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Department of Social Welfare and Development

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Subject: Guidelines in the Operation of the DSWD's International Social Services Office (ISSO) in the Philippines and in Foreign Posts

I. BACKGROUND

The Philippines is known as a major source country of global workers. Since the 1970s, the number of Filipinos migrating to work abroad has followed an upward trend. More than a million Filipino workers are deployed annually to more than 200 countries and territories all over the world and work in thousands of different occupational settings.¹

These Overseas Filipinos are either regular migrants or temporary residents abroad whose stay overseas is employment-related and who are expected to return at the end of their work contracts. Having caught in a situation where they have little access to State institutions and facilities – made possible by their geographic distance – one of the most pressing issue faced by Filipino migrants has been related to the abuses that can be caused by their own employers or by their co-workers.² Many of them have experienced various human right violations and abuses which include, among others, physical, emotional, verbal, psychological and sexual abuses, or have long been confronted with many challenging crises which put their safety and welfare at risk such as political unrest, internal conflicts and epidemics.

An issue that is deserving of great concern and attention is the feminization of labor migration. Since 1992, Filipino women migrant workers on new overseas contracts have almost consistently outnumbered male workers by a factor of three. Today, women Overseas Filipino Workers (OFWs) constitute around 50 % of the total OFWs with the majority of them in domestic work and entertainment. These are usually considered areas of employment with minimal protection, putting our women vulnerable to sexual exploitation, abuse and violence.³ They also became easy prey to trafficking and forced prostitution.

¹ Transnational Bridge: Migration, Development and Solidarity, Scalabrini Migration Center-CFO, 2010.

² For instance, in Saudi Arabia, cases of rape and sexual abuse probably come to 15 to 20 per cent of cases reported for domestics in distress (according to statistics by the Philippine Overseas Labor Office in Saudi Arabia). If one takes these indicators as roughly indicative of unreported cases of abuse of domestic workers throughout the kingdom, then one might conclude that sexual abuse is common. Taken from *The Condition of Overseas Filipino Workers in Saudi Arabia*. Final Report of the Investigating Mission of the Committee on Overseas Workers' Affairs (COWA) to Saudi Arabia, January 9 – 13, 2011, by Rep. Walden Bello, et. al., 9 February 2011. Retrieved from: http://focusweb.org/sites/www.focusweb.org/files/COWA_report_Saudi.pdf.

³ Ibid

Also, a significant number of Filipinos left the country without proper documents. These are the undocumented Overseas Filipinos (OFs) who are more vulnerable to abuse and exploitation. Their situations pose a bigger challenge given the absence of mechanisms and measure to reach and identify them. Being undocumented also means they have a very little access to health services and information, as well as protection from abuse and exploitation.⁴

To address this concern, and in order to establish a higher standard of protection of the welfare of migrant, the government has established mechanisms to regulate international migration, among others. These systems and mechanisms, seeking to establish a higher standard of protection of the welfare of migrant workers especially those in distress (as well as their families), include those that ensure the proper documentation of Filipinos who wish to go out of the country. The government has also passed Republic Act (RA) No. 8042 also known as the "Migrant Workers and Overseas Filipino Act of 1995", as later amended by RA 10022. The latter law sought to further improve standards relating to the protection and promotion of the welfare of migrant workers, Overseas Filipinos in distress, as well as their families, two of the salient provision of the law related the protection of OFWs is the establishment of Filipino Workers Resource Center (FWRC) and placement of social workers in the said center to provide social welfare and protection services.

However, despite the institutional efforts on systematizing the documentation of overseas Filipinos, many still leave the country without proper documentation, due to various reasons, among which (a) the geographical proximity of sending and receiving countries; (b) more ease of transportation (budget airlines); (c) no-visa facility among ASEAN countries; and (d) effective collusion, without regard for moral consideration between the traffickers and illegal recruiters in both the source and destination countries.⁵ These factors could facilitate the steady increase in the number of cases of abuse experienced by distressed overseas Filipinos.

Pursuant to RA 10022, the DSWD (being tasked to protect and uphold the welfare of Filipinos wherever they may be located), has conceptualized and implemented the International Social Welfare Services for Filipino Nationals (ISWSFN) in 2002. This program aimed to institutionalize a system of providing social welfare and protection services to OFs. Under this program, the DSWD started deploying social workers as Social Welfare Attachés (SWAtts) in the same year in countries with high concentration of OFs to uphold and protect their rights and welfare, especially the undocumented and distressed. This action was further strengthened by the issuance of Executive Order 287, series of 2004 by former President Gloria Macapagal-Arroyo in 2004, directing the deployment of SWAtts in selected posts.

In further support to the posting of social workers abroad, the Department issued in September 2013, Administrative Order No. 6 (AO No. 6), or the "Guidelines in the Management of Social Welfare Attaché Office at the Philippine Embassy/Foreign Posts and Selection and Placement of Social Welfare Attaché" in order to establish a system of SWAtt deployment and delivery of services to OFs.

⁴ Commission on Filipinos Overseas (CFO), 2010

⁵ Presentation on Trafficking in Malaysia, Ambassador Victoriano M. Lecaros, 2011

In January 2014, the Department has established the Social Welfare Attaché Office (SWATO) as one of the Divisions under the Special Operations Office (SOO) to: (1) focus on supervising and monitoring the operation of Social Welfare Attaché Offices in various foreign posts; (2) ensure effective and efficient delivery of services to distressed and undocumented Filipinos abroad; and (3) serve as the Department's focal office on matters concerning external migration including the coordination with concerned DSWD offices and partner agencies on the resolution of issues and concerns of undocumented and distressed overseas Filipinos and their Families left behind.

Its creation was driven by the challenges of continuous and rapid swelling in the number of externally migrating Filipinos that aggravate the problem of human rights violation concerning them, and at the same time, the responsibility laid on the department to effectively and efficiently respond to these challenges; and the increasing number of country with deployed SWAtts that requires more focused monitoring and supervision.

II. RATIONALE

In the implementation of the AO No.6, series of 2013 the need for its revision was assessed to be necessary due to the following reasons:

1. A number of provisions are not applicable in posts or not fully facilitative of the effective and efficient role performance of SWAtts especially in the area of service delivery as reported by the SWAtts in their periodic reports, results of the SWAtt assessment conducted by posts, and results of the Executive Committee (EXECOM) on-site Monitoring, e.g. financial parameter which are not applicable in posts;
2. There are new internal and inter-agency policies as well as program and administrative issuances that need to be considered in the guidelines such as the inter-agency legal instruments on Foreign Service signed in 2015 entitled Joint Circular or Guidelines on the Assignment of Representatives of Partner Agencies to Philippine Foreign Service Posts which was initiated by the Department of Foreign Affairs (DFA) and Joint Manual of Operation in Providing Assistance to Migrant Workers and Other Filipinos Overseas which was initiated by the Department of Labor and Employment (DOLE).
3. There are provisions and expense items that need to be included in the guidelines such as conduct of meetings, value inculcation services, socio-cultural activities, training/capability building, and other services that directly benefit the clients; and
4. There are provisions that need to be further clarified e.g. SWAtt deployment process/concerns/protocols, system of communication with the Home Office, policy on benefits/remuneration, operation and service delivery protocols at post, and reportorial requirements.

5. The creation of a separate office in-charge of implementing the International Social Welfare Services to Filipino Nationals (ISWSFN) necessitates the inclusion of its roles and functions being the central authority in matters relating to international social services to OFs vis-à-vis the functions of concerned DSWD OBSUs.

With all these developments and concerns, and the DSWD's thrust to become a global leader in social protection, the issuance of this Guidelines, replacing AO No. 6, is deemed necessary, taking into consideration the Department's core values of integrity, respect to human dignity and service excellence. It is also hoped that by the issuance of this Guidelines, the welfare of the OFs would become the primordial consideration in the deployment of DSWD social workers to foreign countries, under the spirit of "One Country Team Approach."

III. LEGAL BASES:

A. International Laws/Treaties

1. **Vienna Convention on Consular Relations of 1963.** It is an international treaty that defines a framework for consular relations between independent countries. Article 5 states the functions of the Foreign Posts, including protecting in the receiving state the interests of the sending state and its nationals.
2. **Convention on the Elimination of the All Forms of Discrimination against Women (CEDAW) of 1979.** It is an international bill of rights for women, which is the blueprint of the Philippine laws and policies on the protection of women that prohibits any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.
3. **Declaration on the Human Rights of Individuals who are not Nationals of the Country in which they live (December 13, 1985).** This UN resolution recognizes the need to protect human rights and fundamental freedoms provided for in the international instruments which should be ensured for individuals who are not nationals of the country in which they live.
4. **United Nation (UN) Convention on the Rights of Children of 1989.** It sets out the civil, political, economic, social, health and cultural rights of children including the right to life, his or her own name and identity, even if they are separated from one or both parents. It also acknowledges that children have the right to be protected from abuse or exploitation.
5. **International Convention on the Protection of the Rights of Migrant Workers and the Members of their Families of 1990.** This applies during the entire migration process of migrant workers and members of their families, comprising of preparation for migration, departure, transit and the entire period

of stay and remunerated activity in the State of employment, as well as return to the State of origin or the State of habitual residence.

6. **Bangkok Declaration on Irregular Migration in 1999.** This states that migration, particularly irregular migration, should be addressed in a comprehensive and balanced manner, considering its causes, manifestations and effects, both positive and negative, in the countries of origin, transit and destination.
7. **UN Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children (2000).** The Protocol commits ratifying states to prevent and combat trafficking in persons, protecting and assisting victims of trafficking and promoting cooperation among states in order to meet those objectives.
8. **Resolution on the UN General Assembly on Protection of Migrants (2004 and 2005).** This seek to ensure respect for the human rights and fundamental freedoms of all migrants.
9. **Beijing Platform of Action (September 1995).** It is a defining framework for change and the most progressive blueprint ever for advancing women's rights. The Platform for Action imagines a world where each woman and girl can exercise her freedoms and choices, and realize all her rights, such as to live free from violence, to go to school, to participate in decisions and to earn equal pay for equal work.

B. Local Legal Instruments

1. **Executive Order 292 S. 1987, "Administrative Code of 1987," Book IV/ Title I, Chapter 8** – This document states that attaches and Representatives provides the assignment of assimilated ranks for purposes of compensation.
2. **Republic Act No. 7157, an Act Revising RA No. 708, As Amended known as the "Philippine Foreign Service Act of 1991."** The State shall pursue an independent foreign policy. In its relations with other states, the paramount consideration shall be national sovereignty, territorial integrity, national interest, and the right to self-determination.
3. **Labor Code of the Philippines of 1999.** Article 21 (a) of this law mandates the provision to all Filipino workers within their jurisdiction, assistance on all matters arising out of employment.
4. **Republic Act No. 8043 otherwise known as Intercountry Adoption Law.** It provides for the monitoring and provision of appropriate intervention and other related services for children placed for adoption and are on supervised trial custody as reported by the authorized and accredited Inter-Country Adoption Agency, as well as the repatriation to the Philippines of a Filipino whose adoption has not been approved.

5. **Republic Act 9208 or the Anti-Trafficking in Persons Act of 2003** defines trafficking and policies to eliminate trafficking as well as protection of victims and penalties for violations and **Republic Act 10364 or Expanded Anti-Trafficking Act of 2012**, an Act expanding Republic Act No. 9208, instituting policies to eliminate trafficking in persons especially women and children, establishing the necessary institutional mechanisms for the protection and support of trafficked persons, providing penalties for its violations and for other purposes.
6. **Republic Act 10022 of 2010, an Act Amending RA 8042 known as the Migrant Workers and Overseas Filipino Act of 1995.** Section 19 of this document provides for establishment of a migrant workers and Other Overseas Filipino Resource Center in countries where there are large concentration of Filipino Migrant Workers.
7. **Republic Act No. 10165 otherwise known as the Foster Care Act of 2012.** It is an act to strengthen and propagate foster care for abused, abandoned, neglected and other children with special needs, providing appropriations therefore and for other purposes.
8. **Executive Order No. 15 Series of 1998, "Redirecting the Functions and Operations of the Department of Social Welfare and Development."** This mandates that the DSWD provide assistance to service providers in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life. The DSWD has the responsibility for the administration of special social services and social development funds intended to assist disadvantaged individuals, families and communities. Further, the DSWD shall initiate, promote and maintain bilateral and multi-lateral linkages for technical cooperation and coordination with the DFA. Furthermore, it promotes, coordinates, establishes, operates and maintains support institutional facilities, projects and services and social laboratories and learning centers for the benefit of its constituents and in furtherance of social welfare and development.
9. **Executive Order 287 Series of 2004, "Directing the Deployment/Posting of Social Welfare Attachés in Selected Diplomatic Posts."** This mandates the deployment of social workers as Social Service Attachés in selected diplomatic posts with large concentration of Overseas Filipino Workers.
10. **Executive Order 461, series of 2005, "Revising Further the Compensation Plan of the Foreign Service of the Philippines."** This prescribes for benefits of foreign services personnel.
11. **Executive Order No. 156 series of 2013.** This document amends Executive Order No. 461. Series of 2005, adjusting the overseas, living quarters, representation, and family allowance of Foreign Service Personnel.

12. **Joint Circular No. 01-2015, "Guidelines on the Assignment of Representatives of Partner Agencies to Philippine Foreign Service Posts."** This document recognizes DSWD as a regular member of the country team at post; provides for the guide in the establishment of overseas office of DFA partner agencies at posts; clarifies functions of agency representatives as members of the country team; and sets the assimilated rank of agency representatives abroad.
13. **Joint Manual of Operation in Providing Assistance to Migrant Workers and Other Filipinos Overseas.** Signed in 2015, this document establishes and recognizes DSWD as a regular member of the "One Country Team/Joint Case Management Team" at post.

IV. OBJECTIVES:

General Objective

To ensure that the general welfare and rights of the Overseas Filipinos, primarily the undocumented and distressed Filipinos abroad and their families, are protected and promoted through the establishment of an effective and efficient system of SWAtt deployment and managing International Social Services Offices (ISSOs) both at the DSWD head office and in Foreign Posts.

Specific Objectives

1. To establish clear policies, processes and procedures in the management and operation of International Social Service Office to ensure effective and efficient implementation of social welfare and social protection.
2. To define the roles, functions, and duties of SWAtts and their assistants at posts in relation to the bureau and the other offices of the DSWD.
3. To establish an adequate human resource management system to include recruitment, selection, deployment, training, continuing capacity building and monitoring of Social Welfare Attachés and their assistants.
4. To establish clear rules on the entitlements and benefits of ISSO staff.

V. DEFINITION OF TERMS

Under this Guideline, the following terms shall be adopted as herein defined:

1. **Administrative Staff** – A Filipino or a foreigner, hired locally at post based on labor laws, relevant rules and regulations in the host country, and the DFA guidelines on local hiring to provide administrative support to the SWAtt.
2. **Assimilated Rank** – Is the category of Foreign Service Officer primarily for the purpose of determining the rate of allowances and position in the Embassy.

3. **Assistant Social Welfare Attaché (ASWAtt)** – A DSWD social worker holding a Social Welfare Officer (SWO) III regular position and approved by the Department of Foreign Affairs (DFA), Department of Budget and Management (DBM) based on the issued NOSCA and the DSWD Secretary (Regular ASWAtt), deployed abroad to provide administrative and technical support to the SWAtt. The rank at posts is based on DFA's set rank equivalent to his/her Salary Grade.
4. **Case Management** – The method of providing services whereby a professional social worker assesses the needs of the clients and the client's family when appropriate, arranges, coordinates, monitor, evaluate and advocate for a package of multiple services to meet the client's specific and complex needs.⁶
5. **Foreign Service Post** – Any Philippine embassies, missions, consulates general and other Foreign Service establishment maintained by the DFA.⁷
6. **Head of Post** – The Philippine Ambassador, Permanent Representative, Consul General or other officers of the Post designated by the Secretary of Foreign Affairs (SFA) as Head of Post.⁸
7. **Home Office** - The Central Office of the Department of Social Welfare and Development in the Philippines.
8. **Human Trafficking** - The recruitment, transportation, transfer or harboring, or receipt of persons with or without the victim's consent or knowledge, within or across national borders by means of threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person, or, the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation of others or other forms of sexual exploitation, forced labor or services, slavery, servitude or the removal or sale of organs. It also involves coercion of individual that includes the threat of serious harm or physical restraint, to cause a person to believe that failure to comply will result in serious harm, or abuse or threatened abuse of the legal process.⁹
9. **Irregular Filipino migrant workers** – Undocumented Overseas Filipinos who fall under any of the following: (1) acquired their passports through fraud or misrepresentation; (2) possess expired visas or permits to stay; (3) have no travel document whatsoever; (4) have valid but inappropriate visas; and (5) whose employment contracts were not processed by the Philippine Overseas Employment Administration (POEA) or subsequently verified and registered on-site by the Philippine Overseas Labor Office (POLO), if required by law or regulation.¹⁰

⁶ National Association of Social Workers, Inc. (NASW). 1992

⁷ DFA Inter-Agency Joint Circular. 2015

⁸ Ibid

⁹ Republic Act 10364 or Expanded Anti-Trafficking Act of 2012

¹⁰ Omnibus Rules and Regulations Implementing The Migrant Workers and Overseas Filipinos Act Of 1995, As Amended By Republic Act No. 10022

10. **Interim Social Welfare Attaché** – A 3rd level official of the DSWD or a qualified SWO V incumbent who shall be posted abroad as SWAtt in situation where there is no member of pool of attaché available for posting as approved by the Secretary.
11. **Interim Assistant Social Welfare Attaché** – A social holder of regular SWO III position who shall be posted abroad in situation where there is no member of pool of Assistant Social Welfare Attaché available for posting.
12. **Joint Case Management Team (JCMT)** – A group established at post which shall act as collegial body headed by the Consul General or second-ranking officer, and is directly under the supervision of the Head of Post. Its members include heads of the Embassy attached agencies which include POLO, Assistance to Nationals Unit (ATNU), and ISSO. It supervise/monitors the management of requests for assistance, cases and issues brought to its attention.¹¹
13. **Mobile Team** – Also known as embassy on wheels or consular mission is a group of foreign service personnel organized and sent to the field within the coverage of the post for certain period of time to provide consular services and attend to other needs of the OFs.
14. **One-Country Team Approach** – A way by which all officers, representatives and personnel of the Philippine government posted abroad regardless of their mother agencies, on a per country basis, act together as a team with a mission under the leadership of the head of the post.¹²
15. **Overseas Filipinos (OFs)** - All Filipino nationals and their dependents abroad, including those who have retained or reacquired their Philippine citizenship.¹³
16. **Pool of Attachés** – A combination of regular SWAtts and ASWAtts who can be re-posted or re-deployed abroad based on good performance using “rotation scheme” either through direct exchange of posts assignment or deployment to other posts, after finishing at least one year of in-country assignment.
17. **Regular/Documented Workers** - Overseas Filipinos who possess valid passports and appropriate visas or permits to stay and work in the receiving country; and whose contracts of employment have been processed by the POEA, or subsequently verified and registered on-site by the POLO, upon acquisition of work visa/authorization.¹⁴
18. **Recall** - The return of a foreign service personnel to the Philippines due to end of tour of duty or by virtue of disciplinary order without completing his/her tour of duty.¹⁵
19. **Regular Social Welfare Attaché** –DSWD social worker holder of plantilla SWAtt position or holder of the DBM approved regular social worker position for designation

¹¹ Joint Manual of Operations in Providing Assistance to Migrant Workers and other Filipinos Overseas, 2015

¹² EO No. 74, series of 1993 directing the adoption of the country team approach

¹³ Joint Manual of Operations in Providing Assistance to Migrant Workers and Other Filipinos Overseas, 2015

¹⁴ Ibid

¹⁵ as defined by the Department of Foreign Affairs

as SWAtt per DBM issued Notice of Organization, Staffing and Compensation Action (NOSCA), and is included in the DSWD pool of attachés.

20. **Social Welfare Attaché (SWAtt)** – The DSWD regular social worker holder of SWO IV position and approved by the Department of Foreign Affairs (DFA), Department of Budget and Management (DBM) based on the issued NOSCA and the DSWD Secretary (Regular SWAtt) or a 3rd level official of the DSWD or a qualified SWO V incumbent who are posted abroad, approved by the Secretary (interim SWAtt), who acts as the head of the ISSO at post and carries out the responsibility as spelled out in this Guideline.
21. **Third Level Officials** –positions in the Career Executive Service (CES) that include Undersecretary, Assistant Secretary, Bureau Director, Assistant Bureau Director, Regional Director, Assistant Regional Director and other officers of equivalent CES rank.

VI. CLIENTELE OF ISSO AT POSTS

The clientele of the SWAtts shall be undocumented and distressed OFs and other Filipinos needing DSWD services who are:

- Victims of trafficking, illegal recruitment, rape/abuse/maltreatment by employers, kidnapping, and human-induced and natural disasters
- OFs with domestic/family problem in the host country and in the Philippines
- OFs with extra-marital relationship
- OFs in common law relationship
- Illegal entrant to the host country (“backdoor”)
- Overstaying (expired visa)
- Victims of Exploitation/Abuse/Maltreatment/Unfair Labor Practice/Confiscated Documents
- Accused/suspected of crime (under the custody of the Embassy, under the custody of relatives and friends, prisoners - crimes e.g. drugs, murder, robbery, etc., and detainees - absence/expired/fake legal document)
- Victims of natural and human-induced disasters (war,/armed conflict, political unrest, fire, earthquake, flooding, accident, and pandemic)
- Victims of Petty Crimes (Snatching/Robbery)
- Children in need of special protection (abused, abandoned, foundling, neglected, surrendered, orphaned, and on custody issue))
- Traveling Minors Accompanied by parents and other adults
- Filipinos applying for Legal Capacity to Contract Marriage (LCCM) Certificate (for provision of pre-marriage counseling)
- Filipinos needing information on DSWD services such as travel clearance for children and adoption
- OFs not in distress who participated in orientation sessions or capability building activities

SWAtt may also provide social welfare services to documented Filipinos on case to case basis or upon the request from the ATNU of the concerned Embassy and/or the POLO, on matters relative to the provision of psychosocial services.

The SWAtt shall refrain from getting OFWs in distress to serve as private staff or do personal errands. In no case, shall the SWAtt harbor runaway OFWs in his/her living quarter, who should be referred immediately to the Embassy center for distressed OFs, or to other residential facilities managed by partner agencies and bed and breakfast facilities.

VII. STRATEGIES.

- A. Social Case Management System** – This is about the adoption of Gender Responsive Case Management (GRCM) in managing the client with a special case (i.e. victim-survivor of trafficking and abuse/maltreatment), in coordination with the members of the country team to ensure that the clients are provided with appropriate interventions in a gender-based and multi-disciplinary manner.
- B. Partnership Building and Networking** - Working closely with the government, non-government, and church-based organizations; Filipino Communities (Filcoms); and members of the country team for program complementation and multi-disciplinary actions for the concerns of OFs.
- C. Resource Generation and Mobilization** - It is tapping and accessing human, material, financial, and other types of resources from all possible sources to respond to the needs of distressed OFs.
- D. Information/Education/Communication/Advocacy (IECA)** - IECA on Embassy and DSWD services using multi-media e.g. print, broadcast, electronic/internet/phone, and actual orientation to walk-in clients or during Embassy consular missions.

VIII. ISSO's INTERVENTIONS IN THE POST

The SWAtt shall employ the basic social work methods in managing the cases of undocumented and distressed OFs within the framework of the "One Country Team Approach."

The following are the services and interventions which can be provided to overseas Filipinos in distress and the undocumented, using the established process of service delivery in the DOLE-initiated Joint Manual of Operation in Providing Assistance to Migrant Workers and Other Filipinos Overseas; and Annex B of this Guidelines.

A. Psychosocial Services

1. Counselling Services by either individual, group and family.
2. Psychosocial processing (PSP)
3. Critical Incident Stress Management (CISM)/Stress Debriefing (CISD)
4. Socio-Cultural Activities
5. Value Inculcation Services

B. Assistance to Individuals in Crisis Situation (AICS)

1. Transportation Assistance for repatriation and transportation within the post and in the Philippines
2. Medical Assistance through provision of limited financial assistance for payment of consultation/medical examination, laboratory fees, hospitalization, and purchase of medicines.
3. Material Assistance which includes but not limited to clothing, sleeping blankets/supplies, hygiene kit, and food.
4. Communication assistance through provision of cell card or free-phone calls for those who have no means of contacting with their families/relatives in the Philippines
5. Temporary Shelter assistance

C. Pre-marriage/Marriage Counselling

D. Referral Services

E. Training/Capability Building Activities

F. Other Services needed by OFs

IX. THE BUREAU OF INTERNATIONAL SOCIAL SERVICES (BISS)

The Bureau of International Social Service - hereinafter referred to as the BISS - is hereby created, to act as the central authority on matters related to international social services for Overseas Filipinos. It shall act as the planning, coordinating, monitoring and evaluation office for the purpose of carrying out the provisions of this Guidelines.

The BISS shall ensure that programs and services for distressed and undocumented OFs and their families are appropriately, effectively, and efficiently delivered and provided by the International Social Services Offices (ISSOs) at foreign posts. It shall be responsible for coordinating and addressing concerns and requirements of the ISSO which are elevated to BISS and the central office.

The BISS shall be headed by a director which shall have technical supervision over the ISSOs.

A. General Functions of the BISS:

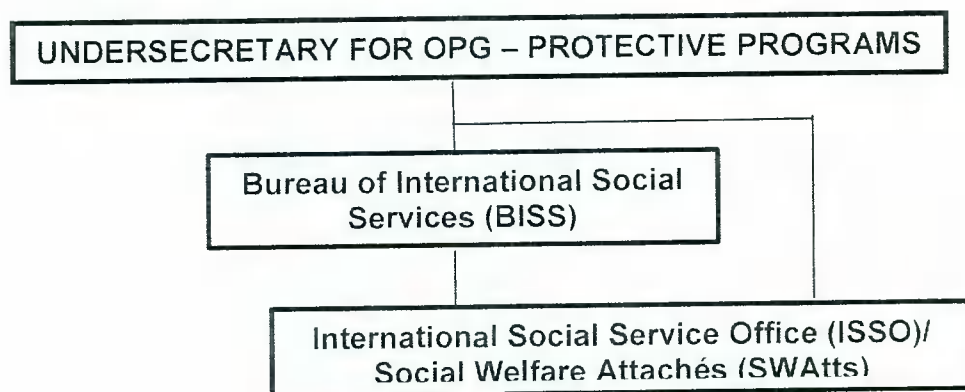
1. Institutionalize the system of SWAtt deployment and establishment of ISSOs at posts;
2. Prepare annual WFP to support the implementation of the ISWSFN;
3. Coordinate the conduct of regular on-site monitoring and provision of technical assistance to ISSOs to include capability building activities to continuously improve office management, service delivery, and performance of other functions;
4. Develop and enhance operational guidelines for improved BISS office operation at the central office as well as SWAtt service delivery, office management, and performance of other SWAtt office obligations;

5. Provide technical assistance to SWAtts on fund and program management and service delivery;
6. Document good practices and unique experiences of the ISSOs in the different foreign posts;
7. Establish system of reporting and data banking of overseas Filipinos served and referred by SWAtts;
8. Coordinate concerns of returning OFs and their families with concerned government offices, DSWD field offices and Local Government Units (LGUs);
9. Prepare and submit periodic report on ISSO and BISS accomplishments to the Policy Development and Programs Bureau (PDPB) copy furnished the Office of the Secretary (OSEC) and the Operations and Programs Group (OPG) Head, highlighting concerns needing directives/policy pronouncements to help improve BISS operation and SWAtt service delivery;
10. Serve as link and liaison with other Offices/Bureaus/Services/Units (OBSUs);
11. Establish and maintain coordination with partner government agencies to strengthen responses to issues affecting migrant Filipinos and their families left behind; and
12. Maintain SWAtt deployment profile.

B. BISS Organizational Structure

As a Staff-Bureau, the BISS shall be headed by a director directly reporting/under the supervision of the Undersecretary for OPG-Protective Programs that has technical and administrative authority over ISSOs. The ISSOs will be directly under the administrative supervision of the Undersecretary for OPG-Protective Programs. However, BISS shall also have a supervisory function over the ISSOs. At the Diplomatic Posts SWAtts shall be under the immediate control and administrative supervision of the Head of Post.¹⁶

BISS ORGANIZATIONAL STRUCTURE



¹⁶ RA 7157 or Foreign Service Act of 1991

Specifically, the following are the technical and administrative roles of the BISS over the ISSOs/SWAtts:

- Facilitate and coordinate the selection and posting of SWAtts abroad
- Supervise, monitor and provide technical assistance to SWAtts to ensure effective and efficient SWAtt office operations and service delivery through coaching, on-site monitoring, performance assessment, capability building, and feedbacking (observations and recommendations on SWAtt submitted reports), among others
- Make representation/coordinate with partner agencies, DSWD management, and concerned DSWD OBSUs the resolution of administrative and program concerns of SWAtts/ISSOs including referrals needing inter-agency, inter-office, and management decisions/actions
- Ensure that the financial requirement of the operation of ISSOs and service delivery are readily available
- Ensure that the SWAtts are compliant to the Home Office's reportorial requirements and directives
- Document good practices and unique experiences of the social service attaché office in the different foreign posts
- Establish proper system of reporting and data banking of Overseas Filipinos served in the different foreign posts
- Consolidate and submit periodic report of SWAtts to the Secretary thru the OPG head, highlighting concerns needing directives/policy pronouncements to help improve ISSO operation/service delivery

X. INTERNATIONAL SOCIAL SERVICES OFFICE (ISSO)

The ISSO at the Foreign Post shall be primarily responsible in protecting undocumented and distressed overseas Filipinos from abuse, exploitation, trafficking, and other practice which is harmful, detrimental, and exploitative to them and their families.

The ISSO shall be manned by a Social Welfare Attaché, an Assistant SWAtt, and Administrative Staff. The office shall be administratively under the office of the head of post in foreign countries in compliance with the one-country team approach. Funds for its operation shall be charged from the DSWD General Appropriation Act (GAA). For neighboring posts without an established ISSO yet, the concerned SWAtt, upon the instruction of the Secretary and approval by the DFA, shall provide the programs and services of the ISSO for overseas Filipinos in the neighboring post.

The ISSOs shall have the following general functions:

1. Provide direct social welfare services to distressed and undocumented OFs.
2. Mobilize, based on established point of cooperation, overseas-based social welfare agencies and/or individuals and groups for coordinated service delivery.

3. Serve as a link among the OFs, their families in the Philippines, the home office and other concerned agencies in the Philippines and abroad, to better respond to the needs of the OFs.
4. Prepare and submit to home office periodic and special reports as well as administrative documentary requirements and social welfare situationers on OFWs.

A. ISSO Personnel

High level of competencies of ISSO personnel shall be ensured by the BISS in coordination with the HRDB starting from selection process up to the actual performance of their functions at post.

1. *Social Welfare Attaché*

Regular SWAtt

a. Functions

- Manages the ISSO and its personnel
- Manages cases of overseas Filipinos (OFs) needing social protection and social welfare services such as victims of trafficking, illegal recruitment, abused OFs, and abandoned/neglected children, among others, in coordination with the members of the country team.
 - Prepares case study reports/summaries of the clients and update case progress notes of clients;
 - Assesses the cases of distressed OFs and conduct data gathering through interviews, collateral contacts, and home visits.
 - Conducts visits to hospitals, jails, and detention facilities in coordination with the concerned members of the country team.
 - Provides necessary assistance to who are distressed or in crisis Overseas Filipinos.
 - Provides psychosocial interventions for the recovery of OFs in distress.
 - Conducts regular case conferences.
 - Provides alternative child placement services for children if necessary and appropriate.
 - Conducts pre-marriage counseling at the Embassy in accordance to Art. 16 of the Family Welfare Code of the Philippines.
 - Refers all cases of Filipinos needing further intervention in the post and to DSWD Central Office and Field Offices.
 - Assists the Embassy in monitoring and provides appropriate intervention and other related services for children placed for adoption and are on supervised trial custody as reported by the

authorized and accredited Inter-Country Adoption Agency in accordance to section 14 of the R.A. 8043 or the Inter-Country Adoption Law.

- Conducts home visit to the biological parent/s, in the post, of children needing alternative placement for the purpose of counseling and signing of DVC, if applicable.
- Establishes networks and coordinates social welfare services for OFs with social welfare agencies and/or individuals and groups at host country.
- Conducts regular consultation with overseas Filipinos/migrants and concerned agencies for effective and efficient collaboration and coordination of services.
- Prepares social welfare situationer of OFs in the area of assignment or in the post.
 - Establishes and maintains data banking system and documentation of OFWs and their families.
 - Develop and conduct Information Education and Communication and other advocacy activities on the programs and services of the Department for distressed OFs.
- Prepares periodic and special reports such as accomplishment reports, financial reports and other special reports to the Head of the Post and Home Office highlighting issues/concerns affecting Filipinos abroad and SWATTs' service delivery; and corresponding policy and program recommendations needing action.
- Performs other related function in the delivery of social services, as may be directed by the Head of the Diplomatic Post in the area of assignment.

b. Qualifications

- Minimum Qualification Requirements
 - Bachelor's degree in Social Work
 - Registered Social Worker in good standing.
 - Three (3) years relevant experience
 - Sixteen (16) hours of relevant training
- Preferred Qualifications
 - Holder of SWO IV regular position
 - Master's degree in Social Work or any related social science courses is an advantage
 - Must have served the DSWD Central or Regional Offices for at least five (5) years including the services rendered of the candidate while he/she was under Contract of Service.

- Has at least three (3) years managerial and supervisory experience (i.e. knowledge, attitude and skills or KAS)
- With at least three (3) years experience in direct service as social worker like execution of social welfare and protection plans, programs, activities including delivery of welfare and psychosocial activities.
- With at least three (3) years of relevant experience along policy development, program planning, organizing, resource mobilization/networking/ inter-agency collaboration/partnership, training/seminar facilitation, monitoring, and evaluation.
- With working knowledge in financial management e.g. budgeting, accounting and auditing.
- With experience in contingency planning and crisis management related to human-induced and natural disasters.
- Has attended 120 hours training on leadership/management, gender and development, psychosocial intervention, case management, migration, risk/disaster preparedness/mitigation, report preparation, technical writing, life skills, stress management, coordination/networking/advocacy, planning, financial management, research, transnational crime; and related laws such as trafficking, adoption/foster care, etc.
- With basic knowledge of local and international laws, conventions and diplomatic protocols concerning migration.
- Must be thirty (30) years old and above.
- Must be physically and psychologically fit.
- Must have no pending administrative or criminal cases.
- Must have rendered the required service obligation from previous local or foreign scholarship grants.
- Must have no pending scholarship (local or abroad).
- Computer literate i.e. knowledgeable in Microsoft applications (word, excel, PowerPoint presentation), and the web/internet.
- With Very Satisfactory (VS) performance rating for the last two (2) rating periods.
- Proficient in technical writing i.e. preparation of social case study report (SCSR), project documents, correspondence, proposals, and reports.

Interim Social Welfare Attaché

a. Qualifications

- SWO V and above
- Bachelor of Science in Social Work and a registered social worker

- Master's degree in Social Work or any related social science course is an advantage
 - Must have served the DSWD Central or Regional Offices for at least five (5) years including the services rendered of the candidate while he/she was under Contract of Service.
 - Has at least three (3) years managerial and supervisory experience (i.e. knowledge, attitude and skills or KAS)
 - With at least three (3) years experience in direct service as social worker like execution of social welfare and protection plans, programs, activities including delivery of welfare and psychosocial activities.
 - With at least three (3) years of relevant experience along policy development, program planning, organizing, resource mobilization/networking/inter-agency collaboration/partnership, training/seminar facilitation, monitoring, and evaluation.
 - With working knowledge in financial management e.g. budgeting, accounting and auditing.
 - With experience in contingency planning and crisis management related to human-induced and natural disasters.
 - Has attended 120 hours training on leadership/management, gender and development, psychosocial intervention, case management, migration, risk/disaster preparedness/mitigation, report preparation, technical writing, life skills, stress management, coordination/networking/advocacy, planning, financial management, research, transnational crime; and related laws such as trafficking, adoption/foster care, etc.
 - With basic knowledge of local and international laws, conventions and diplomatic protocols concerning migration.
 - Must be thirty (30) years old and above.
 - Must be physically and psychologically fit.
 - Must have no pending administrative or criminal cases.
 - Must have rendered the required service obligation from previous local or foreign scholarship grants.
 - Must have no pending scholarship (local or abroad).
 - Computer literate i.e. knowledgeable in Microsoft applications (word, excel, PowerPoint presentation), and the web/internet.
 - With Very Satisfactory (VS) performance rating for the last two (2) rating periods.
 - Proficient in in technical writing i.e. preparation of social case study report (SCSR), project documents, correspondence, proposals, and reports.
 - Must have not availed of similar posting for the last 5 years.
- b. Functions. Interim SWAtts shall have the same functions as the regular SWAtts.

2. Assistant Social Welfare Attaché (ASWAtt)

Regular ASWAtt

a. Functions

- Assist the Social Welfare Attaché in the following technical functions:
 - Conduct of interviews of clients referred to the Social Welfare Attaché by the Embassy Officials;
 - Provision of counseling and other psychosocial interventions to clients who are in difficult circumstances and in crisis;
 - Preparation of case study reports/summaries of the clients and update case progress notes of clients;
 - Preparation of the databank and documentation of overseas Filipinos and other Filipino nationals and their families provided with appropriate SWAtt social welfare services;
 - Provision of information and advice to callers and telephone inquiries;
 - Referral of clients to Consular office and other agencies in the community for required services;
 - Preparation and submission of monthly accomplishment reports with analysis and recommendation for consideration of the Social Welfare Attaché;
 - Attendance to meetings in the absence of the Social Welfare Attaché;
- Provide administrative support to the operation of the Office of the Social Welfare Attaché in accordance to its mandate in its following tasks:
 - Performs secretarial and clerical work such as filing and records keeping;
 - Prepares vouchers, liquidation and financial reports and other related financial documents for submission to Home Office;
 - Maintains a bank record of checks issued and balances in the bank and secure bank statements regularly;
 - Does the canvassing and procurement of office supplies, clothing and other material assistance for distress OFs who runaway from employers bringing nothing to the Embassy;
 - Maintains stock and pile cards of all issuances of goods to OFs in distress in accordance with auditing rules and procedures;
 - Sends all records of financial transactions through the Embassy pouch at the end of the month; and
- Perform other appropriate tasks as maybe assigned by the Social Welfare Attaché at the Post.

b. Qualifications

- Minimum Qualification Requirements
 - Bachelor's degree in Social Work
 - Registered Social Worker in good standing.
 - Two (2) years relevant experience
 - Eight (8) hours of relevant training

- Preferred Qualifications
 - Holder of SWO III regular position
 - Must have served the DSWD Central or Regional Offices for at least three (3) years including the services rendered of the candidate while he/she was under Contract of Service.
 - With at least two (2) years experience in direct service as social worker like execution of social welfare and protection plans, programs, activities including delivery of welfare and psychosocial activities.
 - With at least two (2) years of relevant experience along policy development, program planning, organizing, resource mobilization/networking/ inter-agency collaboration/partnership, training/seminar facilitation, monitoring, and evaluation.
 - With working knowledge in financial management e.g. budgeting, accounting and auditing.
 - With experience in contingency planning and crisis management related to human-induced and natural disasters.
 - Has attended 60 hours training on gender and development, psychosocial intervention, case management, leadership/management, migration, risk/disaster preparedness/mitigation, report preparation, technical writing, life skills, stress management, coordination/networking/advocacy, planning, financial management, research, transnational crime; and related laws such as trafficking, adoption/foster care, etc.
 - With basic knowledge of local and international laws, conventions and diplomatic protocols concerning migration.
 - Must be twenty-eight (28) years old and above.
 - Must be physically and psychologically fit.
 - Must have no pending administrative or criminal cases.
 - Must have rendered the required service obligation from previous local or foreign scholarship grants.
 - Must have no pending scholarship (local or abroad).
 - Computer literate i.e. knowledgeable in Microsoft applications (word, excel, PowerPoint presentation), and the web/internet.
 - With Very Satisfactory (VS) performance rating for the last two (2) rating periods.

- Proficient in technical writing i.e. preparation of social case study report (SCSR), project documents, correspondence, proposals, and reports.

Interim ASWAtt

c. Qualifications

- Preferred Qualifications
 - Bachelor of Science in Social Work and a registered social worker
 - Holder of SWO III regular position
 - Must have served the DSWD Central or Regional Offices for at least three (3) years including the services rendered of the candidate while he/she was under Contract of Service.
 - With at least two (2) years experience in direct service as social worker like execution of social welfare and protection plans, programs, activities including delivery of welfare and psychosocial activities.
 - With at least two (2) years of relevant experience along policy development, program planning, organizing, resource mobilization/networking/ inter-agency collaboration/partnership, training/seminar facilitation, monitoring, and evaluation.
 - With working knowledge in financial management e.g. budgeting, accounting and auditing.
 - With experience in contingency planning and crisis management related to human-induced and natural disasters.
 - Has attended 60 hours training on gender and development, psychosocial intervention, case management, leadership/management, migration, risk/disaster preparedness/mitigation, report preparation, technical writing, life skills, stress management, coordination/networking/advocacy, planning, financial management, research, transnational crime; and related laws such as trafficking, adoption/foster care, etc.
 - With basic knowledge of local and international laws, conventions and diplomatic protocols concerning migration.
 - Must be twenty-eight (28) years old and above.
 - Must be physically and psychologically fit.
 - Must have no pending administrative or criminal cases.
 - Must have rendered the required service obligation from previous local or foreign scholarship grants.
 - Must have no pending scholarship (local or abroad).
 - Computer literate i.e. knowledgeable in Microsoft applications (word, excel, PowerPoint presentation), and the web/internet.

- With Very Satisfactory (VS) performance rating for the last two (2) rating periods.
- Proficient in technical writing i.e. preparation of social case study report (SCSR), project documents, correspondence, proposals, and reports.
- Must have not availed of similar posting for the last 5 years.

3. Administrative Staff

a. Process of Hiring and Benefits/Emoluments

Process of hiring and his/her emoluments shall be based on the DFA Department Order No. 10-2014 or the Guidelines on the Employment of Local Hires, in coordination/consultation with the post's Administrative Officer.

A request for authority to hire an administrative staff shall be sent by SWAtt to the Secretary thru the OPG Head. Selection process shall start after receipt of the approval/authority from the Secretary.

Annexes "S" and "T" shall be used by the SWAtt in the selection process, which shall be submitted to the OPG Head, copy furnished BISS, for approval. In the transmittal/endorsement memo, SWAtt should specify/justify the selected/recommended applicant, to be noted by the Head of Mission.

Signing of MOA "between the SWAtt and the selected applicant shall happen only after the approval by the OPG Head and the DFA.

Expenses for the work permit shall be shouldered by the applicant, unless the labor law of the host government and the Embassy policy on this provides that it shall be shouldered by the hiring office.

b. Functions

- Provide administrative support to the operation of the Office of the SWATT in accordance to its mandate, specifically carrying out the following tasks:
 - Perform secretarial and clerical work (filing and records keeping and data banking/clients' profiling)
 - Prepare vouchers, liquidation reports and financial reports and other related documents
 - Perform messengerial services
 - Perform property custodian functions and serve as supply officer
 - Assist in responding to telephone inquiries and provide information on SWATT services

- Act as a co-signatory to the vouchers and its documentary attachments (Crisis Intervention Forms)
 - Record in the stock and pile records of all issuances of goods given to OFs in distress in accordance with auditing rules and procedures
 - Produce in four (4) copies, all financial transactions to include receipts, vouchers and all other supporting documents.
- Liaison and participate in the activities of the Office of the Social Welfare Attaché with the Filipino community towards building a harmonious relationship.
 - Assist in the delivery of social services to clientele to include interview of walk-in or referred clients especially during the absence of SWATT.
 - Assist in the preparation of statistical accomplishments reports required by the Embassy and Home Office (DSWD).
 - Perform other related tasks as maybe assigned by the Social Welfare Attaché.

c. Qualification

- Has reached at least second year college.
- Must be mentally and physically fit (as corroborated by a certification from a physician recognized by POLO).
- Must have actual experience in office work.
- Knowledge in using the Microsoft word, excel, spread sheet, PowerPoint presentation and web/internet (computer savvy).
- Has attended trainings relevant to the position being applied for e.g. in financial recordings/accounting and budgeting, office procedures, etc.
- Good communication and interpersonal skills.
- Exhibits confidence, integrity and responsibility in the workplace.
- Demonstrated positive work habit e.g. work even after office hours.
- Has knowledge about the geography and culture.
- Preferably has the ability to understand and speak the local dialect/language

XI. ISSO PERSONNEL BENEFITS, ALLOWANCES, AND EMOLUMENTS

All benefits/allowances of the SWAtts and ASWAtts shall be governed by the Foreign Service Act as well as DFA, DBM, and DSWD guidelines/policies/issuances for Foreign Service Personnel.

Prior to posting, the SWAtt/ASWAtt shall be provided with relocation allowance, fifteen (15) days travel allowance, three (3) months advanced living quarter allowance and one-month overseas allowance. Succeeding living quarter's allowance will be transferred to the post upon submission of Certificate of Suitability of Living Quarters to the Home Office, signed/attested by the Head of Mission in accordance with DFA

Department Order No. 22-07 and the lease contract with the owner of the residential facility where the SWAtt will stay for the duration of his/her tour of duty.

Other benefits include Clothing Allowance, Representation Allowance, Medical Insurance, Family Allowance, Leave of Absence, and salary.

On the benefits/emoluments of administrative staff, these shall be based on the provision of the DFA Guidelines on the employment of local hires (DFA Department Order No. 10-2014 dated July 30, 2014)

XII. OPENING OF ISSO IN NEW POST

A. Criteria for Opening New ISSO Abroad

The decision to open ISSO in new posts shall depend on the recommendations received from various sources either thru written or verbal requests by concerned entities during inter-agency meetings/ consultations and other similar venues, as well as the actual needs as assessed by the DSWD based on reports and researches conducted.

The bases for the opening of new post in foreign countries shall be as follows:

1. High population/concentration of Overseas Filipinos (OFs).
2. High magnitude of reported cases of undocumented and distressed OFs as determined in coordination with the DFA and DOLE.
3. Big number of vulnerable Filipinos and those needing special protection like abandoned, neglected, and abandoned children; and adoption cases.
4. Presence of established Filipino Workers' Resource Center (FWRC).

Requests shall be discussed/confirmed thru series of internal meetings/consultations among the OPG Group, MANCOM, and EXECOM members of the DSWD; the proponents; and concerned partner agencies like DFA and DOLE.

B. Confirmation and Approval

1. Confirmation by the DFA

To support the agreements reached during inter-agency meetings on the need to open a SWAtt Office in new post, the DSWD thru the OPG Head for Protective Programs shall send a letter to the Secretaries of the DFA (copy furnished the Office of the Undersecretary for Migrant Workers Affairs or OUMWA, Undersecretary for Administration-Chairperson, Inter-Department Committee for Attaché Services, and Office of the Assistant Secretary of the Personnel and Administrative Services or OPAS) and DOLE for written confirmation.

2. Approval by the DSWD Secretary

Upon receipt of the confirmation from the DFA and DOLE, the BISS thru the OPG Head for Protective Programs shall propose to the DSWD Secretary the opening of SWAtt Office in new posts, indicating the reasons/justifications, agreements made during series of internal and inter-agency meetings, and formal confirmation by the DFA and DOLE.

3. Approval by the DFA and DBM

Immediately after the DSWD Secretary's approval, BISS shall prepare a letter addressed to the DFA, signed by the Secretary, informing them of the Department's decision to open SWAtt Office in a specified new post for approval by the concerned Embassy/post and the host government.

Simultaneous with the letter to the DFA, is the sending of letter of request to DBM for the approval or issuance of NOSCA for the proposed post to be opened and the creation of new SWAtt position if there is no available regular SWAtt for posting.

Upon receipt of the DFA approval to open new SWAtt Office, the name of the new SWAtt shall then be endorsed in writing to the DFA for subsequent endorsement to concerned post for issuance of acceptance letter.

Normally, one ISSO shall be established in a specific country, pursuant to Foreign Service Rules and Regulations. However, in countries with big geographical coverage of OFs, and with established consulate in other states, additional ISSO shall be established to ensure that all distressed Filipinos within the area of coverage of post are served.

C. SWAtt and ASWAtt Deployment Process

All applicants shall undergo the regular selection process for foreign post positions including the holders of 3rd level positions. Regular SWAtt and ASWAtt shall be deployed for 3 years per post, while interim SWAtt and ASWAtt shall be deployed for one (1) year, with possible extension, depending on performance and availability of regular SWAtt for deployment.

- **For Interim SWAtt and ASWAtt:** Interim attachés will be posted for one year with the possibility of extension depending on their performance and the availability of a SWAtt from the pool of regular SWAtt for posting. They shall bring with them their position item while posted. They should not be posted for the next five (5) years as interim attaché, and shall undergo the normal selection process in case they want to reapply after five years for the same position. In situation where there is an available regular SWAtt/ASWAtt position, the interim attachés who are still at post or have just been recalled, are qualified to apply. If in case they are chosen while still at post, they have to finish their current duration of posting, and shall be redeployed whenever there is a post available

for deployment of SWAtt. Also, in case the interim SWAtt is a holder of a higher position, and wants to apply as regular SWAtt, he/she has to sign a waiver that he/she is giving up his/her item/position voluntarily. Only those who signed a waiver will be included in the shortlist subject to submission of documentary requirements.

The DSWD field offices/bureaus/offices where the selected interim SWAtts/ASWAtts applicants originated will be allowed to hire MOA workers to fill the responsibilities of the staff members that will temporarily leave to become an interim SWAtt/ASWAtt, except for holders of 3rd level positions. The budget for the MOA workers shall be charged against the regular budget of the office where the interim SWAtt/ASWAtt originated.

- **For Regular SWAtts and ASWAtts:**

- In case of retirement, the regular SWAtt/ASWAtt position approved by DBM shall be given to newly-selected applicant. The assimilated rank of deployed social workers shall be based on the DBM approved NOSCA and DFA's set rank.
- In case the SWAtt or ASWAtt is not anymore qualified to be posted, she/he shall be given a regular social worker position equivalent to the DBM's approved SWAtt salary grade.

Both SWAtt and ASWAtt shall undergo the same process of deployment. Posting of SWAtt and Assistant SWAtt/employment of administrative staff/local hire at post shall consider the combination of both sexes especially in Arab countries to ensure that clients regardless of their sex, are assisted appropriately.

The following processes shall be adopted in the deployment of SWAtt and ASWAtt, which is presented in details in Annex C of this Guidelines. On the other hand, employment of Administrative Staff shall be based on the DFA Guidelines for the Hiring of Local Staff.

Pre-Deployment

1. Sending of recall order to the outgoing SWAtt to be facilitated by the BISS (for Post with existing SWAtt office)
2. Nomination, identification and selection of replacement/new SWAtt/ASWAtt. The Human Resource and Development Bureau (HRDB) shall serve as the secretariat under this stage, who shall perform the following activities:
 - a. Announce the Opening of SWAtt Position
 - b. Facilitate the conduct of Three-Level Screening Process by the Screening Committees with the following functions:
 - Screen and select qualified applicants in accordance to the criteria and qualifications set for the position.

- Interview applicants and deliberate on the results of the interview and examinations administered.
- Act on petitions/appeals from the applicants.
 - First Level Assessment. The 1st level screening shall be done by the HRDB. This level includes assessment of credentials, conduct of written examinations, and longlisting of applicants.
 - Second Level Assessment. The 2nd level screening committee shall be headed by the OPG Head for Protective Programs, with one (1) OPG Assistant Secretary as alternate chairperson. Members shall include the directors of the following offices: BISS, STB, HRDB, PSB, FMS, LS and duly authorized SWEAP representative (for plantilla only). BISS will serve as the secretariat. HRDB shall provide assistance in the recruitment process. Activities under this level include panel interview and evaluation/deliberation on the longlisted applicants. Shortlisted shall be endorsed to the HRDB for checking and posting.

For plantilla position, the result of the second level assessment shall be endorsed to Central Office-Personnel Selection Board (CO-PSB). For their further evaluation and onward endorsement to the third level assessment committee.

Applicants for interim attaché shall not pass through CO-PSB deliberation.

- Third Level Assessment. This shall be done by the Department's EXECOM through final interview and deliberation. Thereafter, EXECOM, thru the HRDB, shall submit its endorsement to the Secretary for the latter's approval of the selected applicant.

For the re-deployment of a regular SWAtt from the pool of attachés, the BISS shall endorse to the Secretary the name of the regular SWAtt for re-deployment based on the result of performance assessment while posted, as well as during in-country assignment.

3. Processing of deployment of selected SWAtt applicants through the following activities:
 - a. Attendance to DFA Pre-Departure Orientation Seminars (PDOS) and Language Course as well as DSWD-initiated Specialized Training and Work Exposures for New SWAtts (CIU and DSWD Caring Institution).
 - b. SWAtt's completion and submission to the BISS of required documentary requirements.
 - a. Securing of the Post's Letter of Acceptance thru the DFA.
 - b. Securing of the diplomatic passport and other travel-related documents in coordination with the DFA and other concerned agencies.

Actual Deployment (Upon Arrival at Post by the SWAtt/ASWAtt)

1. Courtesy call on the Head of Post and members of the country team.
2. Coordination with the Embassy administrative officer for the issuance of diplomatic ID, Visa, Office ID, and office key; identification of office space; and identification of the living quarter with the assistance of the outgoing SWAtt.
3. Conduct of interfacing activity with the outgoing SWAtt and environmental scanning.
4. Opening of bank account.
5. Submission to the Home Office of travel documentary requirements and initial reports.
6. Formal assumption to duty and actual service delivery as well as compliance to Home Office's reportorial requirements, directives, and requests.

Recall

The DSWD Secretary shall issue the recall order 6 months prior to the end of tour of duty of the outgoing SWAtt. Subject to due process, the SWAtt/Assistant SWAtt may be recalled from the post due to other reasons other than end of tour of duty as further explained in Annex C.

Post Deployment

Immediately upon return to the Philippines, the SWAtt/ASWAtt shall do the following activities:

1. Courtesy Call on Concerned EXECOM Members
2. Submit Reports and Other Documentary Requirements
3. Return of Diplomatic Passport
4. Undergo Debriefing

Re-Posting/Re-Deployment

The regular SWAtts who performed well as SWAtt will be reposted after few weeks/months of in-county assignment, depending on the availability of post for deployment, where he/she may be transferred immediately to other posts depending on performance and approval by the Secretary, as recommended by the OPG Head for Protective Programs. In this case, his/her documentary requirements to facilitate his direct posting/transfer to another post shall be processed prior to end of his/her tour of duty in his current post. However, he/she still needs to report to the Home Office for few weeks or at least a month for debriefing, processing of personal documentary requirements, submission of reports, and instruction from the EXECOM/Secretary, among others.

On the other hand, the SWAtts/ASWAtts who were assessed to have performed poorly at post during the last deployment, shall be assigned at the OBSUs or FOs needing their services for not less than three (3) years. Their re-posting shall be based on the favorable result of reassessment made by the BISS in coordination with the concerned OBSUs/OFs of their performance during their in-country of assignment.

D. Home Office Assignment

For those who will not be able to be posted immediately, the Undersecretary of the OPG for Protective Programs, upon the recommendation of the BISS, may recommend to the Secretary the assignment of the regular SWAtt to his/her office of origin or any office within the Department, Bureau, Service, Unit of the Central Office or the Field Offices where his/her services are most needed. The Secretary may also assign or designate him/her to function higher than his/her present position based on pressing needs, as recommended by the OPG head.

In the same manner, interim/replacement SWAtt may return to his/her original office, or may be assigned or designated by the Secretary to any office/position, as recommended by the OPG head for Protective Programs.

E. Closure of ISSO or Transfer to Other Posts, or Expansion of SWAtt Area/Post of Coverage

The DSWD shall send a formal letter to the DFA Secretary, copy-furnishing the Office of the Personnel and Administrative Service (OPAS), informing him/her of DSWD's plan to close the ISSO or transfer its SWAtt to another Foreign Post, or expand the SWAtt's post of coverage.

1. Expansion of SWAtt Area/Post of Coverage. To address the growing needs of the SWAtt services and to give appropriate assistance to nearby Posts without SWAtt in providing welfare and protection services to distressed and undocumented OFs within their jurisdictions, a non-resident representation scheme assigning areas of jurisdiction will be applied, where the SWAtt shall cover or extend its services to other countries without SWAtt, in consultation with/approval by the DFA.
2. Closure of ISSO Office and Transfer to Other Posts. This happens when there is war where Embassies are already being targeted/attacked; and decrease in the number of cases of undocumented and distressed OFs where the services of the SWAtt is not anymore needed, and the Embassy can handle the situation without the help from SWAtt, based on the assessment made by the Home Office.

XIII. FINANCIAL PLANNING AND FUND MANAGEMENT

A. Work and Financial Plan (WFP)

1. SWAtt shall prepare an annual Work and Financial Plan (WFP) based on the thrust and directions for ISSOs and the approved annual budget ceiling of BISS per post, as well as taking into consideration the physical and financial accomplishments of last year and current year. The WFP for the ensuing year

shall be submitted to the OPG Head every first week of October of the current year, copy furnished the BISS. It shall be reviewed and recommended by BISS to the Secretary thru the OPG Head for approval, and certified as to availability of funds by the FMS Director.

2. Monthly disbursement programming shall also be done by the BISS and SWAtt to determine allocated budget per month.
3. When there is a need for fund realignment, SWAtt shall submit to the OPG Head an enhanced WFP on the last week of the 3rd quarter, copy furnished the BISS for review and subsequent endorsement to the OPG Head, FMS and Secretary for signature/approval.

B. Transfer of Funds

The SWATT shall open and maintain two (2) separate bank accounts at the foreign post. One bank account for the overseas allowances (Savings Account) and another bank account for operating expenses or MOOE (Current Account). The SWAtt shall ensure that the accurate bank details are communicated to FMS for both overseas allowances and MOOE to avoid any problem in the transfer of funds. The allocation for Overseas Allowances shall be transferred on monthly basis, while for MOOE, it shall be transferred on a quarterly basis. Succeeding releases of MOOE shall be subject for 75% rate of fund utilization of the previous fund transfers and balances as supported by prescribed Liquidation Reports with complete supporting documents (refer to Annexes F to J) which should be submitted to BISS on monthly basis, in compliance with existing government accounting and auditing rules and regulations.

C. Budget parameters

Each SWATT Office shall be allocated budget ceiling per year that covers Administrative Cost and Operating Expenses. Budget parameter shall be based on the actual situation at post, and actual cost/prevaling rates of services/commodities at posts (refer to Annex D). Any deviation in the budget parameters for items with fix allocation must be supported by justification and approved by the BISS.

D. Supporting Documents to Liquidation/Reimbursement

The supporting documents to be attached to the voucher shall be based on the requirements prescribed per existing government accounting and auditing rules and regulations as presented in Annex E of this Guidelines.

E. Disbursement of funds

Disbursements are actual amounts spent or paid out of the budgeted amounts. This constitutes all cash paid during a given period in currency (cash), by check or other acceptable mode of disbursements that are generally acceptable in audit.

Mode of Disbursements:

1. Disbursements by Check – Checks shall be drawn only with duly approved Disbursement Voucher (DV) and prescribed documentary requirements and shall be used for payment of regular expenses.
2. Disbursements by Cash- Cash Disbursement constitute payments out of cash advances granted to the SWAtt and all cash payments shall be covered by duly approved DVs and prescribed documentary requirements.
3. Other Mode of Disbursements – May include automatic debit or other direct payment to suppliers/service providers for payments of regular expenses through bank to bank transaction and shall be supported by duly approved DVs and prescribed documentary requirements.

F. Liquidation of Fund Transfer

Liquidation of funds shall be done on a monthly basis which includes submission of the following reports and financial transactions pursuant to existing accounting and auditing rules and regulations:

1. Cash Disbursement Register (CDReg) – used to report transactions involving the cash advances/payments charged thereto, and liquidating thereof by disbursing accountable officer (Annex J);
2. Report of Disbursements (ROD) - supports the Liquidation Report which shows the daily check and cash disbursements net of cash advances (Annex F);
3. Fund Utilization Report (FUR) – summary of receipts and disbursements per expense item on a monthly basis (Annex G);
4. Report of Accountability for Accountable Forms (RAAF) – shall report receipts and issuances of accountable form with money value (e.g. checks) for a given period (Annex H);
5. Cash in Bank Register - This shall be used to record transactions involving the deposits and payments/checks issued charged thereto. It shows the breakdown of payments by expense class and by account code (Annex I); and
6. Monthly Bank Statement – refers to printed statement secured from the bank reflecting deposits, withdrawals, interest earned, bank charges, and other details of bank transactions.

The abovementioned reports shall be prepared and submitted in four (4) copies which are to be distributed as follows:

- One (1) set to be kept and left by the SWAtt at post even after recall, which shall be subjected to on-site audit by COA which is being done every after two years.
- One (1) copy for BISS (SWATO), which will also serve as SWAtt's copy at the home office for reference in case of audit findings.
- Two (2) copies for Accounting Division (Original set for submission to COA and one set of photo copy to remain at the Accounting Division)

Cash book shall also be updated monthly based on the fund received and daily check and cash disbursements net of cash advances and shall be certified by the SWATT.

Cash advances by SWAtt at post shall be made for specific purpose only, and shall be liquidated upon completion of the specified purpose/activity. No additional cash advance shall be made by SWAtt unless the previous cash advance is fully liquidated/refunded.

SWATT must fully liquidate and settle all financial accountabilities within sixty (60) days upon completion of tour of duty/recall to the home office.

XIV. PROCUREMENT

1. SWAtt to prepare and submit to the Home Office every first week of October of the current year, a Project Procurement Management Plan (PPMP) for the succeeding year's need for supplies anchored in the work and financial plan.
2. Purchase of goods shall be supported by necessary documents as required under the existing accounting and auditing rules and regulations. Goods procured should be based on the approved PPMP.
3. The SWAtt shall maintain an Inventory of Goods using bin card (Annex R) to monitor the release/use of supplies which serves as one of the supporting documents in fund liquidation.
4. Pursuant to COA Circular No. 2005-002 dated April 14, 2005, SWAtt should submit to Procurement Service inventory of supplies every end of semester. Report covering January to June should be submitted on June 30 of the current year, while report covering July to December should be submitted on December 29 of the current year.

XV. PROPERTY MANAGEMENT

Pursuant to PD 1445, COA circulars and existing internal guidelines of the Department), SWAtt to ensure:

1. Proper recording and documentation of issued properties (MC 2 s. 2004);
2. Appropriate accounting, turnover or transfer of properties; (MC 2, s. 2004);
3. Requesting of relief from accountability in the event of loss or damage to property (COA Memorandum No 92-751 dated 24 February 1992);
4. Proper inventory of all properties; and (MC 8, s. 2008); and
5. Proper disposition of properties which are unserviceable and/or no longer needed (MC 5, s. 2013).

Refer to Annex O for supply and property management procedure.

XVI. COMMUNICATION SYSTEM BETWEEN THE HOME OFFICE AND THE ISSO

All communications to the Home Office including queries as well as submission of reports and documentary requirements shall be sent in official form. In the same manner, the Home Office shall respond to SWAtt's queries or communicate to them in writing. Urgent concerns may be initially communicated through phone calls, and immediately be formalized through email and or surface mail. Flow of communication is as follows:

Types of Communications, Reports and Documents	Addressee
1. Annual Work and Financial Plan (WFP)	OPG Head, copy furnish BISS
2. Financial-related requests e.g. fund realignment, project proposal, request to utilize remaining fund balance of previous year, etc.	OPG Head, copy furnish BISS
3. Liquidation Report	BISS
4. Periodic and terminal program accomplishment reports (to be concurred by the Head of Post)	OSEC, thru OPG Head for Protective Programs, copy furnish BISS
5. Special Reports	OSEC, thru OPG Head, copy furnish BISS/Requesting Office
6. Travel Plans and information confirming planned travel	Secretary/OPG Head, copy furnish BISS
7. Request for Special Order	OSEC, thru OPG Head, copy furnish BISS
8. Request for Leave	OSEC thru OPG Head, copy furnish BISS
9. Feedback report on inter-state/country travels	OPG Head, copy furnish BISS
10. SWATT's case referrals to Home Office (to be supported by case summary/study)	Concerned DSWD Field Office Director, copy furnish FO focal persons, OPG Head, and BISS. If the referral is intended to Central Office, it should be addressed to the OPG Head, copy furnish BISS)
11. Interfacing plan with the incoming SWAtt	OPG Head, copy furnish BISS
12. Home Office's administrative requirements e.g. SALN, IPC, procurement plan, etc.	Concerned OBSUs, copy furnish the BISS.
13. Response/action/feedback to case referrals/requests from Home Office	Referring party, copy furnish OPG Head, BISS and offices who were furnished with copies of the referrals.
14. Special reports initiated by SWAtt e.g. during calamities, pandemics, and other special situations/policies of the host country which will affect OFs	OSEC, thru PG Head, copy furnished BISS

XVII. CONTINUING SKILLS ENHANCEMENT

Opportunities for continuing professional education/capability enhancement for SWAtts shall be made available by the home office, which shall be part of the regular bi-annual consultation/project review and evaluation workshop (PREW) to be held either in the Philippines or at post. A needs assessment shall be administered to all SWAtts prior to the activity to determine their capability/competency needs and ensure the topics are responsive to their competency needs.

XVIII. MONITORING, EVALUATION AND PERFORMANCE ASSESSMENT

ISWSFN project implementation as well as SWAtts and ASWAtts' performance shall be monitored, assessed/evaluated periodically in various modes to determine project efficiency and effectiveness, as well as SWAtts/ASWAtts' proficiency in the performance of their functions and for provision of needed technical assistance. These shall be done thru any of the following modes/venues:

1. Post visit and annual on-site monitoring by the MANCOM and EXECOM members from OPG-Protective Programs and GASSG, to be assisted by technical persons from BISS and FMS, and when necessary, an FO focal person on BISS concerns. These will serve as an avenue to assess the performance of the SWAtt; provide technical assistance to ensure program implementation is in accordance with approved program policies/guidelines; and resolve program and administrative issues of the SWAtt.
2. Conduct of validation visit or client-satisfaction surveys to deported/repatriated OFWs assisted by the SWAtt through the help of the DSWD Field Offices.
3. Financial audit by the FMS/IAS when assessed to be necessary to monitor fund management and provide technical assistance.
4. Bi-annual program review/consultation cum capability building to all SWAtts either in the Philippines or at posts.
5. Establishing a system of open communication between the SWAtts and Home Office for immediate provision of technical assistance and resolution of program and administrative concerns through coaching and advice-giving.
6. Establishing and maintaining a system of monitoring SWAtts' compliance to reportorial requirements and directives of the Home Office.
7. Review of IPCR
8. Consultation/receiving feedback from partner agencies.

In case of COA audit, all SWAtts should comply with the COA recommendations and submit report on the compliance of said recommendations to COA and the Home Office.

XIX. INSTITUTIONAL ARRANGEMENTS:

The following institutional arrangements and responsibilities shall be observed in order to assist the BISS and ISSOs in the implementation of this Guidelines

A. Office of the Secretary

1. Select and approve the most deserving applicant/s for SWAtt/ASWAtt positions from among the list of applicants recommended by the EXECOM.
2. Issue special orders/policy directives to facilitate performance of SWAtt's of their functions

B. Policy Development and Programs Bureau

1. Propose new, and enhance existing policies related to external migration to advance the Department's cause in upholding the rights and welfare of OFs, to include support to proposed legislation on the welfare of migrant Filipinos.
2. Integrate the BISS proposed annual WFP in the Department's proposed annual WFP and its accomplishments in the agency's periodic and special reports.
3. Include in the Department's consolidated reports the reports of BISS.
4. Conduct researches on migration related concerns/policy to improve SWAtt's service delivery.

C. Social Technology Bureau (STB)

1. Conduct program researches, and develop, review, and enhance existing models of intervention for migrant workers and their families left behind.
2. Serve as one of the members of the 1st and 2nd level screening committee and act as resource person in the conduct of internal PDOS for social workers to be deployed.
3. Participate in inter-agency activities related to migration, and coordinate with BISS matters concerning external migration, and when necessary, recommend the development /enhancement of migration policy to improve the SWAtt's and the Department's response to migration issues/concerns.

D. Protective Service Bureau

1. Refer/endorse to BISS/SWAtt's, cases needing their actions/interventions.
2. Assist BISS in following up/monitoring action of the concerned FOs to referred cases referred to them.
3. Serve as member of the 1st and 2nd selection committee for ISSO personnel applicants.
4. Provide resource person in the conduct of internal PDOS for social workers to be deployed particularly in the area of psychosocial services, pre-marriage counseling, alternative parental care, and existing DSWD services for returning OFs and victims of trafficking, among others.
5. Participate in inter-agency activities related to migration, and coordinate with BISS matters concerning external migration, and when necessary, recommend the development/enhancement of migration policy to improve the SWAtt's and the Department's response to migration issues/concerns.

E. Standards Bureau

1. Assist in the development of standards for ISSOs operations.
2. Provide information to the BISS on licensed and accredited non-government organizations with services for OFs and their families.

F. Human Resource Development Bureau (HRDB)

1. Act as the secretariat at first and 3rd levels of screening of applicants for SWAtt/ASWAtt positions in coordination with BISS.
2. Announce the vacancy for the position and ensure that the supporting documents of applicants are complete.
3. Coordinate with the BISS in the development of country profile and required SWAtt competency requirements, and interview questioners based on competencies required in coordination with the BISS.
4. In coordination with the BISS, conduct the initial screening of applicants to SWAtt position through review of credentials; confirm calibration of points submitted by BISS, assessment result matrix, and long listing of applicants who qualified for the first level examination.
5. Schedule and administer the written examination; and schedule coordinate with the concerned EXECOM members and OBSUs the conduct of 2nd and 3rd level screening of SWAtt/ASWAtt applicants.
6. Endorse to the EXECOM for final screening, the list of applicants who passed the 1st and 2nd level screening, and coordinate the schedule of final interview/screening of applicants.
7. Notify the shortlisted applicants for final inter of the EXECOM.
8. Serve as the secretariat for the 3rd level of screening of applicants to SWAtt and ASWAtt positions and endorse to the Secretary for signature/approval the list of selected social workers for posting.
9. Facilitate the issuance of special order and travel order of the incoming SWAtts.
10. Coordinate with the DFA and other concerned national agencies the issuance of travel related documentary requirements of SWAtts e.g. Tourism Infrastructure and Enterprise Zone Authority for the application of the corresponding Travel Tax Exemption Certificate, and concerned Embassies/Consulates of countries of SWAtt destinations for the issuance of visa. This also includes endorsement of the incoming SWAtt to the Office of the Assistant Secretary of DFA-OPAs for the enrollment to insurance company immediately after his/her travel order has been signed by the DSWD Secretary; and facilitation of passport revalidation of SWAtts who travelled to the Philippines.

G. Financial Management Service

1. Provide technical assistance to SWAtts on financial management through continuous review, and when necessary, enhance/modify existing financial management guidelines/policies/procedures to adopt to the existing realities in various posts; and review and provide feedback, observations, and recommendations to SWAtts in their submitted financial reports to improve fund management.

2. Participate in the conduct of internal PDOs on financial matters/management organized by the BISS for outgoing SWAtts.
3. Facilitate releases of SWAtt remunerations and allowances and ISSO program and operations funds.
4. Participate in the screening of SWAtt/ASWAtt applicants as well as annual on-site monitoring activities of SWAtts to provide immediate technical assistance for improved SWAtt fund management.
5. Furnish AS-PAMD copy of Liquidation Report submitted by the SWAtt within seven calendar (7) days from the date of submission of complete documents, as certified by the Head of FMS-AD.

H. Procurement Service

1. Provide resource person during the DSWD internal PDOS for outgoing SWAtts.
2. Provide technical assistance to SWAtts on procurement of goods, supplies, materials and equipment.
3. Monitor SWAtts submission of PPMP for the supplies needed anchored in the work and financial plan.

I. Administrative Service

1. Provide Resource person during DSWD internal PDOS for outgoing SWAtts.
2. Assist in the development of policies, programs, and procedures relative to efficient and effective property management and personnel transactions;
3. Monitor in coordination with BISS, SWAtt Offices' (compliance) property management and personnel transactions; and
4. Provide technical assistance in relation to the remuneration and benefits of ISSO staff.
5. Monitor and maintain data of properties purchased by SWAtts.

J. Social Marketing Service

1. Conduct social advocacy on the promotion of the right of migrant workers.
2. Promote sharing of information on BISS and ISSO objectives and accomplishments for better access of distressed OFs and their families to their services, as well as recognition by other agencies of the importance roles of the ISSO in the protection and upholding the welfare of OFs to gain their supports.
3. Prepare write-ups on good practices particularly the social worker's role and interventions in the area of international social work and share these with stakeholders and with social work practitioners and educators.

K. DSWD Field Offices

1. Endorse qualified nominees for SWAtt designation.
2. Appoint from among its technical staff, a focal person on BISS concerns
3. Coordinate with/refer to the BISS and concerned SWAtt the request for assistance to OFs of their families in the Philippines.
4. Act on case referrals from BISS, ISSO, and partner agencies for provision of necessary services to returning OFs and their families left behind, which



- includes conduct of case conference with BISS and other concerned OBSUs at the Central Office.
5. Include in their annual WFP budget for reintegration services for returning OFs and their families left behind.
 6. Submit status report to BISS and ISSO on actions taken to cases referred to them.
 7. Conduct, in partnership with concerned government, non-government agencies and LGUs in the region, Information Education and Communication (IEC) on external migration issues to avoid illegal recruitment and trafficking.

XX. EFFECTIVITY AND REPEALING CLAUSES

This Administrative Order shall take effect immediately.

All other previous issuances concerning the selection and placement of SWAtts/ASWAtts and other DSWD staff in Foreign Service Posts contrary to or inconsistent with this Administrative Order are hereby repealed, modified or amended accordingly, including, but not limited to Administrative Order No. 6, series of 2013 or the Guidelines in the Management of Social Welfare Attaché Office at the Philippine Embassy/Foreign Posts and Selection and Placement of Social Welfare Attachés.

Issued in Quezon City, this 23rd day of May 2016.


CORAZON JULIANO-SOLIMAN
Secretary


Certified Copy:


EMYLOU P. MIRAVALLES
OIC-Chief, General Services Division

BENEFITS, ALLOWANCES, AND EMOLUMENTS

All benefits/allowances of the SWAtts and ASWAtts shall be governed by the Foreign Service Act as well as DFA, DBM, and DSWD guidelines/policies/issuances for Foreign Service Personnel, which includes, among others the following:

1. **Overseas Allowance** - shall be given to SWAtt to adjust the take-home pay for any changes in the cost of living abroad arising from the change in foreign currency conversion rates, differential cost of living between the Philippines and foreign posts, and the extraordinary and necessary expenses not otherwise compensated for, which are actually incurred by officers or employees while serving abroad.

SWAtts assigned in hardship posts, as may be determined by the Secretary of Foreign Affairs, shall receive an additional five percent (5%) increase in their Overseas Allowance to meet other expenses brought about by dangerous, unhealthy, or excessively adverse living conditions prevailing at post, subject to the availability of funds.

2. **Living Quarters Allowance** – In Posts where there is a standard practice among landlords to require advance rental or deposit equivalent to at least six (6) months to one (1) year, advance payment of the Living Quarters Allowance sufficient to cover the required amount may be authorized; provided, that the advance rental shall be paid directly to the landlord by the SWAtt; Provided further, that, the claimant shall submit to the Home Office a copy of the pertinent contract of lease duly certified by the Head of Post which should invariably contain a diplomatic clause; Provided, finally, that, in case of recall, reassignment, or for any other reason, the unexpired portion of the amount paid shall be duly refunded to SWAtt, subject however to the condition that in case of force majeure whereby the unexpired portion is not refunded, the claimant (SWATT) shall not be held accountable.¹⁷

Any excess in the advanced payment from the six (6) months to one year allowable living quarter allowance based on the set index shall not anymore be released to the SWAtt. Release of six (6) months to one (1) year advanced Living Quarter Allowance should only be made once i.e. on the first year of arrival at post. In no case shall the SWAtt sub-lease portion of his/her dwelling.

3. **Relocation Allowance** – The SWAtt could choose from either to ship or receive the money value equivalent to fifty percent (50%) of the relocation rates provided under the DFA Department Order No. 03-08 and Section 64, Part a, Title XII of the Foreign Service Act.

¹⁷ EO No. 156, Adjustment on the Allowances of Foreign Service Personnel, Dec. 23, 2013

4. **Clothing Allowance** – This is granted to SWAtt not more than once every twelve (12) months, at rates determined by the DFA. It shall be pro-rated depending on the number of months when the tour of duty takes effect, as provided in the DBM Compensation Scheme for Foreign Service Personnel.
5. **Representation Allowance** – This is granted to SWAtt which may be expended for necessary entertainment, charitable contributions, memorials, flowers, gifts club initiation fee and membership dues, and the like but must be supported by proper receipts or vouchers or such proofs as may be shown that the expenses have been made in the public interest. Amount shall be based on the DFA set monthly rate.
6. **Medical Insurance** - The SWAtt shall be required to subscribe to a medical insurance scheme available in the host country. Twenty-five (25%) of the corresponding premiums shall be payable by the SWAtt and seventy-five (75%) thereof shall be borne by the Department as its contribution which should be included in the work and financial plan. Payment shall be made to the Finance Officer of Embassy. Prior to posting, and immediately after the signing of authority to travel, HRDB shall enroll the incoming SWAtt to the insurance company chosen by the DFA, thru the Office of the Assistant Secretary of DFA-OPAS.
7. **Family Allowance** – given to a Foreign Service officer who is living with his family at the post of assignment, to a dependent spouse and to each unmarried legal minor dependent child but not exceeding three (3) in number. If both husband and wife are in the Foreign Service and assigned in the same post, only one of them may claim the allowance.
8. **Leave Benefits**
 - a. **Additional Vacation and Sick Leave** - The SWAtt shall be entitled to additional 15 days for vacation leave and 15 days for sick leave based on the DFA rules and regulations on accumulation of leave credits. However, such additional leave credits will not be granted during in-country assignment.
 - b. **Home Leave** - They are also entitled to Home Leave of not more than 30 days upon completion of three (3) years of continuous and satisfactory service abroad. The Home Leave is not cumulative and should be taken only upon approval of the Secretary.

All leave, regardless of number of days and place where it shall be spent, shall be taken only upon approval by the Secretary, with proper endorsement from the Head of Post and the OPG Head. For Home Leave, which shall be availed after the end of three years tour of duty, endorsement of the Head of Post is not anymore required, unless the SWAtt's tour of duty is extended.

When the SWAtt/ASWAtt availed of this kind of leave, they shall be exempted from availing the three (3) days Special Leave Privilege (SLP). In case they have availed

of the SLP, the number of days availed shall be deducted from the 30 days leave entitlement.

- c. **Five days Force Leave** - Based on existing CSC rules all officials and employees with at least ten (10) days or more vacation leave credits shall be required to go on vacation leave for a minimum of five (5) days, whether continuous or intermittent (force leave). The SWAtts/ASWAtts are also covered by this rule. If not availed during the year, the five (5) days mandatory leave shall be deducted from vacation leave credits. However, if the force leave is filed but disapproved in the exigency of the service, the leave not enjoyed shall no longer be deducted from earned vacation leave credits

All vacation leave shall be granted in such a manner as not to hamper the efficiency of the service. In recommending approval of vacation leave, the Head of Post shall certify that:

- The home leave will not impair Post's efficient delivery of services;
- The duties and responsibilities of the assignee have been properly turned over to other personnel at Post for the duration of the leave; and
- A replacement or substitute is not necessary.

Concerned SWAtt shall submit to the Home Office the filled out application for leave, endorsed by the Head of Post, which shall be attached to the endorsement memo by the OPG Head to the Secretary for approval.

The BISS shall furnish the PAD copies of their approved/disapproved leave applications. Upon return from post, SWAtt shall submit to PAD a Certification of Availed/not Availed Leave Credits earned while in post duly signed by the Head of Post or his/her representative. No special order shall be issued for applications for leave, but only an approval from the Secretary.

9. **Salaries.** The SWAtts/ASWAtts shall continue to receive their salaries through payroll/ATM. Any arrangement, contrary to the regular mode of payment for monthly salary, shall be officially communicated and approved by the head of the GASSG through the Financial Management Service.

ISSO SERVICES AT POST**A. Psychosocial Services**

1. Counselling Services by either individual, group and family. This is to enable them to cope with homesickness and other psychosocial problems. Intensive therapeutic counselling to cases of abuse/maltreatment particularly of women and children shall likewise be provided when assessed to be necessary. Its main purpose is to assist the client in obtaining insights to face and resolve his/her problems.
2. Psychosocial processing (PSP)- Is a method of facilitating the ventilation of emotions related to traumatic experience and generating psychological, emotional, and social issues among survivors of traumatic events by helping them undergo the process of evoking/re-living and facing the feelings brought about by the traumatic or bad experiences to facilitate emotional and psychological healing/recovery. It is also assisting individuals deal positively with emotional impact of a severe event/disaster and to provide education about the current anticipated stress response as well as information about stress management and contingency planning.
3. Critical Incident Stress Management (CISM)/Stress Debriefing (CISD) – A group process that is applied to reduce the potential of Post-Traumatic Stress Disorder (PTSD). It gives the people the opportunity to verbalize their distress and form appropriate concepts about stress reaction before false interpretation of the experience are fixed in their minds.
4. Socio-Cultural Activities- Aimed at helping the new migrant workers and other overseas Filipinos for settlement and integration into the culture of the host country as well as strengthen camaraderie and harmonious relationship among Filipinos. These include participation in the special events initiated by the Embassy and Filcom, by injecting activities that will improve/shape good/right/acceptable behavior in dealing/communicating with others; preserve Filipino cultural practices and values; and improve their coping and life skills through sessions, consultations, orientations, among others.
5. Value Inculcation Services – Include activities that will strengthen good values/morals/ethics/ideals/principles/behaviors necessary to live a morally acceptable and productive life. This also includes recovery and resiliency sessions for distressed OFs.

B. Assistance to Individuals in Crisis Situation (AICS)

It is the provision of limited financial and material assistance for the following, which will be in accordance with this guideline and the prevailing currency at post:

1. Transportation Assistance for repatriation and transportation within the post

2. Medical Assistance through provision of limited financial assistance for payment of consultation/medical examination, hospitalization, and purchase of medicines.
3. Material Assistance which includes clothing, sleeping blankets/supplies, hygiene kit, and food.
4. Communication assistance through provision of cell card or free-phone calls for those who have no means of contacting with their families/relatives

C. Pre-marriage/Marriage Counselling

This shall be provided to Filipinos applying for Legal Capacity to Contract Marriage (LCCM) Certificate in accordance with Article 16 of the Family welfare Code that provides for the contracting parties or would be couples to undergo marriage counselling and be issued marriage counselling certificate.

D. Referral Services

It is facilitating access by distressed OFs to services of other concerned GOs, NGOs both at the host country and in the Philippines, which includes DSWD Field Offices and the Home Office.

E. Training/Capability Building Activities

Those related to social work skills, methods, techniques, and processes to be provided to the members of the country team and Filcoms.

F. Other Services

Educational assistance, cell phone card, assistive devices for persons with disabilities and other needs of distressed Filipinos and detainees/prisoners/ distressed OFs not specified in the WFP of SWAtt/with no specified expense items. Budget for these shall be charged against the budget of SWAtt for Other Operating Expenses item (OOE).

SWATT DEPLOYMENT PROCESS

A. Pre-Deployment

1. Sending of Recall Order to the Outgoing SWAtt to be Facilitated by the BISS (For Post with Existing SWAtt Office)

Six (6) months prior to the scheduled end of tour of duty, a Recall Order (RO) signed by the Secretary shall be sent to the outgoing SWAtt. The RO shall include the following information/instructions:

- a. Schedule of the end of tour of duty
- b. Date of reporting to the Secretary/ EXECOM Members (OPG Head)
- c. Submission of terminal report
- d. Submission of post clearance and certificate of turnover of properties and equipment as well as records, accountable forms and similar documents pertaining to post operation duly signed by the incoming SWAtt
- e. Allocation of the cost of airfare

2. Nomination, Identification and Selection of Replacement/New SWAtt

Ten (10) months prior to the end of tour of duty of the outgoing SWAtt, the BISS shall prepare a recommendation letter addressed to the Secretary, to be signed by the OPG Head, requesting approval to open the nomination for SWAtt position.

In anticipation for the approval of the Secretary, a letter addressed to the HRDB shall be prepared by BISS which shall be attached to the request for the Secretary's signature, instructing HRDB to open the nomination for SWATT position, indicating the schedules of the entire selection processes (up to final level of screening). Immediately upon signing by the Secretary, the letter shall be endorsed to HRDB for appropriate action.

a. *Announcement of the Opening of SWAtt Position*

The HRDB shall announce the opening of the SWAtt position, indicating the documentary requirements and deadline of submission. There should only be one (1) applicant per Field Office/OBSUs, which shall be endorsed by the concerned office's director/head.

Each OBSUs/DSWD Field Offices shall mobilize their respective selection committee to determine who among the interested applicants from their offices should be endorsed. They may add their own criteria for selection, in addition to the criteria/qualifications set in this guideline, especially on work attitude, deportment, and relationship with other office personnel.

Documentary requirements to be submitted by the applicants are as follows:

- Endorsement letter from the Director (for applicants lower than Director);
- Application letter;
- Comprehensive resume/curriculum vitae with job description and recent passport size ID picture;
- DSWD Service Records
- Copy of duly signed Individual Performance Contract rating (IPCR) for the last two (2) rating periods;
- Current actual duties and responsibilities;
- Certified true copies of certificates of related trainings and seminars attended;
- Updated PRC License;
- Certification of permanent appointment that shows latest salary grade received;
- DSWD Certification of no pending administrative case;
- NBI Clearance;
- Ombudsman Clearance;
- Certificate of no pending scholarship or service obligation;
- Medical Certificate that states he/she is physically and mentally fit to work abroad
- Certification stating that he/she has not availed of similar posting for the last 5 years

b. Selection Process at the Central Office

The applicants for SWAtt designation/deployment shall undergo a three-level screening process to be conducted by the Selection/Screening Committees in the DSWD Central Office with the following functions:

- Screen and select qualified applicants in accordance to the criteria and qualifications set for the position.
- Interview applicants and deliberate on the results of the interview and examinations administered.
- Act on petitions/appeals from the applicants.

Prior to the actual selection process, the BISS in coordination with the HRDB shall develop SWAtt competency requirements and country for deployment-based (special) written examination and interview questionnaires, for approval by the OPG Head. This includes preparation of possible answers to the developed questions for guidance/reference of the selection committee who will assess the result of the written examination and interview. The BISS shall also develop a country profile and required SWAtt competency requirements per country in coordination with the HRDB, to assist the EXECOM in deciding who among the applicants to choose, and to what country their competencies fit. On the other hand, HRDB shall take care of the psychological-based examination questions.

First Level Assessment

The HRDB shall conduct the following activities under this level:

- Set, in coordination with BISS, assessment criteria and ratings in a matrix form.
- Review the documents submitted by the applicants using the assessment matrix, and prepare the long list of applicants.
- Submit the filled out assessment matrix to BISS for review/ confirmation or trimming.
- Schedule and notify applicants for written examination (and interview when assessed to be necessary).
- Administer written examinations which include psychological special examinations.
- Distribute the result of the special examination as well as the assessment guide to the members of the first level screening committee for checking/assessment using the set criteria/assessment matrix
- Consolidate the results of all the assessment ratings
- Prepare the longlist of the applicants based on the result of the assessment matrix, and endorse the same to BISS for shortlisting, and endorsement to HRDB of the shortlisted applicants.
- Endorse shortlisted applicants to the Head of the 2nd level screening committee together with the applicants' submitted documents for review and reference during the 2nd level screening. The endorsement letter includes the proposed date of interview (2nd level screening)

The 1st level screening committee shall be headed by the HRDB who also serves as the secretariat. Members include directors of BISS, STB, PSB, FMS, and LS, and representative from SWEAP (for regular SWAtt and ASWAtt plantilla positions).

Second Level Assessment

The 2nd level screening committee shall be headed by the OPG Head, with one (1) OPG Assistant Secretary as alternate chairperson. Members shall include the directors of the following offices: PSB, HRDB, FMS, LS and SWEAP representative (for plantilla position only). BISS will service as the secretariat. HRDB shall provide assistance in the recruitment process. Activities under this level include panel interview and evaluation/deliberation on the longlisted applicants. Shortlisted applicants shall be endorsed to the HRDB for checking and posting.

The HRDB shall carryout the following tasks under this level:

- Finalize the schedule of the second level assessment in coordination with the members of the 2nd level screening committee
- Notify the shortlisted applicants about the conduct of panel interview

On the other hand, BISS shall carry out the following:

- Document the result of the panel interview and evaluation/ deliberation on the shortlisted applicants based on the questions formulated by the 2nd level screening committee head/members
- Check and tabulate scores
- Shortlist applicants who passed the 2nd level assessment
- Endorse the result of the assessment/shortlisting to the HRDB for subsequent endorsement to the Central Office-Personnel Selection Board (CO-PSB) for further evaluation and to the 3rd Level screening committee for final interview and decision. The endorsement shall include proposed date for the final interview (3rd/final level screening)

Applicants for interim SWAtt and ASWAtt shall not anymore pass through CO-PSB.

Final Level Assessment

This shall be done by the EXECOM, with the HRDB as the secretariat during the actual assessment, who will do the tabulation of the result of the final interview, deliberation, identification of the applicant to be designated as SWAtt, and endorse the same to the Secretary for approval. Prior to this however, the HRDB shall carry out the following activities:

- Finalize the schedule for the final level assessment in coordination with the EXECOM members
- Notify the shortlisted applicants for final interview of the EXECOM

For re-deployment/regular SWAtt, the BISS shall endorse the name of the regular SWAtt for re-deployment to the Secretary. Endorsement letter shall be signed by the OPG Head. The endorsement shall include justifications, in consideration primarily of the result of the IPCR, on-site monitoring visit, and result of other performance assessments made by the BISS, DSWD Officials, and posts. Endorsement shall be made six (6) months prior to the end of tour of duty of the outgoing SWAtt.

3. Processing of Deployment

- a. Attendance to DFA and DSWD Pre-Departure Orientation Seminars (PDOS) and Language Course. Regular SWAtt for re-deployment shall be required to attend the Language Course to be conducted by the DFA-Foreign Service Institute (FSI) unless he/she shall be posted to same post where he/she was previously posted, or the language in the old post is similar to the new post he/she will be posted as in the case of Arab countries. To facilitate attendance to the PDOS and Language Course, HRDB shall carry out the following activities:

- Coordinate with the BISS for the preparation of the Assignment Order (SO) for signature of the Secretary.
- Require the SWAtt to submit updated comprehensive resume.
- Endorse the name of the SWAtt together with the SO and resume to the DFA-OPAS to be signed by the OPG Head.

On the other hand, new incoming SWAtt shall attend the following activities:

- Three (3) weeks PDOS and 90 hours Language Course to be given by the DFA-Foreign Service Institute (FSI) depending on their set schedule. Specific to Language Course, concerned SWAtt may attend basic language course from DFA-FSI recognized Language schools, or undergo a self-study program at the FSI.
- 37 working days (1 ½ months) DSWD Specialized Training and Work Exposure (CIU and DSWD Caring Institutions) in coordination with the Financial Management Services (FMS), Protective Service Bureau (PSB), Capacity Building Bureau (CBB), and other concerned DSWD OBSUs and Filed Offices to fully prepare them for posting and ensure high level of their proficiency in terms of program management, service delivery, and other needed social work skills/proficiencies.

The DSWD PDOS for new and interim SWAtts and ASWAtts shall be divided into seven (7) components, which include the following, based on the Process Map, Content Map, and Training Activity Matrix/Plan/Training Syllabus to be prepared by BISS in coordination with the identified resource person/concerned OBSUs:

- One day - Orientation on migration and history of SWAtt posting, International Social Welfare Services for Filipino Nationals (ISWSFN), and Guidelines in the Operation of the DSWD's International Social Services Office (ISSO) in Foreign Posts.
- Three days - Orientation on DSWD administrative and financial management processes/requirements in coordination with FMS, HRDB, Procurement Service, and Administrative Service.
- Two and a Half days - Orientation on DSWD Policies/Guidelines on related Programs and Services, which include, Alternative Parental Care/Placement (Local and Inter-Country Adoption), Travel Clearance for Minors, reintegration program for deportees and victims of trafficking, and DSWD/Secretary/OPG directives for all SWAtts in the performance of their functions at post e.g. report preparation and submission, preparation of case summaries, etc., among others.
- Half day - Orientation on Inter-Agency guidelines/legal instruments/Issuances in relation to Foreign Service such as Joint Manual and Joint Circular.
- Ten days - Capability Building/Training/Skills Enhancement where topics include, among others the following: Pre-Marriage Counseling, Gender and Development/Sensitivity, psychosocial Services (Crisis Counseling/

Psychosocial Processing, CISD/CISM), Case Management (preparation of case study/summary), and leadership/management skills, among others. It shall also include sharing of experiences of former SWAtts on Foreign Service/international social work practice.

- Three weeks - Actual Work Exposure (one week in CIU to enhance interviewing skills and preparation of crisis intervention forms, and 2 weeks in Alternative Parental Care Office to enhance skills in case management and alternative parental care services).
- Five days - self-study/review of related documents/guidelines on Migration/protection of Migrants Filipinos, and country of posting (focused on socio-cultural situation, economy, politics, etc.), among others.

As an output of the DSWD PDOS, the new SWAtt shall submit a "Learning Achievement Report". A certificate of completion shall be issued to them, signed by the OPG Head, after the submission of the report.

- b. SWAtt's completion and submission to the BISS of the following documents for subsequent endorsement to HRDB:
- NBI Clearance
 - Ombudsman Clearance
 - Service Records
 - Clearance from Administrative Service/Personnel Division from administrative and financial accountabilities
 - Certificate of Permanent Appointment
 - Certificate of Permanent Appointment that shows latest salary rate
 - Certificate of no pending administrative case
 - Certificate of DFA-Pre-Departure Orientation Seminar (PDOS) and Language Course
 - Certificate of completion of DSWD PDOS
 - Assignment Order
 - Personal Data Sheet (PDS)
- c. Securing Post's Letter of Acceptance

Upon receipt of the approval by the DFA of the opening of SWAtt office/s in new post/s or assignment, and completion of the documents mentioned above, the HRDB in coordination with the BISS shall prepare a letter to DFA-Assistant Secretary for OPAS, signed by the OPG Head, endorsing the nomination of the SWAtt for posting and issuance of letter of acceptance by the concerned post, specifying the following information:

- Name of the SWAtt to be assigned overseas;
- Rank and position in the agency;
- Intended post of assignment;
- Duration of tour of duty;
- Person to be replaced, If any;
- Tentative date of assumption; and

- Countries/areas/posts to be covered by the SWAtt.
- The letter must also be accompanied with the following documents:
- Two copies of SWAtt curriculum vitae with pictures;
 - Assignment Order;
 - Clearance from the Office of the Ombudsman;
 - Clearance from the NBI;
 - Service Record;
 - Copy of the DFA-PDOS Certificate; and
 - Copy of the Foreign Language Certification from the DFA- FSI showing that the SWAtt has undergone a basic language course or a self-study program, or a certification from a language school recognized by DFA.

Upon receipt, the DFA shall endorse the same to concerned post to facilitate issuance of letter of acceptance.

d. Securing of diplomatic passport and other travel-related documents

Upon receipt of the Embassy acceptance thru the DFA, the BISS shall coordinate with the HRDB for the preparation of a letter to DFA-OPAS-HCSAD, signed by the OPG Head, requesting: issuance of diplomatic passport to the designated SWAtt; a Note Verbale to the Embassy to the Philippines of the concerned host government for issuance of visa; and travel tax exemption certificate. HRDB shall be the one to endorse the said letter to DFA. The endorsement letter shall include the following information:

- Name of the assignee and his/her dependents to be issued passports.
- Accomplished passport application forms and other documents as required by the DFA including applicable fees.
- Acceptance letter from the DFA-OPAS-HCSAD.

Detailed travel-related documentary requirements and processes involved are as follows:

For Passport (Official and Diplomatic)

Passport Process	Requirements
Obtaining an Official/ Diplomatic Passport	1. Original and Photocopy of Valid Regular Passport (1 st and last page) - if none, submit the following: <ul style="list-style-type: none"> a. <u>Birth Certificate (BC)</u> in Security Paper (SECPA) issued by the National Statistics Office (NSO) or Certified True Copy (CTC) and photocopy of BC issued by the Local Civil Registrar duly authenticated by NSO and any document indicating full name, date and place of birth and citizenship (e.g. valid employment's ID, voter's affidavit or any valid ID)

	<p>b. For married applicant, submit <u>Marriage Contract (MC)</u> in Security Paper (SECPA) issued by NSO or CTC issued by the Local Civil Registrar duly authenticated by NSO.</p> <ol style="list-style-type: none"> 2. Original copy of Travel Authority signed by the Secretary of the Department or the designated representative; 3. Original copy of Endorsement Letter to DFA signed by the Secretary of the Department or the designated representative; 4. Copy of the acceptance letter; 5. Photocopy of DSWD Identification Card (ID); 6. Original copy of Certificate of No Pending Administrative Case/Charge (CNPAC) - signed by the Legal Service Director for CO employees or by the Regional Director for Field Office employees; 7. Original copy of recent Service Record; 8. Certified photocopy of Appointment; 9. Duly accomplished DFA "Passport Application Form" issued by the Diplomatic and Official Passports Section; and 10. Personal Appearance.
<p>Revalidation of Official/Diplomatic Passport <i>(Required every time an official/government employee will travel abroad)</i></p>	<ol style="list-style-type: none"> 1. Original and Photocopy of Official/Diplomatic Passport (first and last page); 2. Special Order from the DSWD Secretary 3. Letter of endorsement signed by the OPG Head or BISS Director 4. Duly accomplished DFA "Revalidation/Extension Form" issued by the Diplomatic and Official Passports Section (DOPS).
<p>Extension of Official/Diplomatic Passport</p>	<p>The requirements are the same with the revalidation of diplomatic/official passport.</p> <p>If this will be done at post, the SWAtt just need to coordinate this with the Administrative Officer of the Post.</p>
<p>Renewal of Official/Diplomatic Passport</p>	<ol style="list-style-type: none"> 1. Original and Photocopy of Official/Diplomatic Passport (first and last page); 2. Endorsement from the OPG Head <p>If this will be done at post, the SWAtt just need to coordinate this with the Administrative Officer of the Post.</p>

For Travel Tax Exemption Certificate

The DFA shall automatically endorse the passport to the Tourism Infrastructure and Enterprise Zone Authority for the application of the corresponding Travel Tax Exemption Certificate. The SWAtt shall shoulder the payment for the passport and tax exemption certificate. Required documents to be submitted by the HRDB are as follows:

- Photocopy of passport (first page and stamped page indicating the revalidation/ extension date)
- Certified true copy of Travel Authority
- Travel Tax Exemption Fee

For Visa Application

Upon receipt of the passport, the HRDB shall process the release of visa of the designated SWAtt, using the Note Verbale issued by the DFA. Process and requirements for visa application is as follows:

- Note Verbale from the DFA
- Passport (valid for at least 6 months);
- Duly accomplished Visa Application;
- Two (2) copies Visa pictures;
- Certified true copy of Travel Authority;
- Authenticated copy of Acceptance Letter (for SWAtt)
- Personal appearance (depends on the Embassy)

Note Verbale is a letter for the Embassy issued by the DFA according to their assessment of the travel. The request form for Note Verbale will be filled out by the DSWD-HRDB Liaison Officer only upon instruction of the DFA personnel. The DFA determines who can be given a Note Verbale for the country one will be going to.

Issuance of Special/Authority to Travel

Once the required travel related documents to include travel tax exemption certificate has been secured, the BISS shall prepare the Special Order/Authority to Travel to be signed by the Secretary. Said SO shall contain the following information:

- Name of the incoming SWAtt
- Duration of Tour of Duty
- Person to be replaced
- Tentative date of assumption to duty

- Intended post of assignment
- Countries/areas to be covered by the incoming SWAtt

Only after the accomplishment of all the above tasks shall a plane ticket be purchased by the HRDB. Actual travel to post by the designated SWAtt shall be facilitated by the BISS in coordination with:

- FMS to facilitate release of initial allowances such as 15-day travel allowance, relocation allowance, one month advanced overseas allowance, and three months advanced living quarter allowance. Processing of special order designating SWAtt as Special Disbursing Officer shall be coordinated with the FMS-Cash Division after attendance to DFA-PDOS.
- HRDB to facilitate issuance of plane ticket and submission to DFA-OPAS of the filled out insurance application form for enrollment to medical insurance, which shall be done upon receipt of the post's acceptance letter.
- Outgoing SWAtt to submit to the BISS his/her interfacing plan with the incoming SWAtt, 15 days before the latter's arrival; provide airport assistance; assist in finding a hotel where the incoming SWAtt could stay for 15 days; and facilitate identification of possible places where the incoming SWAtt could stay during the entire duration of her/his tour of duty.

Prior to actual travel abroad, the incoming SWAtt shall prepare and submit the following to BISS for subsequent endorsement to the OPG Head:

- Work Plan for the remaining months of the year
- Annual Work and Financial Plan (WFP) for new opened post
- Individual Performance Contract
- Profile/situationer of country of assignment to include situation of Filipinos
- 15-day plan upon arrival at post which includes the following activities: courtesy call on the Head of Post and members of the country team; interfacing with the outgoing SWAtt; identification of living quarter; application for Embassy/government ID and Visa; securing of office space and facilities; and opening of bank accounts and submission of bank information to the Home Office

The Department thru the Office of the OPG Head shall inform the DFA through official communication signed by the Secretary, copy furnished the Head of the concerned post, on the actual date of travel of the SWAtt and provide details of flight schedules. The BISS shall prepare a SWAtt introductory letter to be signed by the Secretary addressed to the Head of the Mission. This, together with other relevant document such as curriculum vitae, and special order shall be placed in a folder, which shall be handed over personally by the SWAtt to the Head of Mission during the courtesy call. The SWAtt shall also make a final visit to EXECOM members for exit call and final instructions.

B. Actual Deployment (Upon Arrival at Post)

1. Courtesy Call on the Head of Post and Members of the Country Team

This includes courtesy call on the Head of Post for instruction as well as with the Consul General and other Embassy officers and staff to include members of the one country team (attached agencies). During the courtesy call on the Ambassador, the SWAtt shall submit his/her credentials and annual work/activity plan as well as the introductory letter signed by the Secretary addressed to the Head of the Mission; give a very short information on SWAtt functions/ clientele/services (when necessary especially for newly opened SWAtt office); and express support needed from the Ambassador/Post.

During the courtesy call on the members of the country team, the SWAtt shall orient the members on his/her functions/roles, clientele and services; and express his/her support needed from them. He/she may also request for an orientation on the services of the members of the country team, situation/issues of Filipinos at post, and relevant laws/policies of the government affecting Filipinos.

2. Coordinate with the Embassy Administrative Officer for the issuance of diplomatic ID, Visa, Office ID, and office key; identification of office space; identification of the living quarter with the assistance of the outgoing SWAtt, and signing of the certification on the actual assumption to duty by the Head of Mission or his representative.

3. Conduct of Interfacing Activity with the Outgoing SWAtt

- a. Interfacing activities with the outgoing SWATT include, among others the following:
 - Orientation on the established Embassy office protocols and working arrangements.
 - Handing and discussion on the turnover report indicating active cases needing follow-up actions/interventions; and directory of Embassy personnel, inter-agency contacts, and Filcom members/volunteers, among others.
 - Sharing of a copy and discussion on terminal Report.
 - Sharing of copy of the updated profile/situationer of the country and Filipinos at post.
 - Turnover of case files and other office documents; and supplies and equipment.
- b. Conduct of environmental scanning with the assistance of the outgoing SWAtt, among others, to determine the places where Filipinos usually go, government facilities such as hospitals, detention center, nearest police station, and banks where the incoming SWAtt could open an account as well as market/department stores where material assistance for clients are bought.
- c. Familiarize with office structure, work pattern, and staff dynamics/relationship.

4. Opening of Bank Account

- a. In coordination with the Embassy Administrative Officer, open two separate bank accounts one for program fund (checking/current account) based on local currency, and another for personal account for SWAtt allowance (savings account).
- b. Communicate with the Home Office the following information: to whom the accounts are named/signatory, name of the banks, complete bank addresses, bank account numbers, SWIFT Codes, and IBAN numbers.

5. Submission to Home Office of the following Documentary Requirements & Initial Reports

Submission to the OPG Head, copy furnished BISS of the following certifications signed by the Head of Post or his designated Embassy official:

- a. Certificate of Assumption to Duty
- b. Certificate of Suitability of Living Quarter
- c. Liquidation of the 7 day advanced travel allowance
- d. Report on the activities conducted during the first 15 days at post and first 1 month accomplishment report starting from the day of assumption to duty

6. Formal Assumption to Duty/Actual Service Delivery and Compliance to Home Office Reportorial Requirements, directives, and Requests

This guidelines together with the DFA-initiated Joint Circular, and DOLE-initiated Joint Manual shall be used/considered by the SWAtt in performing his/her functions and service delivery at post.

The SWAtt shall comply with the submission of the following reports and documentary requirements, as well as Home Office directives/requests based on the set timelines:

Reports/Documentary Requirements	Date of Submission
1. Annual WFP for the succeeding year	Within the first week October of the current year
2. Project Procurement Management Plan (PPMP)	Within the first week of October of the current year to Procurement Service, copy furnished BISS
3. Inventory of supplies, as well as inventory of properties and equipment.	Supplies - Bi-annual i.e. on or before June 30 and December 29 of the current year Property/Equipment – annual (Dec 29) to Administrative Service-Property and Asset Division, copy furnished BISS

4. Quarterly and Annual Narrative and Statistical Reports (1 st to 3 rd Quarters and 1 annual including the 4 th quarter accomplishment) concurred by the Head of Post and addressed to the DSWD Secretary, thru the OPG Head, copy furnished SWATO.	Within the first 5 days of the succeeding months. An advanced email copy should be sent to BISS within the said dates.
5. Monthly Financial Report using the prescribed financial reporting forms.	Within the first 10 days of the succeeding month
6. Submission of special reports especially on high profile cases and emergency situations affecting/that may affect Filipinos	Anytime/within 24 hours for emergency cases
7. Individual Performance Contract Noted by the Head of Post (semestral target)	Jan 20 of the current year
8. Individual Performance Contract Rating noted by the Ambassador (previous year) semestral	Jan 20 of the following year
9. Statement of Assets and Liabilities and Net Worth (SALN)	Annually - every March 15
10. Work and Financial Plan (WFP) for the remaining balance of the previous year's budget for the approval of the Secretary.	First 10 days of the first month of the succeeding year
11. Request for authority to utilize the remaining fund balance of the previous year as supported by the proposed WFP for the said fund balance for approval of the Secretary.	First 10 days of the first month of the succeeding year
12. Proposed quarterly inter-state/inter-post travel plan noted by the Head of Post, for endorsement by the BISS to the OPG Head (inter-state) or to the Secretary (for inter-country travels) for approval, using the attached format (Annex U)	2 nd week of the month following the quarter
13. Confirmation letter on the approved inter-state/post travel addressed to OPG Head, thru BISS for monitoring purposes by the Home Office using the attached format (Annex V)	Five days before the actual travel
14. Feedback Report for inter-state travel noted by the Head of Post, addressed to OPG Head, thru the BISS, using the attached format.	Within 10 working days upon return or within 72 hours if with urgent concerns
15. Case summaries attached to referral to FOs for provision of services. Referrals shall be addressed and sent directly to concerned FOs, copy furnished OPG and BISS, using the prescribed format.	At least three days prior to the client's actual travel to the Philippines (for those for repatriation), and within 72 hours upon contact with client at post for complex cases.
16. Formal responses/reports on actions taken on Home Office referrals and directives, addressed to OPG Head, thru BISS or to referring party, copy furnished the Office of the OPG Head and BISS	Within 72 hours upon receipt or within the required date of submission
17. Terminal Report (for outgoing SWAtt)	Upon arrival at the Home Office
18. Interfacing Plan with the incoming SWAtt for submission to the OPG Head, thru the BISS	15 days prior to the actual travel of the incoming SWAtt

Basis of determining the date of compliance is the actual date submitted if through email, and the date sent indicated in airway bill if thru surface mail or airmail.

C. Recall

The DSWD Secretary shall issue the recall order 6 months prior to the end of tour of duty of the outgoing SWAtt, which shall be prepared by the BISS. The signed recall order shall be forwarded to the outgoing SWAtt copy furnished the Head of Post and the DFA. A separate letter on the recall of the outgoing SWAtt shall also be prepared/sent to the DFA copy furnished the Head of Post and the outgoing SWAtt.

Subject to due process, the SWAtt/Assistant SWAtt may be recalled from the post by the home office prior to the end of tour of duty due to, but not limited to the following reasons:

1. Recall for a cause/disciplinary action.

- Below "very satisfactory" rating in IPCR and unsatisfactory/poor performance as determined during on-site monitoring by EXECOM and performance assessment by SWATO.
- Failure to submit liquidation in three (3) consecutive months which can affect the release of funds for operating expenses and timely delivery of services to OFWs in distress considering that the DSWD is constrained in transferring funds for MOOE.
- There is inappropriate/irregularity in using SWATO of funds.
- Frequent audit observations by the FMS, disallowances and repeated mistakes observed in the submitted monthly financial report.
- Repeated delays or non-submission of periodic (quarterly and annual) narrative reports to the home office (maximum of 2 times for delayed submission and once for non-submission).
- Non-compliance to set protocols in communicating with the Home Office
- Non-compliance/disregard to management orders/directives.
- Employing the service of OFWs in distress as private staff or do personal errands.
- Harboring runaway OFWs in his/her living quarter in violation of the host country's laws and customs.
- Non-compliance to the DFA Guidelines on the Employment of Local Hire e.g. hiring the relatives within the third degree of consanguinity or affinity of the Head of Post, Foreign Service personnel at Post, and the appointing authority to include their private staff.
- Leaving the Post without approval from the OPG cluster head and/or Secretary
- Violation of Civil Service Rules such as dishonesty/misuse/inappropriate use of funds, conduct/act unbecoming of a public servant/diplomat and member of one country team and others.
- There is due and valid complaint from OFW Filipino Communities, co-workers or supervisor. Valid complaints shall include but are not limited to the following:
 - Disrespect to authority and culture of the host country.
 - Violation of professional ethics (e.g. accepting bribes, using client's money, etc).

- Serious acts compromising the status or image of the embassy/DSWD or non-observance of diplomatic protocols or when the SWAtt committed a grave offense that violates the laws of the host country or the post or the Department.
 - Committed immoral act.
 - Committed an act unbecoming of a public official
 - Conduct, whether on or off the job, that adversely affects the employee's ability to continue to perform his or her current job, or that adversely affects the agency's ability to carry out its assigned mission.
 - Disrespect to the rights of others, and doing acts contrary to law, good morals, good customs, public policy, public order, and public interest.
2. Recall Due to Other Reasons
- The SWAtt resigns, retires or requests for recall
 - There are signs or symptoms of psychological and mental imbalance or when the SWAtt is in serious health condition that hampers the discharge of their duties and functions;
 - Threat to his/her life as recommended by the Head of the Post, or when war or crisis of serious nature and magnitude in the country of assignment occurs that endangers the security and life of the SWAtt.

Violation of any of the provisions under item "1" shall be taken as grounds for automatic recall. An investigation shall be conducted by the appropriate Bureau of the Department if recall warrants a thorough investigation and appropriate charges may be taken against the erring SWAtt in accordance to Civil Service rules and regulations, Penal laws, and other Philippine laws that may apply.

One month prior to SWAtt's end of tour duty, he/she shall:

1. Settle all personal financial obligations such as payment of electric bills, phone bills, internet bills, credit card bills, etc,
2. Settle all office financial and administrative obligations/ requirements such as payment of office rentals,
3. Secure certification of not availing the shipment of personal effects signed by the Embassy Administrative Officer in behalf of the Ambassador, and office clearance from money and property accountabilities at post.
4. Prepare and submit turn-over report to the Head of Post, containing the status of all projects and programs undertaken, and contact persons for the continued implementation of the projects by the incoming SWAtt.
5. Return of Diplomatic or consular Motor Vehicle Plates and IDs to the Embassy Administrative Officer
6. Secure a certification from the Administrative Officer of the Embassy on leave credits/benefits for SWAtt's not availed at post.

D. Post-Deployment

Immediately upon return to the Philippines, the SWAtt/ASWAtt shall perform the following activities:

1. Courtesy Call on Concerned EXECOM Members
Upon arrival at the Home Office, the SWAtt shall make a courtesy call on the concerned EXECOM members especially the Secretary and OPG Head, and submit the documents stated in the Recall Order.
2. Submit Reports and Other Documentary Requirements
 - a. Turnover report signed by the outgoing and in-coming SWAtts
 - b. Terminal report
 - c. Updated profile/situationer of the country and Filipinos at Post
 - d. Turnover documents – supplies and equipment
 - e. Post clearance and certificate of turnover of properties and equipment as well as records, accountable forms and similar documents pertaining to post operation duly signed by the incoming SWAtt
3. Return of Diplomatic Passport
Upon return to the Philippines, the recalllee shall surrender the diplomatic or official passport to the DFA thru the HRDB for cancellation
4. Undergo Debriefing
Psychosocial processing sessions/stress debriefing for the returning SWAtts shall be provided in coordination with the CBB.

BUDGET PARAMETERS

Each SWAtt Office shall be allocated budget ceiling per year that covers Administrative Cost and Operating Expenses. Budget parameter shall be based on the actual rate of currency and actual cost/prevaling rates of services/commodities at posts and client's needs. No unnecessary, extravagant, excessive and irregular expenses shall be allowed for expenditures with no fix allocation. For newly opened post, the SWAtt shall immediately send a profile of the country and situation of Filipinos to the OPG Head, copy furnished BISS that include the prevailing prices of services and commodities. This shall be used as basis for reviewing proposals and financial reports, as well as in setting the budget parameter for the country.

A. Administrative/Operating Expenses

1. **Salary of Administrative Staff/Local Hire** – This shall include the benefits of AS specified in the contract of employment, which is based on the DFA Administrative Order No. 10-2014 or the “Guidelines on the Employment of Local Hires.” No benefits shall be paid/granted unless specified in the contract.
2. **Traveling Expenses** - This only covers expenses incurred during official travels.
 - a. Transportation for Inter-State/Post Travel – This covers air, water, and land transportation expenses going to the place of destination and back to the post/base.

For inter-state/inter-post/inter-country travels, the SWAtt shall submit a quarterly travel plan noted by the Head of Post to be approved by the OPG Head or the Secretary depending on destination. The travel plan shall be submitted in a formal letter addressed to the OPG Head/Secretary, copy furnishing BISS. Five days before the actual travel, the SWAtt shall submit confirmation of travel to OPG Head, copy furnishing BISS, attaching the filled out Itinerary of Travel Form (Annex V). Any Changes in the travel plan shall be communicated to the Home Office, endorsed/noted by the Head of Post, and to be approved by the OPG Head thru BISS. A feedback report shall be submitted to the Home Office based on the prescribe format, within 10 days after the completion of the travel. The SWAtt shall not proceed with succeeding travel/s unless the feedback report of previous travel has been submitted. Upon approval of the quarterly inter-state travels, the Head of Post shall issue a Special Order (SO) authorizing the travel, except for travel to extension posts, where the Secretary issues the SO. To secure an SO from the Secretary, the concerned SWAtt should officially request such for the issuance of SO for travel to his/her extension posts from the Home Office through a letter addressed to the Secretary, with the endorsement of the OPG Head, copy furnishing BISS. All travels of the SWAtt outside the official station but within the coverage of

consular services should not exceed five (5) days in a month except when necessary and approved by the Secretary.

Before each actual travel - even if it has been approved earlier - the SWAtt shall submit a detailed itinerary five (5) days before the actual travel, using the attached format (Annex V) for information and monitoring by the Home Office.

All official and unofficial travels or leaves outside the post or extension post shall be approved by the Secretary and endorsed by the Head of Post. However, only official travels shall be issued an SO.

All travelling expenses related to personal travels shall be borne by the SWAtt. Emergency leaves shall be communicated immediately to the Secretary, thru the OPG Head, copy-furnishing BISS. Leaving the Post without approval from the Secretary shall be subject to disciplinary action and may be a ground for recall.

In every travel to the Home Office either official or personal, the SWAtt shall surrender immediately upon his/her arrival, his/her passport to the HRDB for revalidation with the DFA and securing of tax exemption certificate.

- b. Per Diem for Inter-State/Inter-Country Travel – The DSA authorized herein shall be deemed the equivalent of the per diems under section 11 of the E.O. 298 and shall be entitled to the prescribed UN Daily Subsistence Allowance (DSA) using local currency.
 - c. Transportation within the post/vehicle rental - Sea, air and land transport rental shall be on need base, and only be for the purpose of purchasing goods in bulk, rescue operation, transporting clients and visitors (on official business) in group, and trips related to official functions that necessitate the presence of a standby vehicle. Travel expenses/fare from residence/office shall be borne by the SWAtt.
 - d. Airfare of Outgoing and incoming SWAtts – This include one way airfare to the Philippines by the outgoing SWAtt and one way airfare by the incoming SWAtt. In case of posting of Assistant SWAtts, their airfares shall also be included in the WFP.
 - e. Transportation for Bi-Annual Consultation at Post and in the Philippines – Transportation expenses to include airfares shall be included in the SWAtt's annual WFP.
3. **Representation Allowance** – Applicable rates, indices, maximum allowable amount and policies on allowances is determined from approved issuance form the President, upon recommendation of the DFA Secretary and the Secretary of Budget and Management. Monthly liquidation shall be supported by appropriate receipts. Submission of cumulative liquidation of representation allowance may be

allowed as long as it does not exceed the maximum annual allowable allocation at post. A mere certification of expenses paid is not acceptable.

Representations allowances shall be expended only for purposes which are of a public character, beneficial to the interests of the public service, and connected with the exercise of the functions of the Government in relation to the conduct of foreign affairs. They may be expended for necessary entertainment, charitable contributions, memorials, flowers, gifts, club initiation fee and membership dues, and the like.

4. **Meetings** – This includes expenses for country team/Embassy meetings, inter-agency meetings, and meetings during formal visits of the Philippine dignitaries/officials during on-site monitoring and consultations. The budget allocation for this item maybe utilized anytime of the year. A mother proposal for this shall be made annually to be approved by the OPG Head.
5. **Clothing Allowance** – Shall be granted to SWAtts not more than once every twelve (12) months, based on the DFA prescribed rate. It shall be pro-rated depending on the number of months when the tour of duty takes effect, as provided in the DBM Compensation Scheme for Foreign Service Personnel.
7. **Medical Insurance** – Shall be subject to DFA and DBM guidelines.
8. **Office Supplies** – Small and expendable/consumable materials that are used daily within the office setting, and do not exceed Php 15,000. It shall not include services such as repair and maintenance of equipment and furniture, as well as tracking, hauling, security, and related or analogous service
9. **Communication Services** – This covers the following: fax/postage and courier/deliveries/ internet/phone connection, cellular phone card, and payment for interpreter/ transcriptionist in case the local hire has difficulty performing this function, as well as during official travel.
10. **Subscription Expenses** – Allocation for this shall be for two types of local newspapers
11. **Office Rental and Facilities** – All SWAtts shall include in their annual WFP the budget for SWAtt Office's share in the cost of space rental, payment of utilities (water, electricity, etc.) and maintenance of utilities (e.g. generator, A/C, elevator, etc.), along with and other services. Allocation shall be based on the actual cost of share for office space and equipment/facilities based on the DFA joint circular, as determined by the Embassy.
12. **Rental of Office Equipment** – This shall be incurred when necessary and in the absence of budget for capital outlay, which shall be approved by the OPG Head.
13. **Printing/Photo Copying Expense** – This include payment for printing/photo copying of reports, office documents, and advocacy materials

14. Grants and Subsidies

Rates for the following expense items shall be based on the actual currency and rates of services/commodities at post:

- a. Medical/Psychological/Clinical Assistance
- b. Clothing Assistance
- c. Toiletries/Hygiene Kits
- d. Socio-cultural activities
- e. Value Inculcation/Behavior Modification Services
- f. Transportation Assistance
- g. Capability building activities/skills enhancement on social work-related topics for members of the country team and Filcom. Proposal for approval by the OPG Head
- h. Advocacy Materials
- i. Other Operating Expenses – This covers other expenses not included in the regular expense items like bank charges, payment of charges for overstaying, cell phone card for clients/detainees, payment for and other services directly benefiting the clients. Liquidation report/vouchers shall be supported by written justification, official receipts, and other requirements supporting the expenditures.

Specific to transportation assistance, this covers actual plane ticket from the post to the Philippines and home town. In no case that the SWATT shall pay the transportation need of the clients from the Philippines to the post. Rate of assistance shall be based on actual (economy) transportation fare.

Any deviation in the budget parameters for items with fix allocation e.g. medical insurance shall be approved by the Home Office. Also, SWAtts should specify in the liquidation report the nature or expense item of assistance and not just indicating “financial assistance” to ensure proper recording and financial report preparation.

In case of the need for fund realignment, SWAtt to submit enhanced WFP for approval by the Home Office.

LIQUIDATION/REIMBURSEMENT SUPPORTING DOCUMENTS

All types of disbursements shall be covered by Disbursement Voucher which are stamped "PAID" upon payment of the same and shall be supported by the following documents:

1. Per Diem/TEV
 - a. Approved itinerary of travel (signed by head of post)
 - b. Approved Travel Plan (signed by the OPG Head/Secretary and Ambassador)
 - c. Approved Certificate of Travel Completed (Head of Post or his designated/authorized representative)
 - d. Approved TO/SO by the Secretary/Head of Post whoever is applicable
 - e. Copy of UNDP index for the DSA (using local currency)
 - f. Official Receipts/invoices and other travel documents (e.g. hotel, e-tickets, taxi receipts, boarding pass, etc.)
 - g. Feedback report
 - h. Certificate of Appearance or a notation that issuance of CA is not practiced in the post.

2. Communication Expenses
 - a. *Postage* – Airway bill/invoice, official receipt
 - b. *Internet/telephone* - Invoice, official receipt, certificate of official call using the attached format (Annex W)
 - c. *Cellphone Card* – Official receipt, used cellphone cards, certificate of official call using the required format (Annex W)
 - d. *Interpreter* – Acknowledgement receipt also signed by a witness, and copy of the ID/passport of the interpreter and witness
 - e. Purchase Request (PR)
 - f. Inventory of Goods (Bin Card)

3. Medical Insurance
 - a. Official receipt
 - b. Copy of formal communication from DFA on the insurance premium rate

4. Representation allowance
 - a. Official receipt
 - b. Certification that the expenses are related to official function

5. Office Supplies
 - a. Official Receipt/Invoice
 - b. Purchase Request, Requisition and Issuance Slip(PR/RIS)
 - c. Inspection and acceptance reports
 - d. Inventory of Goods (Bin Card)

6. Clothing Allowance
 - a. Certification of claim

7. Meetings
 - a. Official Receipts
 - b. Purchase Request (PR)
 - c. Minutes of Meeting
 - d. Attendance/List of Participants

8. Salary of Local Hire
 - a. Copy of the local hire's duly approved MOA
 - b. Signed Daily time record (DTR) and certified by the SWAtt
 - c. Computation of monthly salary and deduction approved by SWAtt

9. Payment of share for the following, if applicable, shall be supported by official receipt/ acknowledgement receipt (with letter head) issued by the Embassy with certification on the amount of share.
 - a. Office rental
 - b. Utilities (light and water) including diplomatic pouch
 - c. Maintenance and janitorial services
 - d. In case that there is no Official Receipt issued by the service provider e.g. car rental, submit acknowledgement receipt and certification on the amount of share.

10. Food/Cash Assistance -
 - a. Copy of valid ID/passport or other identification document (if applicable)
 - b. Official Receipt if food is purchased
 - c. Certificate of Eligibility with acknowledgement receipt
 - d. Distribution Sheet for clients in group
 - e. Inventory of Goods Stock Card/Bin Card (if purchased in bulk)

11. Clothing assistance
 - a. Copy of valid ID/passport or other identification document
 - b. Official Receipt
 - c. Certificate of Eligibility with acknowledgement receipt
 - d. Distribution sheet for clients in group
 - e. Inventory of Goods Stock Card/Bin Card (if purchased in bulk)
 - f. PR/RIS/Inspection Report/Acceptance Report

12. Toiletries/Hygiene Supply
 - a. Copy of valid ID/passport or other identification document
 - b. Official Receipt
 - c. Certificate of Eligibility with acknowledgement receipt
 - d. Distribution sheet for clients in group
 - e. PR/RIS/Inspection Report/Acceptance Report
 - f. Inventory of Goods Stock Card/Bin Card (if purchased in bulk)

13. Medical Assistance
 - a. Copy of valid ID/passport or other identification document
 - b. Official Receipt
 - c. Certificate of Eligibility with acknowledgement receipt
 - d. Distribution sheet for clients in group
 - a. Medical abstract/certificate/prescription (when available)

14. Transportation assistance
 - a. Copy of valid ID/passport or other identification document
 - b. Referral letter from the other offices (ATN/POLO), if appropriate
 - c. Invoice (for advanced request for ticket)
 - d. Official Receipt
 - e. Certificate of Eligibility with acknowledgement receipt
 - f. Cash Assistance Receipt Form

15. Claims for post allowances (for first release only)
 - b. Certificate of Assumption of Duty
 - c. Certificate of Suitability of Living Quarters
 - d. Certificate of Claim of Family Allowance (if applicable)
 - e. Contract of Lease (housing)

16. Relocation Allowance (for recallee) – Certification from the SWAtt that he/she has not claimed his/her relocation allowance at post to be noted by the SWATO Director and approved by the OPG Head for Protective Programs.

17. Rental of Office Equipment – Official receipt of payment and contract

18. Transportation Rental/Within the Post – Official Receipt and I.D. of the driver or operator if whole day. For one way, Official Receipt or RER is enough.

(Form 2) REPORT OF DISBURSEMENTS				
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT				
Agency _____				
Report No. _____				
Sheet No. <u>01</u>				
Period Covered: _____				
Date	Ref. No.	Name of Payee	Nature of Payment	Amount
CHECK DISBURSEMENTS:				
Total Check Disbursements				
CASH DISBURSEMENTS:				
Total Cash Disbursements				-
LESS: CASH ADVANCES				
Total Cash Advances				-
TOTAL DISBURSEMENTS NET OF CASH ADVANCES				-
CERTIFICATION				
I hereby certify that this Report of Disbursement in ___ sheet is a full, true and correct statement of the disbursements made by me and that this is in liquidation of the cash advance granted last _____ in the amount of P_____ per Check No. _____ dated _____.				
_____ Disbursing Officer			_____ Date	

REPORT OF DISBURSEMENTS (RD)

This report shows check, cash disbursements, and bank charges net of cash advances and shall be prepared monthly by SWAtt in support to the Liquidation Report and and Fund Utilization Report. SWAtt shall prepare four (4) copies of this report, one (1) copy for SWAtt at Post, one (1) copy for the Special Operations Office (SOO), and two (2) copies shall be submitted to the Accounting Division.

DESCRIPTION/HOW TO ACCOMPLISH THIS REPORT:

REPORT NO.	Assigned RD number Shall be: 00-00-0000 year ← month ← serial no. (one series per year) ←
SHEET NO.	Sheet number of the report which shall be assigned and one series for each month.
PERIOD COVERED	SWAtt to the provide the period of disbursements (e.g. December 1-31, 2014).
DATE	Fill-up the date of check or cash voucher.
REFERENCE NO.	Check number for check disbursements or Cash Voucher Number for cash disbursements.
NAME OF PAYEE	SWAtt to provide the name of person/office to whom payment is made.
NATURE OF PAYMENT	SWAtt to fill-up the nature of claims paid.
AMOUNT	State the amount of disbursements per paid check/voucher.
CHECK	SWAtt shall record all checks issued for the month in series and shall be supported by DV.
CASH DISBURSEMENTS	SWAtt shall record all cash disbursements made out from the cash advance in series and this shall be supported by Cash Voucher.
BANK CHARGES	Include bank charges for check booklets, request for copies of bank statements, and other related bank service charges.
CASH ADVANCES	Refers to check drawn by SWAtt as cash advance for payment of future operating expenses.
CERTIFICATION	RD Shall be certified and signed by SWAtt.

ANNEX G

PHILIPPINE EMBASSY - _____ DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (Form 3) FUND UTILIZATION REPORT (In Local Currency at post) as of _____						
Particulars	Allocation per WFP	January	February	March	Total	Balance of Allocation
RECEIPTS						
Beginning	-	-	-	-	-	-
Forwarded Balance						
Add: Fund Transfers					-	-
TOTAL RECEIPTS					-	-
DISBURSEMENTS						
Clothing Allowance						
Representation Allowance						
Insurance Expenses						
Rental Expenses						
Other Operating Expenses						
TOTAL DISBURSEMENTS					-	-
CASH BALANCE		-	-	-	-	-
CERTIFICATION						
I hereby certify that the foregoing is a correct record of all cash advances received and disbursed made by me in my capacity as Special Disbursing Officer of the Social Welfare Service Attache at _____ during _____.						
						_____ SWAtt

FUND UTILIZATION REPORT (FUR)	
This report shows the allocation per expense item as indicated in Work and Financial Plan (WFP) for the specific year and the corresponding actual monthly expenses/disbursements and net of cash advances. This also shows the receipts (fund transfer received for Operating Expenses/MOOE) and balances per month and per expense item. This report shall be used to monitor the receipts, disbursements and balances of funds by the SWAtt. SWAtt shall prepare this report monthly in four (4) copies of this report, one (1) copy for SWAtt at Post, one (1) copy for the Special Operations Office (SOO), and two (2) copies shall be submitted to the Accounting Division.	
DESCRIPTION/HOW TO ACCOMPLISH THIS REPORT:	
PARTICULARS	SWAtt to provide description of receipts and disbursements.
ALLOCATION PER WFP	Pertains to the allocation per WFP per expense item for the specified period.
TOTAL	Total receipts, disbursements, and cash balance for the specified period.
BALANCE OF ALLOCATION	Is the difference between the total allocation and actual disbursements for the period.
RECEIPTS	Based on the total fund received from the Home Office for Operating Expenses/MOOE of SWAtt.
DISBURSEMENTS	Disbursements/expenses based on Report of Disbursements net of cash advances.
CASH BALANCE	Difference between total receipts and total disbursements for the month.
CERTIFICATION	FUR shall be signed and certified by SWAtt.

REPORT OF ACCOUNTABILITY FOR ACCOUNTABLE FORMS

This report shows the number of used and unused number of checks and its series. SWAtt shall prepare this report monthly in four (4) copies of this report, one (1) copy for SWAtt at Post, one (1) copy for the Special Operations Office (SOO), and two (2) copies shall be submitted to the Accounting Division.

INSTRUCTIONS

A. The RAAF is used by each Accountable Officer to report the result of the physical count of all accountable forms, with face value such as checks in his/her custody. It shall be prepared monthly.

B. This report shall be accomplished as follows:

1. **For the Month of** _____ – the month covered by the report
2. **Entity Name** – name of the agency/entity
3. **Fund Cluster** – use fund cluster 01
4. **Accountable Forms** – name, number (General Form Number assigned by the National Printing Office or number assigned by the agency/entity) and face value of accountable forms under the custody of the accountable officer.
5. **Beginning Balance** – quantity of the accountable forms available at the beginning of the month and the inclusive serial numbers
6. **Receipt** – quantity received by the accountable officer during the month and the inclusive serial numbers
7. **Issue** – quantity issued by the accountable officer during the month and the inclusive serial numbers
8. **Ending Balance** – quantity of the accountable forms still in the custody of the Accountable Officer at the end of the month and the inclusive serial numbers
9. **Certification** – the report shall be certified by the Accountable Officer, as follows:

“I hereby certify that the foregoing is a true statement of all accountable forms received, issued and transferred by me during the period above-stated and that the beginning and ending balances are correct.”

Signature over Printed Name of the Accountable Officer”

CASH DISBURSEMENTS REGISTER

Entity Name: _____ Name of Accountable Officer: _____
 Sub-Office/District/Division: _____ Official Designation: _____
 Municipality/City/Province: _____ Station: _____
 Fund Cluster: _____ Register No.: _____
 Sheet No.: _____

Date	DV/Payroll/ Check No.	Particulars	Advances for Operating Expenses (19901010)			BREAKDOWN OF PAYMENTS						
			Cash Advance	Amount		Salaries and Wages - Regular (50101010)	Salaries and Wages -Casual/ Contractual (50101020)	Office Supplies Expenses (50203010)	OTHERS		Amount	
				Payments	Balance				Account Description	UACS Object Code		
		Totals										
			Recapitulation:									
			Account Description									
			UACS Object Code									
			Total									
			Amount									
The total of the 'Advances for Operating Expenses - Payments' column must always be equal to the sum of the totals of the 'Breakdown of Payments' columns.												
CERTIFIED CORRECT:						RECEIVED BY:						
Signature over Printed Name						Signature over Printed Name						
Date:						Date:						

PURCHASE ORDER Office of the Social Welfare Attaché Address: _____				
Supplier: _____			P.O. _____	
Address: _____			Date: _____	
Gentlemen, Please furnish this office the following articles subject to the terms and conditions contained herein:				
Place of delivery: _____			Delivery term: _____	
Date of Delivery: _____			Payment term: _____	
Item No.	Unit	Description	Unit Cost	Total Cost
TOTAL				
This is to certify that goods enumerated above have been delivered completely and inspected, verified and found in order and specifications enumerated in the purchase order No. _____ Signature: _____ Name: _____				
INSPECTION			Acceptance:	
Date Inspected: _____			<input type="checkbox"/> Complete <input type="checkbox"/> Partial	
Inspected, verified and found OK as to quantity and specifications,				
Signature: _____			Signature: _____	
Name: _____			Name: _____	
Position: _____			Position: _____	

ANNEX M

REQUISITION AND ISSUE SLIP Office of the Social Service Attaché Address: <u>Changkat Kia Peng, Kuala Lumpur, Malaysia</u>					
Division: <u>Philippine Embassy</u>			Date: <u>03 Nov. 2012</u>		
Office: <u>Office of the Social Welfare Attaché</u>					
Stock No.	Unit	Description	Quality	Quantity	Remarks
Signature _____ Printed Name _____ Position _____ Date _____ _____		Requested by:	Approved by:	Issued by:	Received by:
		_____	_____	_____	_____

Department of Social Welfare and Development			Fund Cluster :		
Entity Name			Date :		
DISBURSEMENT VOUCHER			DV No. :		
Mode of Payment	<input type="checkbox"/> MDS Check <input type="checkbox"/> Commercial Check <input type="checkbox"/> ADA <input type="checkbox"/> Others (Please specify)				
Payee			TIN/Employee No.:	ORS/BURS No.:	
Address					
	Particulars	Responsibility	MFO/PAP	Amount	
	Amount Due				
A. Certified: Expenses/Cash Advance necessary, lawful and incurred under my direct supervision.					
Printed Name, Designation and Signature of Supervisor					
B. Accounting Entry:					
	Account Title	UACS Code	Debit	Credit	
C. Certified:		D. Approved for Payment			
<input type="checkbox"/> Cash available <input type="checkbox"/> Subject to Authority to Debit Account (when applicable) <input type="checkbox"/> Supporting documents complete and amount claimed proper					
Signature			Signature		
Printed Name			Printed Name		
Position			Position		
Date			Date		
E. Receipt of Payment				JEV No.	
Check/ADA No. :			Date :	Bank Name & Account Number:	
Signature :			Date :	Printed Name:	Date

SUPPLY AND PROPERTY MANAGEMENT (PROCEDURE)**1. Issuance, Utilization and Custodianship of Properties**

Properties issued to the SWAtt for official use shall be recorded at the Administrative Service-Property and Asset Management Division (AS-PAMD) and shall be covered by a Property Accountability Receipt (PAR).

The AS-PAMD shall prepare the PAR based on the Liquidation Report submitted by the SWAtt to the Financial Management Service-Accounting Division (FMS-AD). For this purpose, FMS-AD shall furnish AS-PAMD copy of Liquidation Report submitted by the SWAtt within seven calendar (7) days from the date of submission of complete documents, as certified by the Head of FMS-AD.

The PAR shall be prepared in two (2) copies, and shall be distributed as follows:

Original – to be returned to PAMD within 15 days from the date of transmittal
Duplicate – for Recipient or End-User

a. Duty to Acknowledge Receipt of Property

- i. The duty to acknowledge receipt of property generally belongs to the SWAtt who requested the procurement or the issuance of property/ies.
- ii. However, the Director of the BISS shall be required to acknowledge the receipt of properties and be recorded as the personnel accountable thereto, in case where the SWAtt fails or refuses to sign or return the original and/or signed copy of PAR or signed PAR, as the case may be, within the period provided in this guideline.
- iii. In such case, the AS-PAMD shall immediately prepare a new PAR to be signed by the Director of BISS; he/she shall only be relieved from accountability upon return of the original copy of PAR, duly signed by the SWATT concerned to AS-PAMD.

b. Accounting, Turnover or Surrender of Properties upon End of Tour of Duty

- i. One month prior to the scheduled end of tour of duty, the outgoing SWAtt shall immediately take the inventory of all properties issued to him/her; and submit the same AS-PAMD.
- ii. Upon return to the Home Office, the SWAtt concerned shall surrender/turnover the properties to AS-PAMD for proper cancellation of his/her accountability.

For this purpose, the SWAtt shall fill up a Furniture and Equipment Transfer Slip or FETS (Annex P)

c. Issuance of Clearance Certificate for Property Accountability

Upon proper turnover, surrender or transfer of properties, a Clearance Certificate for Property Accountability shall be issued to the requesting SWAtt.

The issuance of Clearance Certificate shall be without prejudice to any other accountability that may be discovered later on. Said certificate shall cease to be valid for its purpose if not used within 60 days after its issuance.

d. Inventory of Properties in the Event of Death of SWAtt

In the event of death of the SWAtt, the AS-PAMD, with the assistance of BISS shall immediately take the inventory of all properties and equipment issued to him/her and recover the same or facilitate transfer of property to his/her successor or to DSWD for safekeeping.

Missing properties and/or equipment issued in the name of the deceased, if any, shall be certified by BISS as "loss of property" stating therein the steps taken to recover the same. This shall be the basis for relief from accountability and dropping of the property from the book of accounts.

e. Facilitation of Request for Relief from Property Accountability

In case where a property issued to the SWAtt is lost while the same is in transit or the loss is caused by fire, theft, or other casualty or force majeure, the SWAtt concerned may submit a "notice of loss" and appropriate application/request for relief from accountability to the Commission on Audit (COA), copy furnished the AS-PAMD immediately or within thirty (30) days from the occurrence of loss, with the following attachments:

- i. Affidavit executed by the SWATT duly authenticated/notarized in the country where the loss occurred, stating the following facts:
 - Property lost and its valuation;
 - Actual date in which the absence was first noted;
 - Manner of disappearance;
 - Efforts put to recover the same;
 - Provisions made to safeguard the property; and
 - Date when the loss was reported to the COA Auditor and the police authorities.

- ii. Joint affidavit of two (2) disinterested persons cognizant of the facts and circumstances about the loss. In case it is not possible to obtain the statement of two (2) persons and only one is available or none at all, such fact should be set forth in the affidavit of the person requesting relief, giving the reason/s therefor.
- iii. If applicable, final police report/s stating the steps taken by the police authorities to recover the property lost and to apprehend the suspect/s, and presenting the status of the case.
- iv. Comments or recommendation of the Cluster Head.
- v. Certification from the Philippine Embassy officials or other competent authority as to the destruction brought by natural calamity and/or insurgency.
- vi. Copy of PAR covering the lost property/equipment.

2. Physical Inventory Taking

a. Inventory Taking/Physical Count of Properties

In order to validate the integrity of custodianship of properties, all SWAtts shall conduct a physical inventory of supplies and properties/equipment that are issued to them or belonging to their respective posts semi-annually or annually, as the case maybe.

b. Submission of Inventory Report to AS-PAMD

Inventory of Supplies (Annex Q)	Semi-Annually	On or Before June 30 of the current year On or before December 29 of the current year
Inventory of Properties/ Equipment (Annex Q)	Annually	On or before December 29 of the current Year

3. Disposal of Unserviceable Properties

In the event that properties issued to the SWATT become unserviceable, no longer needed, or obsolete, the SWAtt concerned shall take necessary action to report the same to the Home Office (AS – PAMD) for proper disposition, and dropping of the same from the book of accounts, provided that sufficient and available proof of its unserviceability shall be attached to the report.

Republic of the Philippines
 Department of Social Welfare and Development
Furniture and Equipment Transfer Slip



FETS No.:

PROPERTY DATA

Property Number	Serial Number	Description	Remarks

TYPE OF MOVEMENT

- Permanent: Office to Office Transfer For Surrender to PAMAD
- Return to Lender: _____
- Repair - To be conducted by: _____
- Re-issuance to: _____
- On Loan - Borrowed by: _____ Scheduled return date: _____
- Other (Please specify and provide details): _____

TRANSACTION DETAILS

Name of Office	Name of Accountable Officer	PAR No.	Remarks
From			
To			
Transfer requested by:	Property released by:	Witnessed/Inspected by:	Property received by:
_____ (Printed Name and Signature) Head of the requesting/originating office Date: _____	_____ (Printed Name and Signature) APO Accountable Officer Date: _____	_____ (Printed Name and Signature) On Duty Security Guard Date: _____	_____ (Printed Name and Signature) Head of the receiving office Authorized by: _____ Date: _____

PROPERTY RECORDING (For PAMAD use only)

Name	Signature	Date	Remarks
Inspected by			
Stored by			
Encoded to PREMIS by			

✓

BIN CARD

Stock No.

Description

Date	Reference	Receipt	Issued	Balance

PHILIPPINE EMBASSY
OFFICE OF THE SOCIAL WELFARE ATTACHE
 Address: _____

RATING SHEET
 Administrative Assistant Position

Name of Applicants	Score per Criterion				Total	Rank
	Education (30)	Experience Related to AA Position (30)	Training (25)	Personality (15)		
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						

Prepared by:

Concurred by:

 Social Welfare Attaché

 Post's Administrative Officer

PHILIPPINE EMBASSY
 OFFICE OF THE SOCIAL WELFARE ATTACHE
 Address: _____

APPLICANT NARRATIVE SCREENING FORM
Administrative Assistant to the Social Welfare Attaché Position

Name of Applicant	Score per Criterion								Total (100)	Rank
	Education	Score (30)	Work Experience	Score (30)	Training Related to the Job of an Administrative Assistant	Score (25)	Personality and Other Basic Qualifications	Score (15)		
1										
2										
3										
4										
5										
6										
7										
8										

Note: Please explain the basis for your scores/ratings in the column provided

Prepared by:

Concurred by:

 Social Welfare Attaché

 Post's Administrative Officer

ANNEX U

Philippine Embassy/Consulate _____
OFFICE OF THE SOCIAL WELFARE ATTACHE

QUARTERLY TRAVEL PLAN
 Covering the Months of _____

Date	Destination (State/District/ Country)	Objectives/ Activities	Resources Needed		No. of Participants/ Clients	Expected Output
			Supplies	Budget		

Submitted by:

Noted by:

 Name of Social Service Attaché
 Date: _____

 Head of Post
 Date: _____

Recommending Approval by:

Approved by:

 Undersecretary for OPG
 Protective Programs (For Inter-State)

 Secretary (For Inter-Country Travel)

ANNEX V.

Philippine Embassy/Consulate _____
OFFICE OF THE SOCIAL WELFARE ATTACHE

MONTHLY ITINERARY OF TRAVEL

Date	Time	Destination	Purpose

Prepared by:

Approved by:

 Name of Social Service Attaché
 Date: _____

 Head of Post
 Date: _____

Date : _____
Post : _____
Tel. No. : _____
Amount Expenses : _____

CERTIFICATION

I hereby certify under my official oath that ALL calls amounting to _____ were solely for official business in the performance as a Social Welfare Attaché in _____ and in the interest of the public.

Name and Signature of SWAtt

Name and signature of Admin. Staff