



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  
Email: osec@dswd.gov.ph  
Website: <http://www.dswd.gov.ph>

MEMORANDUM CIRCULAR NO. 11  
Series of 2016

**DSWD OFF-SITE SERBISYO:  
SPECIAL GUIDELINES ON OFF-SITE RELEASE OR PROVISION OF SERVICES  
TO BENEFICIARIES OF DSWD PROTECTIVE SERVICES PROGRAM (PSP)**

**I. RATIONALE AND REITERATION OF DSWD POLICY**

The DSWD policy of releasing funds or providing assistance to beneficiaries under the Assistance to Individuals in Crisis Situation (AICS) component of the Protective Services Program (PSP) within DSWD offices or premises is hereby reiterated. However, accessibility to and convenience of the beneficiaries and the need for a safe, orderly, and cost-efficient implementation of the PSP, call for the issuance of these guidelines on off-site releases to be known as **DSWD Off-site Serbisyo**.

These Special Guidelines are being issued pursuant to DSWD Memorandum Circular (MC) No. 09, s. 2016 or the Supplemental Guidelines on the Implementation of Protective Services Program (PSP), specifically Section V.2 clarifying when and how release of the AICS may be made outside DSWD offices or premises.

**II. COVERAGE**

These guidelines cover off-site releases of the AICS component of the PSP Funds as provided or may be provided under the General Appropriations Act (GAA). All other aspects of the PSP shall remain in force, pursuant to DSWD MC No. 04, s. 2015, as amended by DSWD MC 16, s. 2015.

Likewise, the implementation guidelines of the AICS in the PSP shall continue to follow Section 7.1 of DSWD MC 04, s. 2015.

### III. DEFINITION OF TERMS

For purposes of these Special Guidelines, the following terms are defined:

- a. **DSWD Off-site Serbisyo** – shall refer to off-site release or provision of assistance to DSWD pre-qualified beneficiaries outside DSWD offices or premises resorted to for convenience of the beneficiaries and for a safe, orderly and cost-efficient implementation of the following: cash for work projects; educational assistance; and cash or guarantee letters for medical assistance and burial assistance to PSP beneficiaries.
- b. **Target Beneficiaries** – as defined under DSWD MC No. 04, s. 2015 Section 3.2.1, is hereby defined to read as follows:

The beneficiaries of the program are individuals who are indigent, vulnerable, disadvantaged or those in the informal sector, and other sectors who are in crisis situation based on assessment of the Social Workers of the Crisis Intervention Unit (CIU) of DSWD Central Office (CO) and Field Offices, Social Welfare and Development (SWAD) Teams and/or DSWD satellite offices.

- c. **DSWD Offices** – refers to the DSWD Central Office, Regional Offices, Social Welfare and Development (SWAD) satellite offices and other offices where DSWD social workers and/or personnel habitually hold office in the performance of their regular functions.
- d. **DSWD Premises** – shall include locations under the control and or supervision of the DSWD such as but not limited to city/municipal action team locations, DSWD centers, institutions and residential facilities.

### IV. OPERATIONAL GUIDELINES

- A. **DSWD Off-site Serbisyo** refers to off-site release or provision of assistance to DSWD pre-qualified beneficiaries outside DSWD offices or premises resorted to for convenience of the

beneficiaries and for a safe, orderly and cost-efficient implementation of the following: cash for work projects; educational assistance; and cash or guarantee letters for medical assistance and burial assistance to PSP beneficiaries.

Off-site release shall be resorted to only when it is shown that on-site payment or release results or tends to result to inconvenience to beneficiaries or that it is impractical or not cost-efficient.

- B. DSWD Off-site Serbisyo Locations** – shall be determined by the Regional Directors or their duly authorized representatives in their respective jurisdictions and shall include any of the following: public schools, barangay halls, Day Care Centers, multi-purpose halls and covered courts. The venue or location shall put primary consideration to the safety and well-being of the beneficiaries and DSWD service providers.

The DSWD Field Directors shall submit to the Secretary the list of DSWD Off-site Serbisyo locations in their jurisdictions together with corresponding areas that the locations in the list shall cater to. This list may be modified or updated as the need arises.

- C. Date and time of Off-site releases** – off-site releases shall be made during office days and hours.

**D. Reporting, Monitoring and Evaluation.**

DSWD Regional Offices shall keep and maintain detailed records of services rendered or provided under DSWD Off-site Serbisyo, on both physical and financial aspects of the services. Regional Offices shall include in their monthly reports to the Protective Service Bureau (PSB) utilizations made under these guidelines.

The Secretary may require the submission of these reports as the need arises.

**V. EFFECTIVITY**

These Special Guidelines shall take effect immediately.

Issued this 15<sup>th</sup> day of September, 2016 in Quezon City, Metro Manila, Philippines.

  
**JUDY M. TAGUIWALO**  
Secretary

Certified Copy:

  
**EMYLOU P. MIRAVALLS**  
OIC-Chief, General Services Division