



Republic of the Philippines
Department of Social Welfare and Development

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City 1126

Telephone Nos. (632)931-8101 to 07; Telefax (632)931-8191

e-mail: osec@dswd.gov.ph

Website: <http://www.dswd.gov.ph/>

DEPT. OF SOCIAL WELFARE & DEV'T.
IBP ROAD, CONSTITUTION HILLS, Q.C.

FEB 17 2014 374

LEGAL SERVICE

RECEIVED BY: *[Signature]* 2:25 PM

MEMORANDUM CIRCULAR

Series of 2014

No. 02

SUBJECT: GUIDELINES TO STRENGTHEN AND ENHANCE THE IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATIONS (AICS)

I. RATIONALE / LEGAL BASIS

The DSWD, as a leader in social protection, is mandated to work towards the achievement of improved capacities and opportunities of the poor, vulnerable and disadvantaged individuals and, families and communities, to enable them to improve their quality of life. On this, the Department continuously implements social welfare and development (SWD), social protection (SP) and anti-poverty programs and projects in partnership with various intermediaries.

The Assistance to Individuals in Crisis Situation (AICS) is part of the DSWD's protective services for the poor, marginalized and vulnerable/disadvantaged individuals. The AICS has been implemented by the DSWD for decades, as part of its technical assistance and resource augmentation support to LGUs and other partners.

The AICS is being implemented by the Crisis Intervention Units (CIUs) at the DSWD Central Office (CO) and Field Offices (FOs). The CIUs provide a range of services, such as immediate rescue, and provision of direct financial assistance, psychosocial support, and material assistance including medical, transportation, financial, burial, and other services.

Historical data shows there has been increasing number of AICS clients and based on their profile, most of them come from remote areas far from the regional centers where they request and claim the assistance. Hence, there is a need to strengthen and enhance the existing internal delivery system to benefit the poor, marginalized and vulnerable/disadvantaged individuals / families.

II. SCOPE AND COVERAGE

2.1 The beneficiaries of the AICS shall be the walk-in and referred clients of the CIUs in DSWD CO, FOs, and/or satellite offices in the provinces. Priority shall be given, first, to beneficiaries belonging to indigent families under the National Household Targeting System for Poverty Reduction (NHTS-PR), second, to families belonging to the informal sector, and third, other poor, marginalized and vulnerable/disadvantaged families.

Financial assistance is defined as limited assistance either in cash or guarantee letters (to service providers) to individuals and families whose normal functioning has been hampered due to difficult situations brought about by dysfunctional situations that may be

caused by poor health conditions, natural and man-made calamities, and other crisis situations.

2.3 The assistance may be in the form of the following:

2.3.1 **Transportation Assistance** – assistance for the payment of transportation expenses (such as to purchase tickets to sea/land transport facilities) to enable them to return to their home provinces permanently or to attend to emergency concerns such as death or chronic sickness of a family member in their home provinces and other emergency situations.

2.3.2 **Medical Assistance** – assistance to help shoulder hospitalization expenses, purchase of medicines, and other medical treatment (i.e. laboratory procedures including but not limited to CT scan, ECG, 2DEcho, assistive medical devices, etc.) and other medical expenses. Cases with chronic illnesses may be provided with Philhealth insurance coverage, in coordination with the Department of Health (DOH). They will no longer be entitled to in-patient financial assistance, except for instances when the drug or treatment is not available in the hospital or covered by the Philhealth.

2.3.3 **Burial Assistance** – assistance to shoulder funeral costs and related expenses, including, but not limited to, cases of bringing home the bodies of their deceased loved ones.

2.3.4 **Food and Non-food Assistance** – food and non-food assistance and are assessed to be in need of such for at least one and a half day subsistence. It includes the immediate provision of hot meals to walk-in clients, or the provision of food packs.

2.3.5 **Educational Assistance** – is a form of assistance given to eligible beneficiaries to help defray the other cost of sending students/ children to school such as school tuition fees, school supplies, transportation allowance and other school related expenses.

III. IMPLEMENTING PROCEDURES / GUIDELINES

3.1 The provision of financial assistance to beneficiaries shall be in accordance with the parameters established under this guidelines, and supersedes an inconsistent provisions contained DSWD Administrative Order No. 1 Series of 2011, entitled, “*Amendment to A.O. 5 Series of 2008 on Omnibus Guidelines on the Management of DSWD – Operated Crisis Intervention Units (CIUs)*,” DSWD Administrative Order No. 5 Series of 2008, entitled, “*Omnibus Guidelines on the Management of DSWD – Operated Crisis Intervention Units (CIUs)*,” and related issuances of the Department.

3.2 The type, kind, and amount of financial assistance to be provided to beneficiaries shall be based on the assessment and recommendation of the DSWD social workers and/or other authorized personnel, duly approved by the authorized official/s of the Department. Appropriate documentation shall support all disbursements of funds based on the Social Case Study Report for each beneficiary.

- 3.3 Financial assistance amounting to not more than PhP3,000 may be released immediately to the beneficiary duly approved by the head of the CIU in the CO, FOs, or the provincial satellite office.
- 3.4 A maximum assistance amounting of PhP10,000 may be extended to clients seeking medical, burial, and transportation assistance through issuance of a Guarantee Letter to service providers, such as transport companies, medical institution, pharmacies, and funeral services. Assistance amounting to more than PhP5,000 but not to exceed to PhP10,000 shall be approved by the Assistant Bureau Director (ABD) of PSB in the CO or the Assistant Regional Director (ARD) of the FOs.
- 3.5 The social worker and/or the authorized personnel may recommend assistance beyond PhP10,000 but not to exceed PhP25,000, subject to availability of funds and the approval of the Regional Director for DSWD FOs or the Director of the PSB for the DSWD CO.
- 3.6 The maximum allowable assistance that a social worker and/ or the authorized personnel may grant is only up to PhP25,000.00. However, in extremely justifiable cases, the amount of assistance beyond P25,000.00 but not to exceed P75,000.00, may be granted subject to the approval of the Secretary or her authorized representative.
- 3.7 A client can avail of the assistance only once within three (3) months. Availment of assistance beyond this limit must be supported by a justification based on the special need of the beneficiary per assessment of the social worker, subject to the approval of the Regional Director for DSWD FOs or the PSB Director for the DSWD CO.
- 3.8 Partnerships with the partner agencies such as public hospitals and other concerned government agencies, transport companies, funeral parlors, drugstores/pharmacies, hospitals and other service providers shall be established by the Department to ensure that referred clients are efficiently and effectively assisted. Contracts or Memoranda of Agreement (MOAs) may be entered into by the DSWD with qualified service providers in accordance with pertinent regulations, such as Republic Act No. 9184 or the Government Procurement Reform Act.
- 3.9 In no case shall implementation of the AICS be delegated and/or transferred to any kind of Civil Society Organization, whether it be a non-governmental organization or a people's organization. However, to ensure transparency, the Department shall engage a third-party agency, entity, or organization to monitor the implementation of this service.
- 3.10 The DSWD shall submit a quarterly report on the implementation of this service to the Department of Budget and Management (DBM), the House Committee on Appropriations, and the Senate Committee on Finance. (*Annex A: Reporting Template*)

IV. ADMINISTRATIVE PROCEDURE AND REQUIREMENTS

4.1 CIU Operations for AICS

- 4.1.1 All CIUs in DSWD FOs shall operate from 8:00 in the morning to 5:00 in the afternoon from Mondays through Fridays, and may extend services when necessary.
- 4.1.2 The CIU at the DSWD CO shall operate from 8:00 in the morning to 6:00 in the evening from Mondays through Fridays and may extend services when necessary.

- 4.1.3 Satellite CIU Offices in each province shall be set up, either through the Social Welfare and Development (SWAD) Offices or the Provincial Operations Office, and shall operate from 8:00 in the morning to 5:00 in the afternoon and may extend services when necessary.

4.2 Requirements

The clients seeking assistance from CIU shall bring and submit the following original or certified true copy documents, and/ or photocopy documents certified by CIU social worker:

4.2.1 *Medical Assistance*

- Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within 3 months)
- Hospital Bill (for payment of hospital bill,) or Prescription (for medicines) or Laboratory requests (for procedures)
- Barangay Certificate or any Valid ID of the client
- Referral Letter (if applicable)

4.2.2 *Burial Assistance*

- Funeral Contract
- Registered Death Certificate
- Barangay Certificate or any Valid ID of the client
- Permit to transfer/ Health permit (for transfer of cadaver)
- Referral Letter (if applicable)

4.2.3 *Transportation Assistance*

- Barangay Certificate or any Valid ID of the client
- Police Blotter (for victims of pick pockets, illegal recruitment, etc.)
- Referral Letter (if applicable)

4.2.4 *Educational Assistance*

- Enrolment Assessment Form or Certificate of Enrolment or Registration
- School ID of the student/ beneficiary
- Barangay Certificate or any Valid ID of the Client
- Referral Letter (if applicable)

- 4.2.5 A Social Case Study report prepared by the LGU social worker/ medical social worker, or a social case summary prepared by a registered social worker may be required by the CIU social worker to support assessment and recommendation of assistance. A social case study report is required as supporting document for assistance more than PhP10,000.

- 4.2.6 The client will be assessed based on the assistance requested and documents presented. The social worker shall initially assess the appropriateness of the documents presented vis-à-vis the requirements. The client will be requested to complete necessary requirements as basis of assessment and recommendation of the social worker.

4.3 Submission of Documents

All supporting documents shall be submitted to the Financial Management Service (FMS) / Units (FMU) for auditing purposes, except for the prescribed GIS and social case study report which shall remain in the CIU file for confidentiality purposes. (*Annex B: GIS Forms*)

4.4 Interview / Assessment

The social worker will conduct intake interview using the prescribed General Intake Sheet. The social worker may gather collateral information about the client from immediate family members, relatives, referring parties and other sources, if necessary.

The assessment of the case shall be based on the data gathered during interview, client's current need, and supporting documents presented. The assessment shall likewise include capacity of the family in addressing the problem and available resources that the family could tap. The assessment of the worker shall be the basis for the recommendation.

During the interview, the social worker may likewise provide psychosocial processing to the client to lessen their anxieties brought by the crisis situation.

4.5 Release of Assistance

The assistance shall be immediately released once the amount has been determined based on the interview/assessment and submitted supporting documents.

The documents / requirements together with the Certificate of Eligibility shall be attached to the Disbursement Vouchers (DVs) and Obligation Request (ORs) as supporting papers for the release of assistance (cash outright or guarantee letter).

4.5.1 For clients who shall be provided with minimal outright cash assistance (PhP3,000 and below), the assistance shall be claimed from the designated disbursing officer within the day or scheduled as soon as possible, if funds are not yet available at the CIU, the CO, FOs, or the PSOs.

4.5.2 For clients who shall be provided with guarantee letters bearing assistance amounting to PhP10,000 and below, the social worker shall issue the guarantee letter signed and approved by the ABD of PSB in the CO or the ARD of the FOs. The guarantee letter shall be presented to the concerned service provider for the availment of assistance/ service based on the approved amount. The check shall be made payable directly to the service provider and shall be claimed by the representative of the service provider at the FMS/FMU.

4.5.3 For clients seeking transportation assistance, the CIU will facilitate the provision of boat and bus tickets and issue the latter to the client.

4.6 Referral

4.6.1 Referral services may include the following:

- Referral to residential centers and institution for temporary shelter and/ or protective custody.
- Referral to other agencies, such as the Philippine Charity Sweepstakes Office (PCSO), for availment of further services and assistance.

- 4.6.2 A referral letter to a partner or identified agency shall be prepared by the social worker and shall be given to the client seeking assistance beyond the services of the office. The CIU shall coordinate with LGUs and partner agencies for after-care services of the client to ensure that the referrals are immediately and properly attended to.
- 4.6.3 If necessary, the social worker handling the case shall prepare a case summary indicating her assessment and recommendation, and include the case summary on the referral letter to be provided to the client. The social worker may escort the client to the referred agency for proper endorsement.

4.7 Structure and Manpower Requirements

The DSWD shall strengthen the structure and provide the manpower requirements in the CO and its FOs particularly the setting up of Provincial Satellite Offices to be able to deliver the AICS services more efficiently and closer to the clients. Special disbursing arrangements may be undertaken in selected and/or difficult-to-reach areas, if found necessary under the circumstances. Separate guidelines for the Autonomous Region of Muslim Mindanao shall be issued at a later date.

4.7.1 Staffing for AICS

CIU satellite operations established by the FO shall consist of at least two core staff (1 Social Welfare Officer II and 1 Social Welfare Assistant). The staff of the Satellite CIUs shall direct report to the SWAD team leader. Additional staff may be proposed subject to justifiable reasons (wider geographic reach or hard-to-reach areas), availability of funds, and approval by the Secretary.

The CIU offices at the Central Office and the Regional Office may augment their staff to increase their absorptive capacity upon submission of a project proposal, subject to the availability of funds and approval of the Secretary.

4.7.2 Special Disbursing Officer (SDO) Designation

The SWAD Team Leader for DSWD FOs shall act as the special disbursing officer of the Satellite CIU Office, provided that he/she holds a regular position. Should there be no available SWAD staff holding a regular position, the FO may provide an SDO for the office.

The designated SDO of the satellite office shall be bonded with a minimum cash of P50,000.00 and a maximum of P150,000.00, specifically intended for the release of cash assistance for the CIU clients. The disbursement of the said cash bond should be subject to liquidation and immediate replenishment in order to sustain the continuous operation of the satellite offices.

4.7.3 Partnership with Service Providers

To limit the huge amount of cash to be bonded to the SDOs of the Satellite Offices and to limit the releases of cash assistance, the FO through its respective Satellite Offices should establish partnership with the service providers (hospital, pharmacies, funeral parlors, transport companies) and other government agencies for the delivery of assistance to the CIU clients. Specifically, the Service

Providers should facilitate the direct provision of assistance/ services to the client through a credit basis.

Identification of service provider should be based on the quality of service they provide and the trend of the number clients sought service on the said service provider.

A MOA between the FO and the Service Provider should be forged, formalizing the details of the partnership, specifically indicating the allowable maximum credit amount of P300,000.00 per service provider, set billing period, among others, to ensure monitoring of funds to be disbursed and to set a limit on the amount of service/ assistance to be paid to the service providers. (*Annex C: MOA Template*)

4.7.4 *Transfer of Funds to LGUs*

As a last resort, for justifiable reasons, and as approved by the DSWD Secretary, the Field Office may opt to transfer funds to LGUs, to limit the releases of cash assistance of the Satellite Offices and efficiently served AICS clients directly within their municipality. The identification of LGUs should be based on its good track record in terms of project partnership, submission of liquidation reports, and other operational and geographic standards. A MOA between the FO and the concerned LGU should be forged to support the fund transfer.

4.7.5 *Identification of Focal Persons*

For monitoring and coordination purposes, the Office of the Assistant Secretary for the OSG shall be the overall Department Focal Person, the Division Chief or the Social Welfare Officer III of the Community Based Welfare and Development Program Division of the Protective Services Bureau shall be the overall Program Focal Person, the Unit Head of the Protective Service Unit of the Field Office shall be the focal person of the regional office, and the Provincial SWAD Team Leader shall be the focal person of the CIU Satellite Office.

V. FUND MANAGEMENT

- 5.1 The DSWD FMS shall facilitate the transfer and release of funds to the concerned DSWD FOs on a quarterly basis, based on the approved project proposal and WFP.
- 5.3 The DSWD FO shall facilitate the release of cash to the designated disbursing officer of the Satellite Offices based on the amount of cash requested. Disbursement of the SDOs of the concerned satellite office should be within its approved allocation.
- 5.4 To ensure availability of cash in the Satellite CIU offices, immediate liquidation shall be submitted to the FO when 70% disbursement has already been achieved.
- 5.4 The CIU in the CO, FOs, and Satellite Offices shall disburse funds in accordance to its approved allocation and to the existing auditing and accounting rules and regulations.
- 5.5 The payment to the Service Provider should be based on the billing made by the Service Provider on the actual amount of services/ assistance provided to the clients. The billing of the Service Provider should be on bi-monthly period or in cases when amount assistance provided is already within maximum credit amount.

- 5.6 The total disbursement of funds through the issuance of guarantee letters should be within the approved allocation of the office.
- 5.7 The field Offices shall effect the release of funds to eligible LGU based on approved allocation and upon submission of proper documentary requirements.


VI. REPORTING, MONITORING, AND EVALUATION

- 6.1 Each CIU shall maintain a databank which should include information about the client, his/her location, and the type and amount of assistance received for monitoring the status of fund utilization, for recording purpose, and for posting in the DSWD website. The PSB shall maintain the agency databank in partnership with the DSWD Information and Communications Technology and Management Service (ICTMS).
- 6.2 A monthly report indicating the physical and financial data/information and a narrative analysis on the assistance provided to the clients shall be submitted by the Field Office to the DSWD Secretary every 10th day of the succeeding month, with copies provided to the Office of the Assistant Secretary for OSG and the PSB.
- 6.3 For the monitoring of cases of the client, the CIU social workers may conduct field visit to client's residence, if necessary, in coordination with the LGU to determine after care services needed and assistance provided. The CIUs may likewise coordinate with the LGUs on the provision of after care services to the client.
- 6.4 The FO may conduct monthly monitoring visits to its Satellite Office to determine and assess the operation of the unit as to funds utilized and number of clients served.
- 6.5 The Office of the Secretary shall be the overseer of the AICS and shall monitor its implementation both in the CO and the FOs, with an eventual turnover to the PSB at an appropriate time. An annual (regional and national) Program Implementation Review and Evaluation of the CIUs of CO, FOs and Satellite offices shall be conducted to evaluate and assess the overall implementation of the program (fund utilization, services/assistance provided, number of clients served), to identify issues/gaps/ concerns encountered and to formulate recommendation/s for the improvement of the program.

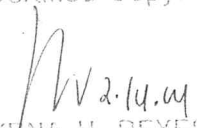
VII. EFFECTIVITY

This guideline shall take effect immediately and shall supersede Memorandum Circular No. 1, series of 2014.

Issued this 10th day of February 2014.


CORAZON JULIANO-SOLIMAN
Secretary

Certified Copy:


MYRNA H. REYES
Officer In-Charge