



Memorandum Circular No. 11
Series of 2008

**SUBJECT : GUIDELINES ON THE CONDUCT OF SOCIAL WELFARE AND
DEVELOPMENT FORUM**

A. Rationale

The need for continuing enhancement of knowledge and skills of Social Welfare and Development (SWD) stakeholders as well as actualizing opportunities for collaboration and alliance building must be addressed by the DSWD as lead agency on social welfare and development. Executive Order 15 series of 2002 provided the legal mandate for DSWD to create opportunities for capacity building so that intermediaries will be able to effectively and efficiently deliver SWD programs and services as well as optimize use of resources from various organizations. It is therefore imperative that DSWD establishes and/or strengthens mechanisms, e.g. SWD Forum, for technical assistance/information and communication with relevant partners in order to keep them abreast and up to date with all the developments in the sector.

The Operations and Capability Building Group (OCBG) Memorandum Circular No. 2 Series of 2004 known as "*Minimum Standards for OCBG Organizational Communication Management*" institutionalized the minimum standards for the organizational communication management of DSWD with its intermediaries and stakeholders, including the conduct of the Social Welfare and Development Forum.

In light of the DSWD transition from rowing to a steering role on the government's social welfare programs and the on-going reform efforts, it is therefore imperative that DSWD establish and/or strengthen mechanisms, for technical assistance, information sharing, coordination and communication with relevant partners in order to keep each other abreast with all the developments in the sector.

Similarly, the DSWD is undertaking the National Sector Support for Social Welfare and Development Reform Project or NSS-SWDRP, an 18-month project from November 2006 to September 2008 assisted by the World Bank's Policy and Human Resource Development Fund (PHRD). The objectives of this Social Welfare and Development Reform Project are as follows:

- Improve outcomes of Social Welfare and Development (SWD) services
- Improve governance of assistance and delivery through integrated national and local level reforms
- Build capacity of DSWD and associated agencies in performance oriented budgeting and management.

B. Legal Bases:

The Social Welfare and Development Forum shall be an addition to the Department's many endeavors as it continues to fulfill its mandate as clearly outlined by Republic Act No. 5416 or the Social Welfare Act of 1968. Specifically, the Department is tasked to:

- (1) *Initiate and administer pilot social welfare projects designed to suit local settings, problems and situations for possible implementation on a nation-wide basis;*
- (2) *Insure proper dissemination of information relative to social welfare programs and activities; to publish and issue technical bulletins on social welfare programs;*
- (3) *Coordinate government and voluntary efforts in social welfare work to avoid duplication, friction and overlapping of responsibility in social services;*

Pursuant to Republic Act 7160 of 1991, specifically item C of Article 3, it is a State policy to *require all national government agencies and offices (NGAs) to conduct periodic consultations with appropriate LGUs, non-governmental organizations (NGOs) and people's organizations (POs), and other concerned sectors of the community before any project or program is implemented in their respective jurisdictions.*

As a consequence of devolution, Executive Order No. 15 series of 2002 redirected the functions and operations of the DSWD from a direct service deliverer to a technical assistance provider. This, moreover stresses the need for continuing enhancement of knowledge and skills of SWD stakeholders as well as actualizing opportunities for coordination, collaboration, alliance and partnership building.

As the national policy and regulatory institution for social welfare and development, the DSWD is tasked to create opportunities for capacity building so that intermediaries will be able to effectively and efficiently deliver SWD programs and services and optimize the use of resources from various organizations.

C. Definition of Terms

1. **Social Welfare and Development Forum** - is an activity that provides a venue for discussion on matters of social welfare and development, which includes policy issues and concerns, research studies, SWD Legislations, technical sharing, issues and trends on national development plans and international commitments and orientation on national projects of the DSWD

2. **Stakeholders** – refer to any person, group or institution that has an interest in development activities, projects or programs.
3. **Intermediaries** – refer to persons, group, network of social welfare agencies, local government units (LGUs) Non-government Organizations (NGOs), People's Organizations (POs), business and private sectors, church-based organizations and civic groups which are being provided with technical assistances by the DSWD.

D. Coverage

The Social Welfare and Development Forum shall be conducted at the national and regional levels. These guidelines shall therefore cover the DSWD Central and Field Offices.

E. Objectives

These guidelines aim to:

1. Institutionalize the Social Welfare and Development Forum with the Department's stakeholders and intermediaries;
2. Set minimum standards for the effective conduct of the forum and ensure attainment of its goals/objectives;
3. Harmonize the conduct of similar activities of the Department such as Technical Sharing Session and Policy Forum under the SWD Forum.

F. Social Welfare and Development Forum (SWDF)

The Social Welfare and Development Forum (SWDF) is the main vehicle where DSWD demonstrates its leadership in social protection specifically in the social welfare and development sector as envisaged by the Department's Reform Agenda. The SWD Forum shall be convened to inform, consult and coordinate with major stakeholders of social welfare and development programs in the local and national levels. It shall serve as a venue for communicating social welfare and development situationers, national policies, thrust and priorities and in engaging the sector in a creative translation of these into operational terms given the unique realities of the region. This is also a venue for building service networks and updating the stakeholders on the accomplishments of the sector in relation to regional and national development objectives. It is also a venue for advocacy and social marketing of DSWD policies and programs.

1. Objectives

- a) Provide avenues for learning by creating a medium for information exchange on relevant professional expertise, experiences and best

practices on social welfare and development on policies, programs, services, strategies and health concerns.

- b) Recognize the contribution of the various sectors (social workers, mental health and psychosocial practitioners, and other multi-disciplinary professionals coming from LGUs, NGOs, etc.) as partners in the implementation of SWD programs and services;
- c) Promote learnings from best practices and advocating its replication in appropriate social welfare settings;
- d) Strengthen the linkages/networking and resource mobilization between and among the various SWD agencies at various levels;
- e) Advocate for the adoption and implementation of the four (4) reform areas as integrated with the major final outputs (MFOs) of social welfare and development in general and focus on institutional development and capacity building of the intervention framework at the local level;
- f) Provide a venue for the promotion and advocacy of a common legislative agenda and for identifying and discussing local issues for policy development/ action;
- g) Generate support from the LGUs to prioritize SWD programs/projects in terms of fund allocation; and
- h) Provide a venue for sharing new concepts and knowledge gained from local and foreign trainings and conferences.

2. Frequency

The SWD Forum shall be conducted at least twice a year or every semester, in each region by the DSWD Field Office and quarterly at the national level by SWIDB. In the event that there are new issues and updates on social welfare and development that require immediate sharing, a special forum may be organized.

3. Possible Topics/Agenda

There are several important topics that can be discussed and presented during the social welfare and development forum / fora (SWDF) in accordance to the following categories:

- a. New Policy/Policy Issues and Concerns

Examples:

- a.1. Existing laws on social welfare and development on children, youth, women, people with disabilities, older persons, disadvantaged sectors who are in need of special protection, victim survivors of disasters/calamities/crisis situations/emergency settings
- a.2. Relevant issues in relation to proposed SWD related legislative agenda
- a.3. Standards on social welfare and development that serve as guide in program implementation for partners
- a.4. Other guidelines, issuances, memoranda relevant to social welfare and development (SWD)
- b. Relevant research studies that can be shared with partner stakeholders and intermediaries

Examples:

- b.1. Results of social welfare and development related research studies done both by DSWD and partner intermediaries
- b.2. Pilot tested social welfare and development technologies by DSWD and partners
- b.3. Best practices by social welfare and development NGOs
- b.4. Best practices by medical doctors, psychologists assigned at DSWD centers and institutions
- c. Technical Sharing

Examples:

- c.1. Learnings and insights from specialized trainings by local and foreign DSWD scholars
- c.2. Learnings and Insights of Specialists and Experts in the Department relative to their areas of expertise.
- d. Issues and trends on national development plans and international commitments

Examples :

- d.1. The Millenium Declaration and the Millennium Development Goals (MDG) wherein 189 member states of the United Nations adopted the Millenium Declaration last September

2000, that further committed to achieve quantifiable development goals and targets until 2015 (15 years) that will at least ensure that development initiatives are effectively eradicating poverty and promoting sustainable human development.

- d.2. Social Welfare and Development Medium Term Development Plan is the action plan that incorporates DSWD's programs, projects and other activities and targets for the next six years.

e. Orientation on National Projects of the DSWD

Examples :

- e.1. Reports/Updates on National Sector Support for Social Welfare and Development Reform Project (NSS-SWDRP) e.g. National Policy Framework on Social Protection
- e.2. Poverty reduction/alleviation through community –driven development project e.g. Kalahi-CIDSS, SEA-Kaunlaran, Pantawid Pamilyang Pilipino Program (4 P's)

4. Presenters

The Presenters at the national and regional level SWD Fora shall be both from the DSWD and from the Department's partners. We will encourage presenters from stakeholders and intermediaries in recognition of their vital contribution in the development and implementation of social welfare and development program.

5. Participants

The participants may come from various sectors such as the government organizations (GOs), non-government organizations (NGOs), local government units (LGUs), people's organizations (POs), allied medical, judicial, legislative professionals and the academe. To get a good number of participants, invitations shall be farmed-out at least more than a month earlier and maximize support of SWDL-Net, ABSNET and professional organizations involved in social welfare and development.

6. Methodologies

The SWDF shall be an organized, well coordinated and collaborative learning process. Paper presentation shall be the primary mode of the learning process. All papers shall be compiled and developed into knowledge products for broader circulation to other regions and

central office. It is suggested that a paper presentation be always followed by a discussion of the identified issues and corresponding recommendations.

Social Welfare Institutional Development Bureau (SWIDB) and/or the Institutional Development Unit (IDU) shall ensure that the materials are cleared for circulation. Reference materials especially for programs that are national in scope must come from the concerned bureaus or special projects office. This is to ensure consistency of information provided to our partners. It shall utilize a variety of methodologies to facilitate learning, such as lectures, evocative discussions, open forum, workshops, brainstorming, and focused group discussion (FGD).

7. Institutional Arrangement

7.1 Preparation and Management of the Forum

a. At the National level

The Institutional Development Division (IDD) of Social Welfare Institutional Development Bureau (SWIDB) shall be the focal unit in the preparation and management of the forum. IDD shall call a meeting with Policy Development and Planning Bureau (PDPB), Standards Bureau (SB), Human Resource Management and Development Service (HRMDS), Social Technology Bureau (STB), Program Management Bureau (PMB) and, National Capital Region (NCR) every first week of every quarter, for the preparatory activities, to include the identification of topics, resource persons/ presentors and potential participants, as well as the tasking with regard to secretariat works which must be shared with and among the offices involved:

1. PDPB- Topics on Policy and Research
2. SB - Best Practices by social welfare and development NGOs and policies on standards
3. HRMDS - Technical Sharing Session
4. STB- Pilot-tested social welfare and development technologies
5. PMB- Program Management and other operation matters
6. DSWD-NCR- Best practices by social welfare and development partners.

The National SWD Forum shall be a joint activity of DSWD Central Office and the NCR Field Office to avoid duplication of activities and to maximize participation of DSWD partners.

The Director of SWIDB shall lead the organization and preparation of the conduct of the SWD Forum. SWIDB shall be responsible in ensuring the proper and effective conduct of SWD Fora.

b. At the Regional level

The Technical Assistance Division through its Institutional Development Unit (IDU) shall coordinate with other units of the Field Offices, every first month of the semester, to plan out the semestral conduct of SWD Fora, to include the identification from among the suggested topics suited for the period and the possible participants.

The Regional Director shall spearhead the organization of the SWDF and shall be assisted by a secretariat composed of representatives from the Field Office's Technical Assistance Division (TAD), Operations Division (OD) and Management Division (MD) which shall be organized by the Regional MANCOM.

The IDUs in coordination with the presenter both within the Field Office or from the DSWD partners shall ensure that copies of presentation materials will be distributed to the participants.

7.2 Resource Requirements

Per OCBG Memo Circular No. 2 series of 2004, all expenses involved in the conduct of said activities shall be included in the work and financial plan of the proponent bureau/service/office. Expenses shall be within the standard cost parameters and shall be covered by an approved activity proposal.

At the Regional level, FOs should be able to provide funding support to this activity from its Technical Assistance (TA) funds since the SWDF is a form of TA. FOs, however can creatively source financing for the forum through registration fees and/or sponsorships or on a cost-sharing scheme with the LGUs.

7.3 Reporting/Documentation

At the National level, the task of documenting the SWD Forum shall be shared by the different offices involved, but this will be consolidated and finalized by SWIDB. Follow-through actions on issues and concerns shall be the responsibility of the specific office. e.g., integration of inputs of partners and stakeholders to the proposed position paper on proposed bill shall be the responsibility of the PDPB.

At the Regional level, the Field Office shall submit to the Undersecretary for Operations and Capacity Building Group, the official record of proceedings indicating issues and concerns of the SWDF within seven (7) days after the conduct of the activity, copy furnished the SWIDB. SWIDB shall farm-out the proceedings to concerned offices of the Central Office copy furnished the Coach Monitor and Field Office concerned, for follow-up actions.

7.4 Evaluation

All SWDF shall undergo a reaction level of evaluation wherein satisfaction rate on the conduct of the forum and its content shall be prepared. This evaluation shall give SWIDB / F.O.-IDU an assessment on the SWD forum's relevance of objectives and topics, appropriateness of logistics and administration, the level of expertise of the resource person as well as the suitability of the learning process. SWIDB shall provide the standard evaluation tool and instructions for data collation and analysis. (*Annex I*)

G. Effectivity

This order shall take effect immediately and supersedes other DSWD guidelines and issuances inconsistent thereof. Let copies of this Memorandum Circular be given to all DSWD Field Offices, Local Government Units, Social Work Agencies, and other government agencies.

Issued this 1st day of August in Quezon City.


ESPERANZA I. CABRAL
Secretary 

SOCIAL WELFARE AND DEVELOPMENT (SWD) FORUM

STAKEHOLDERS SATISFACTION SURVEY FORM

Topic: _____

Date: _____

Sponsored by: _____

We are constantly looking for ways to improve the quality of our services. To do that, we need to know what you think. We really appreciate it if you would take just a few minutes to respond to the handful of questions below. The rate of our work is the most important information we can get. Please help us do the job you deserve-the best possible!

1. Overall, how satisfied are you with the SWD Forum you attended? (On a scale of 1-10, check the number reflecting the degree of satisfaction: check "DK" if you don't know sufficiently to rate.

| Very Dissatisfied | | | | Very Satisfied | | | | | | DK |
|-------------------|---|---|---|----------------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

2. Considering all the expectations you may have had about the forum, to what extent have the forum met your expectations.

| Fell Short of Expectations | | | | Exceeded Expectations | | | | | | DK |
|----------------------------|---|---|---|-----------------------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

3. How did you find the topic discussed in the forum?

| Not Interesting | | | | Very Interesting | | | | | | DK |
|-----------------|---|---|---|------------------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

4. How would you rate the expertise of the Resource Person discussing the topic?

| Not Competent | | | | Highly Competent | | | | | | DK |
|---------------|---|---|---|------------------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

5. How would you rate the learning environment?

| Not Good | | | | Very Good | | | | | | DK |
|----------|---|---|---|-----------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

5.1 Venue

| Not Good | | | | Very Good | | | | | | DK |
|----------|---|---|---|-----------|---|---|---|---|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

5.2 Materials/Handouts

| | | | | | | | | | | |
|----------|---|---|---|-----------|---|---|---|---|----|----|
| Not Good | | | | Very Good | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

5.3 Methodology

| | | | | | | | | | | |
|----------|---|---|---|-----------|---|---|---|---|----|----|
| Not Good | | | | Very Good | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

5.4 Meals

| | | | | | | | | | | |
|----------|---|---|---|-----------|---|---|---|---|----|----|
| Not Good | | | | Very Good | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

6. Considering the content of the topics discussed, how timely and relevant was the topic?

| | | | | | | | | | | |
|----------------------------|---|---|---|----------------------|---|---|---|---|----|----|
| Not at All Timely/Relevant | | | | Very Timely/Relevant | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

7. How responsive to your needs was/were the staff member(s) who provided Secretariat Support to the forum?

| | | | | | | | | | | |
|----------------|---|---|---|-----------------|---|---|---|---|----|----|
| Not Responsive | | | | Very Responsive | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

8. How could staff have served you better? (Or any other comments)

9. Should another invitation like this be sent to you, would you attend this forum again?

| | | | | | | | | | | |
|----------------|---|---|---|-----------------|---|---|---|---|----|----|
| Definitely Not | | | | Most Definitely | | | | | | DK |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

10. How could staff have served you better? (Or any other comments)

11. What other topics, area of interest on SWD would you like to be discussed in the future SWD Forum?

12. (Optional) If you are not satisfied with the forum provided and wish to discuss your concerns, please check this and provide your contact details so a DSWD representative will contact you.

_____ Name

_____ Address and Contact Number