWD secretary shall be the focal person to coordinate and link with the office of the president and the NDRRMC.

C. Human Resource Bureau (HRB)

Coordinate with OBSU (including the attached agencies) on the Pooling of staff to form into DSWD 1st, 2nd and 3rd Level QRTs to augment disaster operations in NROC and disaster affected region (OBS role). (Each QRT Level shall have at least 4 teams who will rotate and serve a maximum of 10-days per deployment. Details of QRT tasks are on a separate attachment.)

D. Financial Management System (FMS)

1. Alert the fund controller for the updated balance of the QRF/ DF
2. Coordinate with FOs, NROC/ DRRROO for possible augmentation of funds.
3. Prepare sub-allotment to FOs if stockpile/standby is below the required level
4. Provide the FOs copy of sub-allotment via email/fax
5. Requires FOs for monitoring reports

E. Admin Service

1. Maintain the required level of stockpile of food and non-food items.
2. Monitor and conduct regular inventory of stockpile ensuring the movement of stocks and disposal of expiring goods.
3. Maintain a list of transportation and respective drivers that will be used during disaster operations

F. Procurement Service

1. Maintain an updated list of potential suppliers and service providers during disaster following procurement law,
2. Maintain an updated list of prevailing market price of goods included in the FFPs

G. Capacity Building Bureau (CBB)

1. Maintain an updated data bank of volunteers.
2. In coordination with DRRROO, conduct DRR capability building activities.

H. Other OBSUs

1. In coordination with DRRROO, conduct periodic assessment, review and enhancement of DRRM policies, guidelines and standards based on evolving needs along DRRM and consistent nationally acceptable standards
2. Promote DSWD Guidelines on DRR programs.
3. Conduct or attend DRR capability building activities

I. Field Offices

Disaster Information Management

1. Monitor and report to the DRRROO (if present) daily emergency and disaster occurrence during the last 24 hours.
2. Coordinate with other members of the RDRRMC for data regarding Hazard Maps, Evacuation Centers (ECs) profile, Local Government Unit (LGU) Response capacity, current population (NSO and NHTS, Pantawid and Kalahi CIDSS), available health facilities, available communication equipment and facilities, and road network.
3. Maintenance of automated systems and procedures on data gathering, processing, analysis and reporting of field disaster data.
4. Submit weekly reports on status of stockpile and standby funds to CO.
5. Conduct trainings, technical assistance and workshops to LGUs on the automated disaster reporting in coordination with CO.
6. Knowledge sharing on disaster preparedness between and among DSWD, partners and stakeholders.
7. Mapping of all DSWD employees' locations, directory and disaster response schedules to be submitted to CO.
8. Gather information regarding DAC and situational updates from LGUs (MAT and PAT) and submit reports to CO.
9. Communicate with Twinning Team for monitoring and reporting during disaster response and identify action plan for effective information flow during disaster response then submit report to CO.
10. Communicate with Triad Support Team (TST) for monitoring and reporting during disaster response and report action plan to CO.
11. Monitor alert level status and modify staff schedule based on the present alert status.
12. Monitoring disaster related occurrences is round the clock and office hours is 24/7

Disaster Preparedness Management

1. Manage and update a database of directory of Local and Regional Disaster Risk Reduction and Management Councils (L/RDRMMCs), NGOs and other partners
2. Map out the capacities and resources of all Local and Regional Disaster Risk Reduction and Management Councils (L/RDRMMCs), NGOs and other partners along food and non-food items, management of evacuation centers, emergency shelter and protection and permanent shelter and livelihood cross-cutting along disaster preparedness, response and rehabilitation
3. Convene the RDRRMC Sub-Committee on Disaster Response as well as the Cluster Coordination Teams for collaboration, formulation and continuing updating of contingency plans

4. Implement disaster preparedness programs, projects and activities for response such as prepositioning of relief items, maintenance of required standby funds, organization of QRTs and SWAD teams
5. Establish linkage with warning agencies and other disaster monitoring government line agencies and monitors and alerts LGUs of an impending disaster
6. Maintain records of inventory of stockpile and conduct regular inventory of stockpile on food and non-food items
7. Ensure that the required volume of FFPs, non-food items and supplies are available.
8. Ensure proper storage of stockpile.
9. Submit weekly report to DRRM focal on the status of stockpile to include expiration date
10. Submit report on standby funds and request for replenishment upon 75% utilization.
11. Update Pool of Psycho-social Support Processing providers and provide copy to DRRROO
12. Coordinate with the LGUs for pre-administration of DAC
13. Forge partnerships with LGUs on the augmentation support from the FOs through Memorandum of Agreement (MOA).
14. Conduct DRR capability building among FO staff
15. Knowledge sharing on disaster preparedness to respond together with partners and stakeholders.

II. **Response Level 1**

This is activated when the disaster caused damage to properties that require additional resource augmentation and technical assistance from DRRROO to respond to the needs of the affected families who are likely to stay more than a week in the evacuation centers. Indicators that necessitate this level of response are:

A. **DRRROO**

Disaster Information Management

1. *(For human induced disaster)* Validate information from other members of the Response Operations regarding situational updates.
2. Prepare and release disaster preparedness reports (to include prepositioned goods and standby funds of the affected provinces and municipalities, pre-emptive evacuation, and identification of special needs of IDPs) to EXECOM, MANCOM, FOs and NDRMMC.
3. Validate data with NDRRMC and secure updates about alert transition and response operations.
4. Monitor and report status of transportation network to support logistics.
5. Gather, validate and consolidate information from FOs regarding situational updates and list of affected families/persons, number of opened/closed evacuation center, cost of assistance, and damaged houses.
6. Attend planning and coordination meetings.
7. Office hours is 24/7

Response Management

1. Issues memo to FOs re:Advisory to FOs to activate the QRTs, SWADT, P/C/M Link, P/MATs, and ensure preposition of goods at the local level

2. Assess FO request for relief augmentation, prepare and facilitate approval of RIS and forward to NROC for delivery of goods.
3. Facilitate FO's additional request on the immediate transfer of funds needed to procure food and non-food items that may be required based on the projected number of families that will be affected. This may also include FO's request for additional funding on operational expenses such as expenses for warehouse rental and hauling and distribution of food and non-food items.
4. In coordination with the HRDB, deploy staff for technical assistance to the affected regions
5. Monitors the situation and if pre-emptive evacuation is implemented; and victims are evacuated to the pre-designated evacuation center
6. Monitor number of ECs being opened and number of families or persons inside ECs
7. Recommend and facilitate the provision of necessary assistance in coordination with the concerned FOs
8. Assigned staff to NDRRMC based on shifting schedule and other staff to Disaster Response Operation Center based on shifting schedule
9. Identify/recommend areas needing staff augmentation
10. Activates the 1st LEVEL QRT on standby for deployment at NROC and to the disaster affected FOs
11. In coordination with the HRDB, conduct quick briefing / review on the roles and responsibilities of the QRT team

B. FIELD OFFICES

Disaster Information Management

1. Prepare and release disaster response reports to DRRROO-IMU
2. Gather information from LGUs in coordination with the Regional OCD and/or RDRRMC regarding situational updates, list of affected families/persons, number of opened/closed evacuation center, cost of assistance, and damaged houses.
3. Monitor and report to CO- DRRROO relief distribution, status of evacuation center/s, number of affected families/persons (inside and outside ECs), cost of assistance, damaged houses, IDP protection concerns.
4. Monitor and report status of transportation network to support logistics.
5. Gather information from RDRRMC for information communication and technology requirements of the affected areas.
6. The office will be manned 24-hours with 12-hours shifting schedule wherein the start time will be 7 am/pm and end time is 8 pm/am accordingly.

Response Management

1. Activate the QRTs
2. Monitor the status of the hydrometeorogical hazard and its effects on the affected LGUs in close coordination with the Regional OCD and LDRRMCs.
3. Generate and submit DROMIC reports (with data harmonized with the Regional OCD and LDRRMCs).
4. Submit report on production and delivery of FFP and other non-food items (to be included in the DROMIC reports).
5. Attend local PDRA meetings.

6. Preposition food and non-food items to strategic areas.
7. Request for additional food packs and other non-food items from the CO-DRRROO.
8. Request for replenishment of stand by fund.

III. **Response Level 2**
This activated when the disaster caused permanent and catastrophic damages to lives and properties, that require additional resource augmentation and technical assistance from DRRROO and twin region to respond to the needs of the severely affected families and will need prolonged assistance from 3 to four weeks in and outside evacuation centers, including temporary shelters.

A. **EXECOM. The Secretary or her designate**

1. Convene the EXECOM within 24 hours to provide directions and may deploy (EXECOM) focal persons
2. Activate twinning team for monitoring and reporting in the event of massive emergency and disaster in the event of interrupted information flow within 6-12 hours.
3. (Upon activation of PDRA, designated EXECOM member) attend in the PDRA Core Group Meetings and *act* as NDRRMC Assistant Team Leader for rapid deployment
4. Order the activation of QRTs on standby mode.
5. (Designated Execom member) provide the Secretary with regular updates on the over-all status of DSWD disaster response as well as the updates on the operations of the clusters under the Response Pillar
6. (Designated EXECOM or ManCom) assist the DSWD Field Office in the operation of the hubs

B. **DRRROO**

Disaster Information Management

1. Monitor and report weather updates, and other disaster occurrences round the clock.
2. *(for human induced disaster)* Validate information from other members of the Response Operations regarding situational updates.
3. Prepare and release disaster preparedness reports (to include prepositioned goods and standby funds of the affected provinces and municipalities, pre-emptive evacuation, and identification of special needs of IDPs) to EXECOM, MANCOM, FOs and NDRMMC.
4. Validate data with NDRRMC and secure updates about alert transition and response operations.
5. Monitor and report status of transportation network to support logistics.
6. Gather, validate and consolidate information from FOs regarding situational updates and list of affected families/persons, number of opened/closed evacuation center, cost of assistance, and damaged houses.
7. Attend planning and coordination meetings.
8. Office hours is 24/7

Response Management

1. Issues memo to FOs re:Advisory to FOs to activate the QRTs, SWADT, P/C/M Link, P/MATs, and ensure preposition of goods at the local level
2. Assess FO request for relief augmentation, prepare and facilitate approval of RIS and forward to NROC for delivery of goods.
3. Facilitate FO's additional request on the immediate transfer of funds needed to procure food and non-food items that may be required based on the projected number of families that will be affected. This may also include FO's request for additional funding on operational expenses such as expenses for warehouse rental and hauling and distribution of food and non-food items.
4. In coordination with the HRDB, deploy staff for technical assistance to the affected regions
5. Monitors the situation and if pre-emptive evacuation is implemented; and victims are evacuated to the pre-designated evacuation center
6. Monitor number of ECs being opened and number of families or persons inside ECs
7. Recommend and facilitate the provision of necessary assistance in coordination with the concerned FOs
8. Assigned staff to NDRRMC based on shifting schedule and other staff to Disaster Response Operation Center based on shifting schedule
9. Identify/recommend areas needing staff augmentation
10. Activates the 1st LEVEL QRT on standby for deployment at NROC and to the disaster affected FOs
11. In coordination with the HRDB, conduct quick briefing / review on the roles and responsibilities of the QRT team

C. **Field Offices**

Disaster Information Management

1. Prepare and release disaster response reports to DRRROO-IMU
2. Gather information from LGUs in coordination with the Regional OCD and/or RDRRMC regarding situational updates, list of affected families/persons, number of opened/closed evacuation center, cost of assistance, and damaged houses.
3. Monitor and report to CO- DRRROO relief distribution, status of evacuation center/s, number of affected families/persons (inside and outside ECs), cost of assistance, damaged houses, IDP protection concerns.
4. Monitor and report status of transportation network to support logistics.
5. Gather information from RDRRMC for information communication and technology requirements of the affected areas.
6. The office will be manned 24-hours with 12-hours shifting schedule wherein the start time will be 7 am/pm and end time is 8 pm/am accordingly.

Response Management

1. Activate the QRTs
2. Monitor the status of the hydrometeorological hazard and its effects on the affected LGUs in close coordination with the Regional OCD and LDRRMCs.

3. Generate and submit DROMIC reports (with data harmonized with the Regional OCD and LDRRMCs).
4. Submit report on production and delivery of FFP and other non-food items (to be included in the DROMIC reports).
5. Attend local PDRA meetings.
6. Preposition food and non-food items to strategic areas.
7. Request for additional food packs and other non-food items from the CO-DRRROO.
8. Request for replenishment of stand by fund.

IV. **Response Level 3**

This is activated when the disaster caused permanent and catastrophic damages to lives and properties, that require and an agency-wide response to be able to respond to the needs of the families who are severely affected and will need prolonged five weeks or more accommodation in the evacuation centers and temporary shelters.

A. EXECOM
1. Convene the EXECOM within 24 hours to provide directions, deploy focal persons
2. Activate the cluster of twinning and/or triad strategies
3. Designate EXECOM or ManCom to assist the DSWD Field Office in the operation of the hubs
4. Acts as the lead in the NDRRMC Response Pillar Operation Center
5. Lead in the conduct of PDRA
6. Conduct Press Conference and attends to media interviews
7. Authorize release of fund augmentation
8. Coordination with other humanitarian agencies
9. Conduct agency wide post disaster assessment

Disaster Information Management

1. Prepare and release disaster response reports
2. Coordinate with FOs regarding situational updates and list of affected families/persons, number of opened/ closed evacuation centers, cost of assistance, and damaged houses.
3. Consolidate report on relief distribution, status of evacuation center/s, number of affected families/persons (inside and outside ECs), and cost of assistance.
4. Monitor and report logistics conditions to EXECOM
5. Update status transportation network, communications to support logistics.
6. Coordination with regional twinning and / triad team for reporting in the event of massive emergency and disaster in the event of interrupted information flow within 6-12 hours or up to 36 hours.
7. Deploy IMU staff with support (equipment and staff) from ICTMS if there are no reports received from regional twinning and / or triad 36 hours after landfall (for typhoon), eruption (for volcanic activity), and earthquake to facilitate data flow.
8. Gather, validate and analyze data from Field Office (FO) reports and updates of NDRMMC and CO.
9. Gather information for submission to Response Cluster Representative regarding reports and updates, specifically FNFI, CCCM and Protection.
10. The office will be manned 24-hours with 12-hours shifting schedule wherein the start time will be 7 am/pm and end time is 8 pm/am accordingly.

Response Management

Food and Non-Food Allocation

1. Allocate essential goods (purchased and donation) readily available at NROC for augmentation to LGUs thru FO.
2. Facilitate immediate approval of NFA to release the required volume NFA rice at the affected region
3. Facilitate transfer of goods available at NROC to affected region.
4. Facilitate transfer of funds (SAA) to purchase additional goods.
5. Assess and identify gaps on relief supply vs. total no. of affected families based on the validated data from IMU
6. Facilitate request of relief assistance from Legislators, LGUs, and other sectors affected by disaster in coordination with the concerned FOs.
7. Monitor food distribution to intended beneficiaries.
8. Monitor if families are provided with food and non-food items
9. Submit report to FO and DRRROO Bureau

Camp Coordination and Camp Management

1. Coordinate with the Over-All Leader regarding the list of active evacuation center that need to be monitored and supported
2. Coordinate with the concerned LGUs, especially the C/MSWDOs regarding the status and needs of the active evacuation centers
3. Conduct on-site monitoring to determine the physical conditions of the evacuees
4. Report the needs of the evacuees to the FO for the immediate delivery of the resources needed in relation to their needs
5. Report the number of families and individuals to the FOs and the LGU for proper consolidation, especially by DROMIC
6. Ensure that the living conditions of the evacuees are compliant to the standards, especially on their safety and security conditions
7. Ensure that vulnerable individuals including but not limited to older persons, pregnant women, sickly people, persons with special needs; and children are placed in a safe and comfortable location to prevent detrimental situations that may harm them
8. Ensure that FOs provided with technical assistance in the management of evacuation center
9. Conduct profiling of evacuees using the DAC
10. Ensure that databoards on IDPs are installed with updated data
11. Sinages are visible
12. Ensure that psycho-social support activities are conducted in a conducive environment

Data Collection and Management

1. Distribute Disaster-affected Family Access Cards for community-based and center-based families
2. Ensure that the Family Access Cards are properly completed, and that the data in these cards are properly relayed to the DROMIC for consolidation and reporting

3.   Ensure that all the assistance received by the families are indicated in the Family Access Cards for proper monitoring

Food and Non-Food Distribution

1. Coordinate with the Over-all Team Leader regarding the distribution list of food and non-food items for the day (this list shall include information on number of packs to be delivered per LGU and/or evacuation center, and other pertinent information to complete the delivery)
2. Coordinate with the warehouse regarding the required number of food and non-food packs to be distributed in the various LGUs and evacuation centers
3. Ensure that goods are loaded onto the delivery trucks within the specified time
4. Ensure that escorts are assigned per delivery truck, and that escorts have complete information regarding the number of packs to be delivered, contact person who will receive the goods, address/location for the drop-off point for the goods and contact number of the local contact person
5. Ensure that proper documents are provided to the escorts for the documentation of delivery and acknowledgement receipt
6. Submit the accomplished documents upon completion of the delivery to the distribution hub for proper reporting and monitoring purposes

Deployment of Staff

1. Deploy 1st, 2nd and 3rd level of QRTs to NROC, NDRRMC, , designated DSWD Emergency Operations Center, and FO
2. Monitor the movement (location and status) of the QRTs
3. Submit consolidated report of the QRTs to the Execom copy furnished the DRRROO

Manning the Field Office

1. Monitor and provide technical assistance to LDRRMCs on the implementation of disaster response programs and services
2. Conduct rapid disaster assessment and needs analysis (RDANA) thru the QRTs or SWAD teams in coordination with the R/L/DRRMCs.
3. FO QRTs coordinate with the LSWDO and make a courtesy call with the LCE and discuss which area they need augmentation team
4. Prepare and submit Monetization Report of Donation Received in-kind and other Related Expenses Incurred to the Regional Director which shall disclose all costs and other information related to donations
5. Record and monitor cash allocation for disaster related projects and activities
6. Monitor utilization and liquidation of funds released to LGUs and other intermediaries for DRRRM purposes
7. Request for augmentation staff.

Quick Response Team (QRT)

Over-all Team Leader

1. Establish contact with the Regional Director and/or the highest ranking DSWD official present in the region/Field Office for a briefing on the current status of the disaster response operations
2. Develop a work plan for the Quick Response Team members based on the augmentation needs of the Field Office as stated during the briefing, and the priority tasks of the QRT, which are evacuation center/camp management, food and non-food items distribution, water and sanitation and psychosocial support
3. Prepare a 24/7 shifting schedule for the QRT members on the basis of an 8-hour work per shift, per day
4. Ensure that QRT members are properly informed and equipped to perform their assigned tasks throughout their deployment
5. Monitor the performance of the QRT members through a monitoring and feedback mechanism that will be relayed to the Regional Director copy furnished the DRRROO and Execom monitor on a daily basis

B. Team Leaders

1. Perform managerial and supervisory functions as may be assigned by the over-all team leader
2. Function as a shift leader for the 24/7 assignment of staff
3. Ensure that tasks, updates and documents are properly turned-over to the next team that will take over the duties and responsibilities of the team
4. Coordinate with the various stakeholders involved in the disaster response and relief operations such as but not limited to the Local Government Unit focal persons, DSWD Field Office focal persons, partner GOs and NGOs, volunteers, etc

C. Team Members

1. Perform the assigned tasks within the given duration of their shift
2. Report updates and concerns to the team leader whenever necessary

D. Financial Management Support
1. Alert the fund controller for the updated balance of the QRF/ DF
2. Coordinate with the DRRROO/DRRROO on the status of stockpile and standby funds of the affected region
3. Sub-allot funds to affected regions per request by DRRROO and/or per instruction by the U/sec. OPG
4. Submit weekly report on status of donated funds to U/Sec for GASSG copy furnished the Undersecretary for OPG, Assistant Secretary for OPG Protective Programs and DRRROO.

E. Administrative Support

1. Facilitate duty free entry of donations.
2. Submit reports on donated goods.
3. Deploy staff at the Donations One Stop Shop to facilitate proper receipt, recording and accounting of donations in kind.

F. Volunteer Management

1. Orient volunteers on different tasks.
2. Manage volunteers in different deployment
3. Submit daily report on the number of volunteers engaged and nature of engagement

G. Donation Facilitation

1. Set up a One Stop shop to facilitate proper receipt, recording and accounting of donations in kind during the disaster relief operations upon the recommendation of the NDRRMC Executive Director, the Administrative Office in coordination with the other government agencies like the Department of Foreign Affairs and the Bureau of Customs
2. Store donated goods at designated warehouse
3. Ensure that the donated goods are properly sorted, valued, and recorded.
4. Submit a daily cumulative report of donated goods to DRRROO/DRRROO and IMU for appropriate allocation and distribution
5. Monitor Social Welfare and Development agencies doing the solicitation

H. Activation of the Response Cluster

1. Secretary designate the U/Sec for U/Sec for OPG or A/Sec for OPG-Protective Programs) act as NDRRMC Assistant Team Leader who assists the NDRRMC National Team Leader (the OCD Executive Director) of the Team NDRRMC for Rapid Deployment

2. (The DSWD Team composed of Disaster Response Management and Information Management of DRRROO, ICTMS and SMS) report to the Response Operations Center at the NDRRMC on a 24-hour rotation basis and assist the Assistant Team Leader along cluster coordination, and report generation, management and consolidation. And work in close coordination with the IMU staff assigned at the NDRRMC Secretariat. Their tasks include the following:

   a. Assist in the operations of the Disaster Response Pillar (DRP) Emergency Operations Center
   b. Prepare cluster situation reports every six hours during Red alert and every 12 hours during Blue Alert as input to the Overall NDRRMC Situational Report
   c. Prepare Disaster Response Pillar status report and presentations for Response Pillar Meetings
   d. Respond to phone calls received by the NDRRMC hotline relative to disaster response operations

e. Act as Action Officers who ensure that information captured by Emergency Response Integration Center (ERIC) is integrated in the Situation Report and flagged to the DSWD FOs and other appropriate bodies for appropriate action
f. Coordinate with DSWD FO Heads and Focal Persons to validate data for Response Cluster Situation Reports and Presentations
g. Coordinate with DROMIC in the crafting of DRP Situation Reports and Presentations. DROMIC should provide template of the DRP Situation Reports and presentations to all FOs.
h. Draft documentation reports/highlights of Disaster Response Pillar-led Meetings and press conferences
i. Gather latest Situation Reports updates for DSWD News Releases and Social Media Updates
j. Participate in meetings convened by the DRP Team Leader and/or DRP Head

V. **Response Level 4**

This is activated when the disaster caused permanent and catastrophic damages to lives and properties to more than seven (7) regions and when the requirements for humanitarian response is beyond the normal structure and mechanism of DSWD. In case of rapid onset disasters such as those triggered by very strong magnitude and high intensity earthquake and massive armed conflict the following shall be the operational protocol.

1. Activate identified alternative operational center – off site command centers
2. Assess possible functionality of field offices and residential centers which may augment the disaster operations
3. The designated officials of DSWD shall undertake the mandated tasks and responsibilities.
4. Link with NDRRMC offsite or alternative operations center for updates and instructions either by NDRRMC chairperson or by the President.

Part Four. Effectivity.

This order shall take effect immediately and revokes all previous Orders or Issuances inconsistent thereto.

Signed this ___4th___ of ___April___ 2015 in Quezon City, Philippines.

CORAZON JULIANO-SOLIMAN
Secretary

Certified Copy:

MYRNA H. REYES
Officer In-Charge
Records Unit

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
DISASTER ASSISTANCE CARD (DAC)

Serial No. _____

BENEFICIARY'S COPY

Region _____
Province/District _____
City/Municipality _____
Barangay/Evacuation Center/Site _____

HEAD OF THE FAMILY

SURNAME	FIRST NAME	MIDDLE NAME	M ☐ F ☐	AGE ☐☐

☐ 4Ps Beneficiary   ☐ IP – Type of Ethnicity _____

Date of Birth _____   Occupation _____   Monthly Net Income _____

Family Members	Relation to Family Head	Date of Birth	Age	Gender	Educ.	Occupational Skills	Health Status/ Casualty	Remarks (See Code)

Code: A – Elderly   D - Pregnant
Women   B – PWD   E - Lactating
Mother   C – With children below 5

Housing Condition: Partially Damaged / Totally Damaged
☐ House & lot owner
☐ House/room and lot renter
☐ House owner & lot renter
☐ House owner, rent-free lot with owner's consent
☐ House owner, rent-free lot w/o consent of the owner

Health Condition: 01 – Dead   03 – Missing
02 - Injured   04 - With Illness

_____
Signature/Thumbmark of Family Head

_____
Name/Signature of Brgy. Captain

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
DISASTER ASSISTANCE CARD (DAC)

Serial No. _____

SOCIAL WORKER'S COPY

Region _____
Province/District _____
City/Municipality _____
Barangay/Evacuation Center/Site _____

HEAD OF THE FAMILY

SURNAME	FIRST NAME	MIDDLE NAME	M ☐ F ☐	AGE ☐☐

☐ 4Ps Beneficiary   ☐ IP – Type of Ethnicity _____

Date of Birth _____   Occupation _____   Monthly Net Income _____

Family Member	Relation to Family Head	Date of Birth	Age	Gender	Educ.	Occupational Skills	Health Status/ Casualty	Remarks (See Code)

Code: A – Elderly   D - Pregnant
Women   B – PWD   E - Lactating
Mother   C – With children below 5

Housing Condition: Partially Damaged / Totally Damaged
☐ House & lot owner
☐ House/room and lot renter
☐ House owner & lot renter
☐ House owner, rent-free lot with owner's consent
☐ House owner, rent-free lot w/o consent of the owner

Health Condition: 01 – Dead   03 – Missing
02 - Injured   04 - With Illness

_____
Signature/Thumbmark of Family Head

_____
Name/Signature of Brgy. Captain

FAMILY ASSISTANCE RECORD

Date	Name of Family Member	Assistance Provided				Recipient's Signature/ Thumbmark
		Kind/Type	Qty.	Cost	Provider	

FAMILY ASSISTANCE RECORD

Date	Name of Family Member	Assistance Provided				Recipient's Signature/ Thumbmark
		Kind/Type	Qty.	Cost	Provider	

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ANNEX B: INDICATORS FOR RESPONSE LEVELS

Response Level			
1 Affected region + DRR	2 Affected region + DRR + twin region	3 Agency Wide	4 Cabinet Systems Takeover
one (1) to two (2) regions and the affected Field Office	three (3) to four (4) regions affected	five (5) to six (6) regions	more than seven (7) regions
up to 30% of the population are affected	up to 50% of the population are affected	up to 70% of the population are affected	local and DSWD personnel offices are inaccessible and inoperable
requirements for response is beyond local capacity	requirements for response is beyond local capacity due to adverse effects to its resources e.g. manpower, funding and equipment	requirements for response is beyond local capacity due to adverse effects to its resources e.g. manpower, funding and equipment	when the support of the entire NDRRRMC and cabinet system is required to respond to humanitarian crisis
	at least 50% municipal action teams, SWAD are also affected	at least 75% DSWD FO personnel are also affected	The President declares a national state of calamity and call for international humanitarian assistance.
	in case of crack down of Filipino nationals in foreign countries, level 2 shall apply subject to the presidential directives and diplomatic protocols. DSWD shall provide assistance in accordance with the no of affected of OFWS / Nationals and their families while onsite or when they are repatriated back to the Philippines.	require the assistance of as many twin / support regions as possible	
		NDRRMC has recommended to the President issuance for a call for regional and international humanitarian assistance	