

DSWD Memorandum Circular No. 01
Series of 2020

SUBJECT: POLICIES AND PROCEDURES ON THE ACCREDITATION OF SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES OF SWD AGENCIES OPERATING IN ONE REGION: SUPPLEMENTAL TO MEMORANDUM CIRCULAR NO. 17 s2018

I. RATIONALE:

On August 29, 2018, the Department of Social Welfare and Development (DSWD) issued Memorandum Circular No. 17 Series of 2018 entitled "Revised Guidelines Governing the Registration, Licensing of SWD Agencies (SWDAs), and Accreditation of SWD Programs and Services." This was intended to regulate and enforce SWD standards to both public and private agencies engaged or planning to engage in SWD programs and activities. Such document is important inasmuch as it lays out the Department's performance of its regulatory function, through the Standards Bureau (SB) and its Standards Section (SS) counterparts in the Field Offices (FOs).

While the other regulatory services of the Department have been decentralized (e.g. accreditation of pre-marriage counselors and CSO beneficiary-partners, registration and licensing of SWDAs), the accreditation of the SWD programs and services provided by SWDAs remains a centralized function of the SB.

In 2007, the Department became part of the National Sector Support-Social Welfare and Development Project, a World Bank funded project that studied selected operations within the Department and recommended several improvement plans as part of the government reform agenda. Included in the results under the "Standards and Quality Assurance Package" is the recommendation that the FOs should handle the registration, licensing and accreditation of any and all SWDAs operating within its jurisdiction, including those with operations or branches in other regions. The recommendation presupposes that in doing so, it will better align SB in DSWD's evolution towards its steering role and away from its rowing role.

In the DSWD's Thrust and Priorities for 2019, Organizational Outcome 4 (OO4) aims to ensure continuing compliance of SWDAs to standards in the delivery of social welfare service. One of the activities identified to achieve OO4 is the decentralization of some of the regulatory functions and processes to the Field Offices (FOs), with the premise that this will lead to a more direct and faster service to those who are availing of DSWD's regulatory services. The manpower of SB and its FO counterparts have been increasing and expanding to serve this purpose.

An organizational re-structuring then followed to provide for the "Functional Structure of the DSWD FOs" (DSWD AO 1 s2018) and "Strengthening of the DSWD Central Office" (DSWD AO 2 s2018). Both issuances aimed to strengthen the organizational structure of the Department, given its operation expansion and budget increase over the years. With the issuance of these documents, it is underscored that the accreditation of SWD programs and services can now be carried out also by the FOs.

Given the above-stated circumstances and the Department's thrust towards decentralization, this Supplemental Guidelines is hereby issued, particularly to decentralize the accreditation function covering the SWD programs and services of SWDAs operating in one region.

II. LEGAL BASES

- **Section 3 of RA No. 5416 of 1968** (Social Welfare Act of 1968) – The Department is mandated to set standards and policies to ensure effective implementation of public and private social welfare programs;
- **Section 3 of Chapter 1 and Sections 24, 25 and 26 of Chapter 10, Title XVI of Executive Order 292** (Administrative Code of 1987) – Provides for the powers of the DSWD and its commitment to recognize the role of private institutions in extending social assistance for the marginalized; and
- **Sections 2 and 3 of Executive Order 221 Series of 2003** (Amending Executive Order No. 15 series of 1998, entitled Redirecting the Functions and Operations of the Department of Social Welfare and Development) – Reiterates the roles, functions, and powers of the DSWD.

III. COVERAGE

These guidelines cover all SWD programs and services implemented by both **public SWDAs** (particularly those that are run by local government units or LGUs) and **licensed private SWAs** operating in one region. For the purpose of checks and balances, the accreditation of DSWD-run facilities shall remain at the DSWD Standards Bureau at the Central Office.

IV. OBJECTIVES:

This Memorandum Circular is issued to provide guidelines on the decentralized accreditation of SWD programs and services implemented by SWDAs operating in one region. This shall guide both the FOs and the applicants covered herein on the revised policies and procedures.

V. POLICIES AND PROCEDURES ON THE ACCREDITATION OF SWD PROGRAMS AND SERVICES IMPLEMENTED BY SWDAs OPERATING IN ONE REGION

The following sections are the revised policies and procedures contained in Memorandum Circular 17 s2018, particularly on applications covering only one region of operation. The rest of the sections in the said issuance not mentioned herein (including its Operations Manual) are considered effective and applicable.

1) Coverage and Applicability

SWD programs and services of Public SWDAs (i.e. those that are managed by LGUs) and licensed Private SWAs must be subjected to accreditation assessment. For private SWAs, accreditation shall be filed within three (3) years after the issuance of its license. For public SWDAs with newly established facilities, accreditation shall be filed within three (3) years of operations of such facility. On the other hand, those with existing facilities operating for more than three (3) years are required to apply for accreditation immediately.

2) Process

a. Self-assessment prior to application

- For application of accreditation (first time application or renewal), the applicant SWA must conduct self-assessment using the pre-assessment tool, which shall form part of the requirements for renewal.
- The existing accreditation tools shall also be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its clients. The FOs may provide technical assistance to the SWDA in administering the self-assessment tool.
- The accomplished self-assessment tool duly signed by the Head of the Agency, shall form part of the requirements for accreditation to be submitted to the FO by the applicant.

b. Application for accreditation shall be filed at the FO covering its jurisdiction.

c. Only application for accreditation with complete prescribed requirements shall be officially received by the FO.

d. The Standards Section at the FO shall review and assess the documentary requirements submitted by applicant: _

- d.1. Accreditation assessment visit shall be conducted to applicants which submitted the complete requirements. The assessment visit shall be based on agreed schedule between the FO and applicant.
- d.2. Upon finding that the applicant meets the set standards, the FO shall issue the Certificate of Accreditation.
- e. The qualified SWDA shall be included in the list of SWDAs with accredited SWD programs and services.

3) Issuance of Certificate of Accreditation

After having complied with the prescribed requirements and standards for accreditation of SWD programs and services, a Certificate of Accreditation shall be issued signed by the Regional Director or his/her Authorized Representative.

4) Validity of Certificate of Accreditation

The Certificate of Accreditation is valid for three (3) to seven (7) years depending on the compliance to the level of accreditation, unless the SWDA's License to Operate is expired, earlier suspended, or revoked. Grounds for suspension and revocation are in a separate Memorandum Circular issued by the Department (DSWD MC 16 s2018).

VI. DOCUMENTARY REQUIREMENTS

The revised list of documentary requirements shall be adopted on the application for registration, licensing and accreditation, regardless of the geographical coverage of the applicant agency.

Among the revisions made, one feature is the omission of "pre-accreditation assessment by the FO" as a requirement for new applicants. All accreditation applications, regardless if new or renewal, shall undergo self-assessment instead.

VII. TRANSITORY POLICY

The Department shall observe a six-month transition period prior to the full implementation of this guideline, which covers the following activities:

1) Advocacy

Both the SB and FOs shall conduct advocacy activities to target the public SWDAs and licensed Private SWDAs operating in one region, to inform and prepare the latter on the impending changes. Advocacy activities could be the dissemination of IEC materials (various media), sending out

of communication/notices, and conduct of orientation or forum, among others.

2) Capacity-Building of Accreditors

a. National Capacity Building on the Decentralization of Accreditation

This is a weeklong activity that aims to orient FOs on the guidelines, details of transition, and period schedule (components, schedule, required logistics, etc.), as well as provide a refresher orientation on the how-to's of accreditation and standards.

b. Actual Conduct of "Pre-Accreditation Assessment" by the FOs, observed by SB

Per MC 17 s2018 and its two precursor guidelines on registration, licensing and accreditation (AO 16 s2012 and AO 17 s2008), a pre-accreditation assessment conducted by the FO is a requirement prior to the actual accreditation visit by the SB. This is to ensure the readiness of the applicant for the accreditation assessment. Both activities (pre-accreditation and actual accreditation assessments) use the same tool.

As part of the transition activities prior to the complete decentralization of the accreditation process, the SB shall observe the FOs in the conduct of their pre-accreditation assessment to SWDAs. After which, necessary technical assistance and guidance shall be provided to thoroughly equip the FOs to conduct the actual assessment.

The SB observance of FOs' pre-accreditation assessment shall take place within the duration of two (2) weeks to a month.

c. Actual accreditation assessment by the FOs, supervised by SB

FO staff shall conduct the actual accreditation assessment of SWD programs and services of SWDAs operating in their respective regions. This activity shall be guided by the prescribed tools and standards for accreditation, as well as the Protocols and Code of Ethics for Assessors. The SB shall join the activity to provide technical assistance as necessary.

This activity shall take place within the duration of two (2) weeks to a month.

d. Actual accreditation assessment by the FOs (as soon as possible, prior to the end of the 6-month transition period)

The FO shall conduct the actual accreditation assessment on their own, and will carry-out their role/function as the accreditor. This is in preparation for the full implementation of these guidelines.

Accreditation certificates issued within the transition period shall be signed and handed out by the Standards Bureau.

VIII. REPEALING CLAUSE

These Guidelines shall serve as supplement to MC 17 s2018 and shall only revoke the sections/provisions of the latter which are inconsistent herewith.

IX. EFFECTIVITY

These Guidelines shall take effect fifteen (15) days after its publication in the official DSWD website and filing with the University of the Philippines Law Center.

Issued this 22nd day of January 2020.



ROLANDO JOSELITO D. BAUTISTA
Secretary

Certified True Copy:



MYRNA H. REYES
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Annexes*:

- A. Documentary Requirements for Registration of SWDAs
- B. Documentary Requirements for Licensing of Auxiliary SWDA and Social Work Agency
- C. Documentary Requirements for Accreditation of SWD Programs and Services of both Public SWDAs and Private SWAs
- D. Documentary Requirements for Accreditation of Senior Citizen Center
- E. List of Application Forms and Supporting Document Templates for applicant Organizations

* The Annexes shall also form part of the MC 17 s2018 Operations Manual. These shall be subjected to enhancement/revision as necessary, to be approved by the Undersecretary concerned.

Annex A. Documentary Requirements for Registration of SWDAs

1. Duly Accomplished and Notarized Application Form
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines
3. Copy of any of the following:
 - 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes
 - 3.2. Brochure
 - 3.3. Duly signed Work and Financial Plan for at least two (2) Years by the Head of Agency

**Annex B. Documentary Requirements for
Licensing of Auxiliary SWDA and Social Work Agency**

I. FOR APPLICANTS INTENDING TO OPERATE

<i>Requirements</i>	<i>Type of Applicant Private SWDA</i>	
	<i>Auxiliary SWDA</i>	<i>Social Welfare Agency</i>
A. Basic Documents		
1. Duly Accomplished and Notarized Application Form	√	√
2. a) A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or b) Profile of Employees and volunteers, whichever is applicable	√	√
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	√	√
4. Profile of Board of Trustees	√	√
B. Documents Establishing Corporate Existence and Regulatory Compliance		
5. Certified true copy of General Information Sheet issued by SEC	√	√
C. Documents Establishing Track Record and Good Standing		
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's capacity to operate for at least two (2) years	√	√
7. Work and Financial Plan for the two (2) succeeding years	√	√

II. FOR APPLICANT ALREADY IMPLEMENTING PRIOR ITS APPLICATION

<i>Requirements</i>	<i>Type of Applicant Private SWDA</i>	
	<i>Auxiliary SWDA</i>	<i>Social Welfare Agency</i>
MANDATORY REQUIREMENTS		
A. Basic Documents		
1. Duly Accomplished and Notarized Application Form	√	√
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	√	√
3. Profile of Board of Trustees	√	√
4. Profile of Employees and Volunteers a. For Social Work Agency, to consider the following staff requirement: a.1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management. a.2. For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and house parent		√

Requirements	Type of Applicant Private SWDA	
	Auxiliary SWDA	Social Welfare Agency
<p>a.3. For Center Based (Non-Residential Based), to observe at least one full time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizens center and the like, a part-time social worker is considered.</p> <p>a.4. For Community Based, implementing community development or community organizing, any of the following shall be hired in full/part time basis per region:</p> <p style="padding-left: 40px;">a.4.1. Graduate of Bachelor Degree in Social Work or Community Development; or</p> <p style="padding-left: 40px;">a.4.2. Other professionals who have at least three (3) year work experiences in the field of social welfare and development</p> <p>b. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations</p>	-	
B. Documents Establishing Corporate Existence and Regulatory Compliance		
5. Certified true copy of General Information Sheet issued by SEC	- √	√
6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application)	√	√
<p>7. <i>ABSNET Membership</i> Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. <i>(Not applicable for first time applicants)</i></p>	√	√
8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003)	√	√
C. Documents Establishing Track Record and Good Standing		
9. Duly signed Work and Financial Plan for the two (2) succeeding years	- √	√
10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years	√	√
11. Annual Accomplishment Report of the previous year	√	√
12. Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice	√	√
13. Profile of clients/community being served for the preceding and current year	√	√

Requirements	Type of Applicant Private SWDA	
	Auxiliary SWDA	Social Welfare Agency
ADDITIONAL REQUIREMENTS (both for intending and already operating)		
A. Basic Documents		
1. For those operating in more than one region		
a. List of main and satellite/branch offices with contact details, if any	√	√
b. Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others	√	
2. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.		√
B. Documents Establishing Corporate Existence and Regulatory Compliance		
3. For those operating in more than one region Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.	√	√
4. For Center Based (Residential Based and Non-Residential Based) Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit		√
5. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of NGO Accreditation from the NCIP	√	√
C. Documents Establishing Track Record and Good Standing		
6. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	√	√

Notes: For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration process that are also required for licensing and no changes was made as attested by the applicant organization, shall be deemed acceptable during the licensing application process. Similarly, during the renewal process of licensing, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.

Annex C. Documentary Requirements for Accreditation of SWD Programs and Services of both Public SWDAs and Private SWAs

Requirements	Type of Application	
	New	Renewal
I. MANDATORY REQUIREMENTS		
A. Basic Documents		
1. Duly Accomplished and Notarized Application Form	✓	✓
2. <i>For Field Office Issued License to Operate</i> Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative		✓
3. <i>For Standards Bureau Issued License to Operate</i>		
a. Pre-accreditation assessment conducted by concerned FO	✓	
b. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative		✓
B. Documents Establishing Corporate Existence and Regulatory Compliance		
4. Certification of no derogatory information issued by SEC (except those in operation for less than six months upon filing of the application) <i>(not applicable for public SWDAs)</i>	✓	✓
5. <i>ABSNET Membership</i> Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWA.	✓	✓
C. Documents Establishing Track Record and Good Standing		
6. Work and Financial Plan for the two (2) succeeding years	✓	✓
7. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years <i>(not applicable for public SWDAs)</i>	✓	
8. Annual Accomplishment Report of the previous year	✓	✓
9. Audited Financial Report of the previous year	✓	✓
10. Profile of clients/community being served for the preceding and current year	✓	✓
D. Documents Establishing Corporate Existence and Regulatory Compliance		
11. Certification from the SWA's Head of Agency on their observance and compliance to the provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003)	✓	✓
II. ADDITIONAL REQUIREMENTS		

Requirements	Type of Application	
	New	Renewal
A. Basic Documents		
1. Manual of Operation (MOP)	Only if there is an update or amendment on documents recently submitted to DSWD SB	
2. Profile of Board of Trustees or its equivalent		
3. Profile of Employees and Volunteers Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services		
4. <i>For those operating in more than one region</i> List of main and satellite/branch offices, if any		
5. <i>For applicant SWA's implementing Child Placement Services</i> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	✓	✓
B. Documents Establishing Corporate Existence and Regulatory Compliance		
6. Certified true copy of General Information Sheet issued by SEC or any regulatory agencies <i>(not applicable for public SWDAs)</i>	Only if there is an update or amendment on documents recently submitted DSWD SB	
7. <i>For Center Based (Residential and Non-Residential)</i> Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Water Potability Certificate or Sanitary Permit <i>Additional requirement for Center Based and Community Based</i> c. Fire Safety Inspection Certificate	✓	✓
8. For applicant serving within the Ancestral Domains of Indigenous People (IP) - Photocopy of NGO Accreditation from the National Council on IP (NCIP)	✓	✓
C. Documents Establishing Track Record and Good Standing		
9. For applicant with past and current partnership with the DSWD that involved transfer of funds • Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	✓	✓

Notes: For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration and licensing processes that are also required for accreditation and no changes was made as attested by the applicant organization, shall be deemed acceptable during the accreditation application process. Similarly, during the renewal process of accreditation, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.

Annex D. Documentary Requirements for Accreditation of Senior Citizen Center

Requirements	Type of Application	
	New	Renewal
A. Basic Documents		
1. Duly Accomplished and Notarized Application Form	√	√
2. Securities and Exchange Commission (SEC) Registration/Constitution and By-Laws/Local Ordinance or Resolution	√	√
B. Documents Establishing Track Record and Good Standing		
3. Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year	√	√
4. Annual Accomplishment Report for the past year	√	√
5. Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.	√	√
C. Documents Establishing Corporate Existence and Regulatory Compliance		
6. Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 	√	√

Notes: For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration process that are also required for licensing and no changes was made as attested by the applicant organization, shall be deemed acceptable during the licensing application process. Similarly, during the renewal process of licensing, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.

Annex E. List of Application Forms and Supporting Document Templates for the applicant organizations.

The following are the list of templates to be used by the SWDAs relative to its registration, licensing and accreditation (RLA) to DSWD, which shall be part of the RLA Manual :

1. Application Form for Registration of Private SWDAs
2. Application Form for Licensing of Private Auxiliary SWDA and SWA
3. Application Form for Accreditation of SWD Programs and Services
4. Profile of Board of Trustees and Employees
5. Work and Financial Plan
6. Manual of Operation
7. Accomplishment Report
8. List of Main & Satellite Office