

MEMORANDUM CIRCULARNo. 10
Series of 2023**GUIDELINES FOR THE PILOT IMPLEMENTATION OF OPLAN PAG ABOT PROJECT
(REACH OUT) TO INDIVIDUALS AND FAMILIES IN STREET SITUATIONS****I. RATIONALE**

The Philippines is one of the fastest-growing economies in Southeast Asia, yet it is facing a homeless crisis. There are approximately 4.5 million homeless people, including children, in the Philippines, which has a population of 106 million people. Homelessness in the Philippines is caused by a variety of reasons, including lost jobs, insufficient income or lack of a stable job, domestic violence and loss of home due to a natural disaster. The government and non-governmental organizations (NGOs) are working to address this issue. (*The State of Homelessness in the Philippines, 2020*)¹.

Based on the publication of Business Mirror in 22 October 2015 entitled: The homeless street families in Metro Manila, it is difficult to have an accurate number of homeless street families because their population is in a constant flux. The best estimate is that there may be 4,000 to 5,000 homeless street families in Metro Manila. Studies show that homeless are categorized into transient, episodic and chronic.²

The 2019 Lifebank Foundation and Social Weather Stations (SWS) survey estimated that there are no less than 369,000 children in street situations in highly urbanized cities in the country. This number is expected to grow with the new poor condition brought about by the COVID-19 pandemic and global inflation. The latest World Bank Group projections suggest that the COVID-19 pandemic and the associated economic crisis could push between 71 and 100 million people into extreme poverty worldwide. (Andres, 2020)³

The prolonged stay of children and families in the streets and other public areas continually challenge the government's social protection strategy, related policies, and development priorities.

Having no access to education and basic social services, homelessness, and lack of parental support, children and their families are being exposed to prohibited drugs, prostitution, teenage pregnancy, and other forms of violence. Further, the Indigenous Peoples (IP) and their families particularly the Sama-Bajau often face exclusion, stigma and discrimination, not to mention displacement, loss of traditional ways of life and practices, and loss of identity and culture. These are some of the push factors of their migration to the urban areas for dwelling, socio-cultural, and economic activities.

¹ <https://borgenproject.org/homelessness-in-the-philippines/>

² <https://businessmirror.com.ph/2015/10/22/the-homeless-street-families-in-metro-manila/>

³ <https://blogs.worldbank.org/opendata/updated-estimates-impact-covid-19-global-poverty>

factors of their migration to the urban areas for dwelling, socio-cultural, and economic activities.

This shift in focus by the government from street-based interventions to children to comprehensive strategies for families has been propelled by the increasing need to craft and implement policies that seek to reduce further risks of street dwelling through the improvement of their social status and realization and fulfillment of basic rights. By broadening the scale of the program for children to include parents, other adult family members, and indigenous groups, the Department of Social Welfare and Development (DSWD) acknowledges that a deep understanding of the interplay between the individual, family, and the larger society plays a key role in addressing the cycle of poverty.

With these, the DSWD conceptualized the OPLAN Pag-Abot Project which is also built based on the experiences during the pilot implementation of the Comprehensive Program for Children, Families, and Indigenous Peoples in Street Situations, focusing on one of its components: the reach-out operation.

II. LEGAL BASES

A. International Instruments

- United Nations Convention on the Rights of the Child (UNCRC) enshrines various rights that are critical for children at risk on the streets. Art. 3 states that the best interests of the child should be a primary consideration. Every intervention should address the individual needs of the child.
- United Nations Committee on the Rights of the Child General Comments No. 21 (CRC GC 21) on the Children in Street Situations adopted the General Comment (GC) 21 specific on the rights of children in street situations.
- United Nations Universal Declaration of Human Rights- Article 25, Sec. 1
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) urges the States to take all necessary measures to implement the rights of IP in accordance with the international human rights instruments without discrimination. It also sets out the individual and collective rights of IP, and their rights to culture, identity, language, employment, health, education, and other issues.

B. National Policies

- 1987 Constitution of the Philippines, Article XV, Section III
- Presidential Decree No. 603 or the Child and Youth Welfare Code of 1974, article 1.

- PD No. 1563 or the Mendicancy Law of 1978 provides the establishment of an integrated system for the control and eradication of mendicancy, providing penalties, appropriating funds therefore, and other purposes.
- Republic Act No. 7160 or the Local Government Code of 1991, section 16.
- RA No. 7610 or the Special Protection of Children Against Child Abuse, Exploitation and Discrimination Act
- RA No. 8371 or the Indigenous People Rights Act (IPRA) of 1997
- Executive Order (EO) No. 163, series of 2022 or Institutionalizing access to protection services for refugees, stateless persons and asylum seekers

C. Department Issuances

- Joint DILG-DSWD Memorandum Circular (MC) on the Protocol to Reach out to Street Children in 2012.
- DSWD Administrative Order (AO) No. 7, Series of 2012 or the Guidelines for Local Government Units Social Welfare and Development Service Delivery System (Amending AO No. 82, series of 2003, Standards on Social Welfare and Development Service Delivery System in the Local Government Units.
- DSWD AO No. 08, series of 2009 or the Standards for Community-Based Services for Street Children. This sets standards for all Social Welfare and Development (SWD) agencies including the LGU implementing community-based services for street children and those currently engaged but not yet registered.
- DSWD AO No. 56, series of 2003 or the Guidelines on Sagip Kalinga Project. This aims to rescue (reach out) street dwellers through the provision of Balik Probinsya program, counseling, educational assistance, medical/hospital referral, effective parenting, and paralegal training program.
- DSWD Department Order (DO) No. 13, series of 2000 or the Guidelines on Street Children Program. This provides the guiding principles for policies and program interventions that promote and safeguard the rights of street children.
- DSWD MC No. 06, series of 2021 or the Enhanced Support Services Intervention (ESSI) Guidelines for the Pantawid Pamilyang Pilipino Program Beneficiaries.
- DSWD MC No. 12, series of 2021 or the Amended Guidelines on the Implementation of Balik Probinsya, Bagong Pag-Asa (BP2) Program by the Department of Social Welfare and Development.

- DSWD AO No. 07, series of 2015 or the DSWD Child Protection Policy in the Workplace
- DSWD MC No. 16, series of 2022 or the Revised Guidelines on the Implementation of the Assistance to Individuals in Crisis Situations.
- DSWD MC No. 22, series of 2019 or the Comprehensive Guidelines on the Implementation of the Sustainable Livelihood Program (SLP).
- Council for the Welfare Children (CWC) Resolution No. 12, series of 2022 approving the Guidelines on the Strengthening of Protection Programs for Children, Families and IPs in Street Situations. This contains the policies and procedures to provide the National Government Agencies (NGAs), its Central Office and Field Offices, the Local Government Units (LGUs) and other stakeholders in establishing child protection mechanisms and strategies, profiling, managing cases, and providing holistic, long-term and sustainable programs and services for people, especially children, families, and IPs in street situations
- DSWD MC No. 07, series of 2023 or the Revised Guidelines for the Comprehensive Implementation of the Sustainable Livelihood Program.

III. OBJECTIVES

This guideline is being issued to provide guidance on the pilot implementation of Oplan Pag-Abot Project (Reach Out) to Individuals and Families in Street situations, specifically:

- a) Provide procedures for the pilot implementation of the program, especially in implementing the identified components of the project
- b) Define the roles and responsibilities of all the stakeholders involved in the implementation of the program, both internal and external.
- c) Determine the cost parameters and budget sources per services and activities needed in the pilot implementation of the project

IV. PROGRAM DESCRIPTION

"Pag-Abot," in the English language is to "reach out". From the name of the project itself, the project will reach out to vulnerable and disadvantaged individuals, children and families in street situations and welcome them either to: a) Place of origin or residences in provinces, municipalities, or cities near Metro Manila; b) Temporary shelter or placement to long-term residential facilities and c) Permanent placement to a foster family or adoption for those children who may have been abandoned. The reach out operation is considered as the start of holistic intervention using a multidisciplinary approach on case management to keep off the streets the children, individuals and families in street situations.

The project hopes that children, individuals and families will be protected from risks and vulnerabilities through regular conduct of planned reach-out operations and provision of services in transition homes and other community-based processing centers. Through these services/activities, children, individuals and families in street

situations can access their rights to food, health, education, life skills, recreational activities, employment opportunities, housing among others towards the attainment of decent and dignified life.

A. GOALS AND OBJECTIVES

Goal:

The project aims to reduce the risk and vulnerabilities of children, individuals and families in street situations through provision of various interventions, services and opportunities, improve social status and fulfill fundamental rights for them to live productively in a safe, supportive and enabling environment.

Objectives:

- a. Establish partnership with the NGAs, Civil Society Organizations (CSOs) and LGUs for holistic and comprehensive implementation of the project.
- b. Install systems and procedures of reaching out the target beneficiaries anchored on social justice and basic human rights.
- c. Facilitate provision of services and other interventions based on assessment.
- d. Capacitate project implementers and partners on the pilot implementation of the program.
- e. Establish mechanisms that will foster community engagement and involvement to respond immediately to the needs of homeless, street dwellers or individuals and families in street situations

B. COVERAGE

The pilot implementation of the Oplan Pag-Abot Project shall cover LGUs in the National Capital Region (NCR). The target beneficiaries of the project are children, individuals and families in street situations, specifically the following:

- **Children in street situations** which includes the following: (a) children who depend on the streets to live and/or work, whether alone, with peers or with family; and (b) a wider population of children who have formed strong connections with public spaces and for whom the street plays a vital role in their everyday lives and identities. (*General Comment No. 21 (2017) on Children in Street Situations, 2017*)⁴
- **Children below 18 years old** who are found on the streets due to issues on abandonment, neglect, orphaned, or or those over but are unable to fully take care of themselves or protect themselves from abuse,

⁴<https://www.ohchr.org/en/documents/general-comments-and-recommendations/general-comment-no-21-2017-children-street>

neglect, cruelty, exploitation or discrimination because of a physical or mental disability or condition;

- **Unattached adults on the streets**, parks, or other public areas who are found to be vagrants, mendicants, and psychotics.
- **Homeless street families** pertaining to the displaced families, either by fire, demolition, family crisis, or false hopes on an improved life in the Metropolitan had no choice but to go to the street. They reside in sidewalks and pavements where they also sleep, eat, play, take a bath, etc.

C. PROGRAM COMPONENTS

To realize the goal of the project, the following components shall be implemented:

1. Partnership Building

The implementation of the program shall use the “whole of nation approach” in order to facilitate the comprehensive intervention and holistic delivery of service to the target beneficiaries. Consultation meetings and dialogue with the concerned NGAs, CSOs and LGUs shall be conducted. Signing of Memorandum of Agreement or Memorandum of Understanding and among concerned parties shall be done as necessary to formalize partnership and collaboration.

2. Reach out Operation

Reaching out of beneficiaries is considered as the start of the helping process or the case management.. This components comprises the following procedures prior to its actual implementation such as: 1) Ocular visit and Observation, 2) Profiling and Data Processing, 3) Reach-out activity 4) Assessment and Service Delivery and 5) Monitoring and follow-up.

Teams shall be created prior to the actual reach out which is composed of social workers, street facilitators and representatives from the LGUs, Metro Manila Development Authority (MMDA), Philippine National Police (PNP) and Commission on Human Rights (CHR).

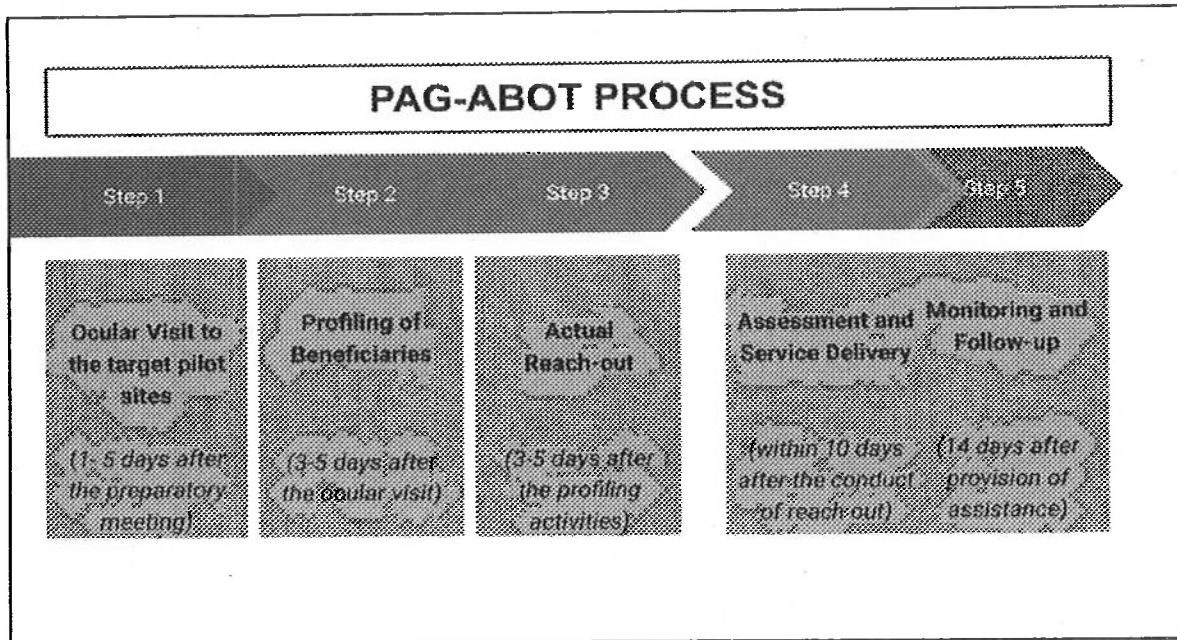


Figure 1: Pag-abot Process

3. Provision of Services

Following the social case management process, appropriate interventions shall be provided to the target beneficiaries. These services may include but are not limited to financial through assistance individuals in crisis situations (AICs) Program, Balik Probinsya Bagong Pag Asa, livelihood assistance, protective custody or temporary shelter. Identified processing centers in the identified DSWD facilities may also provide access to various assistance relative to housing, food, health, education, life skills, recreational activities, and employment opportunities, among others. An information system/database which will capture biometrics of beneficiaries shall be developed as a repository of beneficiary's information and for easy tracking of status and services provided to beneficiaries.

4. Capacity Building

Project implementers at the Field Office and LGU levels shall be capacitated on the implementation of the program during the pilot testing phase. This includes a series of orientations pertaining to various tools and processes of actual reach out, dynamics of individuals and families in street situations, among others. Other relevant capacity building activities shall be implemented such as case management process and child-friendly and rights-based approaches for more effective implementation of the project.

5. Strengthening Local Mechanism

The project shall involve the community residents, People's Organizations, faith based organization, private enterprise and barangay leaders in addressing the needs of children, individuals and families in street situations. This is to be done by providing them with access to the program as a source

of referral and in obtaining information about the program through establishment of a hotline and help desk. Further, Advocacy activities about the program, stakeholder forum, development of Social and Behavior Change Communication (SBCC) materials shall be conducted for promotion and awareness raising about the project among stakeholders

D. GUIDING PRINCIPLES AND APPROACHES

In the course of the pilot implementation of the project, project implementers shall be guided by the following principles:

- 1) **Rights- based** - This means giving people greater opportunities to participate in shaping the decisions that impact on their human rights. It also means increasing the ability of those with responsibility for fulfilling rights to recognise and know how to respect those rights, and make sure they can be held to account. (*What Is a Human Rights Based Approach?* - SHRC, n.d.)⁵. The project and its implementers shall uphold the basic human rights of all children, individuals and families throughout the entire process of the helping relationship which make the project unique from other similar initiatives and activities of the government.
- 2) **Culture Sensitive**- having an understanding of another person's set of beliefs or values that is attributed to the person's ethnic or racial background (*Cultural Sensitivity Examples & Importance | What Is Cultural Sensitivity? - Video & Lesson Transcript, 2021*)⁶. The project shall value individual beliefs, ethnicity and values in all processes of the project.
- 3) **Self Determination**- defined as the ability of the client to make their own decisions and engage in any actions they want to, provided that those actions aren't harmful to the client or others. (*What Is a Human Rights Based Approach?* - SHRC, n.d.)⁷. The project shall rely on the readiness of the client to participate in the project except in situations where the clients are at great risks.
- 4) **Gender specific approach**- recognise and respond to the different and specific risks and vulnerabilities of women and girls, or seek to 'transform' unequal gender relations between men and women.⁸. The project shall at all times provide appropriate interventions in an atmosphere of gender fairness and equality.
- 5) **Whole-of-Nation Approach** - Enabling the government to partner with individuals, community, civil society organizations and private sector to engage in meaningful and relevant developmental activities or programs and services to address societal ills and promote individuals and social protection. The project shall establish partnership with other government agencies and civil society organizations to provide holistic intervention to the target beneficiaries.

⁵ <https://careaboutrights.scottishhumanrights.com/whatisahumanrightsbasedapproach.html>

⁶ <https://study.com/academy/lesson/what-is-cultural-sensitivity-definition-examples-importance.html>

⁷ <https://study.com/academy/lesson/balancing-client-self-determination-risk-in-social-work.html>

⁸ <https://eige.europa.eu/gender-based-violence/risk-assessment-risk-management/principle-3-taking-gender-specific-approach>

- 6) **Multidisciplinary approach-** Involving other disciplines in the project specifically in the process of planning, coordinating, managing and reviewing its implementation.

V. GENERAL POLICIES

- A. Identification of facilities which will serve as transition homes/processing centers shall be facilitated. Collaboration with the LGU shall be done to identify venues for the conduct of triage and other activity in preparation for the clients admission to transition homes/processing centers.
- B. During the profiling of beneficiaries, actual reach out can be done depending on the urgency of case/s. In this case, the client may be referred to LGU for covid antigen testing in compliance with the existing health protocols. For other health related concerns, the client may be assisted immediately through referral to appropriate partner agencies and LGUs and shall avail further assistance through the DSWD Crisis Intervention Unit-AICS.
- C. Travel expenses and communication allowance shall be provided to the project staff based on the DSWD existing accounting and auditing policies and guidelines.
- D. Information gathered from the client shall be treated as confidential in compliance with the Data Privacy Act of 2012. Personal data of the client should not be disclosed to unauthorized people, either within the organization or externally and shall be used for case management purposes only. During the profiling process, the prescribed consent form from the client shall be secured by the interviewee.
- E. Project evaluation shall be conducted after the pilot testing to determine the relevance, effectiveness, efficiency and sustainability of the project. This can be done through project review and evaluation workshop or other similar activities.

VI. IMPLEMENTATION PROCEDURES

The pilot implementation shall be implemented by phase and shall be guided by the following policies:

A. Pre Implementation Phase

1. Hiring, recruitment and selection of project development workers, social workers and administrative personnel who will form part of the project team shall be facilitated during the pilot implementation of the project.
2. Consultation meetings with the target pilot local government units shall be conducted to orient and establish partnership to determine areas for convergence of interventions.

3. As part of partnership building with the concerned national government agencies and members of the civil society organizations, consultation and exploratory meetings shall be conducted by the Technical Working Group for leveling of the expectation and identification of possible areas for collaboration.
4. Ocular visits to highly populated areas in the LGU shall be made to map out the location of children, individuals and families in street situations. This activity shall be conducted in preparation for the profiling of beneficiaries.
5. Prior to conduct of profiling activity, an orientation shall be conducted among project implementers and project partners to provide guidance on the activity and discuss tools which will be used during the profiling of beneficiaries.
6. Profiling of beneficiaries shall commence after the ocular visit using the prescribed profiling tool and shall secure consent from the respondent through the use of a consent form. Teams shall be organized who will perform the profiling of beneficiaries and shall follow the profiling process for the activity. Teams from the DSWD shall be composed to facilitate the profiling of possible beneficiaries of the project.
7. Conduct of case conferences (face-to-face or online) to discuss the situation and condition of each family's or individual's profile to determine the appropriate interventions and actions.
8. Coordination among members of the Technical Working Group (TWG) and project partners shall be done to ensure that all aspects of assistance or interventions are established prior to actual reach out operations.
9. TWG meetings shall be conducted to discuss preparatory activities prior to the actual reach out operations.
10. Pag-abot Information System shall be developed by the Information and Communications Technology Management Service (ICTMS) which will serve as a repository of information pertaining to beneficiary's information, services provided, updates and status among others. Said information system shall also capture the biometrics of beneficiaries served by the project.
11. Communication plan shall be developed for the project as a basis for advocacy and promotion to stakeholders and partners to generate support in its implementation.

B. Implementation Phase

1. Project team shall conduct the reach out in the identified target areas/sites within the LGU in the National Capital Region. Preparatory meetings among team members shall be conducted. A team shall be composed of DSWD social workers and other disciplines in partnership with concerned Local Government Unit and partner agencies such as but not limited to Metro Manila Development Authority (MMDA), Philippine National Police (PNP), Department of Public Works and Highways and Commission on Human Rights (CHR).

To facilitate the actual reach out, the following processes shall be observed:

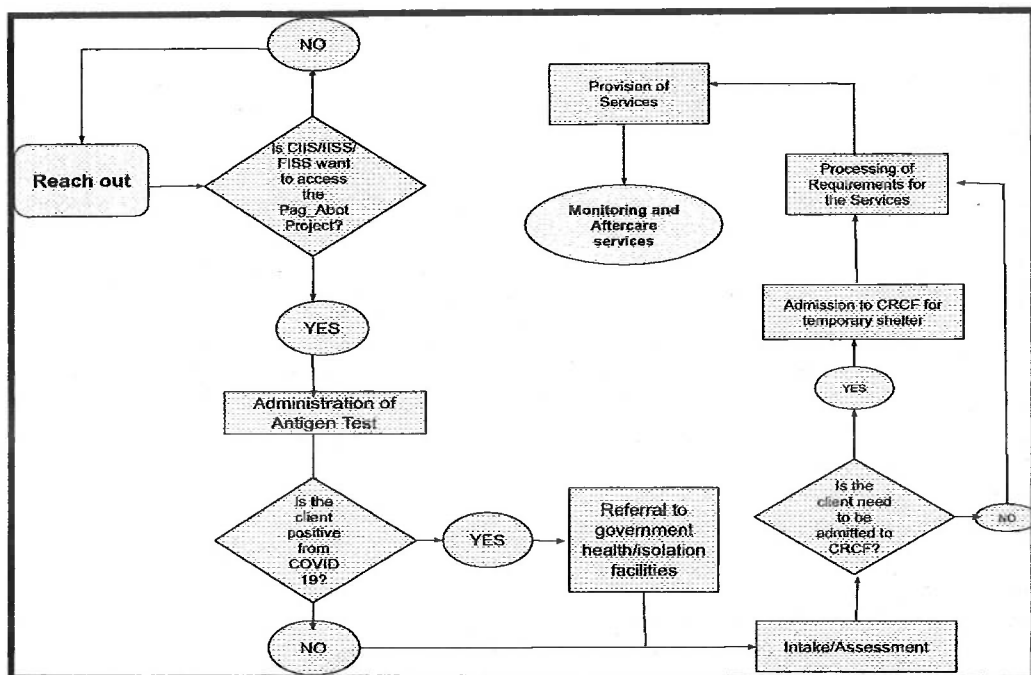


Figure 2: Reach out and Case Management Process

2. As part of the safety net, during the reach-out, the members of the project team shall wear body cameras to record the entire process/activity. Representatives from the Commission on Human Rights (CHR) shall be invited to observe the entire reach out processes.
3. Intake interview shall be done based on the profiling and actual reach out activity by the social worker from Kapit Bisig Laban sa Kahirapan-Balik Probinsya, Bagong Pag Asa (KALAH! BP2), Crisis Intervention Division among others. The assessment of the social workers will determine the appropriate intervention for the client whether for provision of assistance under BP2, AICS, SLP, temporary shelter, protective custody among others.
4. While processing for the appropriate intervention of the client/s. He/she/they shall be referred to Center and Residential Care Facilities (CRCF) for temporary shelter. Maximum of fourteen (14) days shall be observed to

facilitate all necessary requirements for their “balik probinsya”. All necessary coordination activities to the receiving LGUs shall be conducted with the DSWD Field Offices within the above mentioned period. Stay in the CRCFs may be prolonged depending on the assessed needs of the clients.

5. Reach out of unattached children and high priority cases shall follow the existing CWC Guidelines on the Strengthening of Protection Programs for Children, Families and IPs in Street Situations specifically the following provisions:
 - In the course of profiling, indications and/or manifestations in case there are child abuse or exploitation, must be well noted by the social workers and psychologist for proper intervention and immediate action. High-priority cases will be subjected to reach out for proper disposition and intervention. This includes children, women and persons with disability needing urgent medical attention, are likely to be seriously harmed or injured or subjected to immediate and ongoing sexual abuse, be permanently disabled, trafficked, or die if left in his/her present circumstances without protective intervention.
 - Actual reach out for protective custody shall also follow the DSWD AO 8, series of 2009 and the DSWD-DILG-CWC Joint Memorandum on the Protocol to Reach Out to Street Children.
 - The Protocol for the Case Management of Child Victims of Abuse, Neglect, and Exploitation issued by the Committee on the Special Protection of Children shall also be followed for the cases of child abuse.

The following protocols shall be observed in reaching out unattached children

- a) If the child is taken into protective custody, he/she must be treated in the most humane and dignified way possible. The use of weapons, chasing, violence, unnecessary force, vulgar words, and sexual harassment is strictly prohibited.
- b) Child is only taken into protective custody in daylight hours except in emergency cases.
- c) The use of vehicles with bars or padlocks or any other fixtures indicating that a child is being detained or arrested is avoided.
- d) Social worker shall immediately commence court proceedings for involuntary commitment in the following situations:
 - a child's parents or guardians cannot be located, or
 - there is evidence that a child has been abandoned, substantially, continuously, or repeatedly neglected, or the parents/guardians are incompetent to discharge their parental responsibilities, and the parent/guardian refuses to voluntarily commit the child for protective custody.

6. Reach out of unattached persons or children with disability specifically those with related mental health challenges individuals shall be treated with utmost care and attention. The client shall be immediately reached out and shall be referred to DSWD facilities with specialized service to cater the needs of the client or other government mental health facility such as Department of Health (DOH) National Center for Mental Health (NCMH). If the client manifests aggressive behavior, the social worker may seek security assistance from the PNP representatives until such time that the client is admitted to temporary shelter for immediate intervention. The psychologist in the CRCFs shall conduct further assessment and provide immediate interventions prior to referral to appropriate mental health facilities.

7. Operation of temporary shelter/processing center under the project shall follow the Department Order No. 13, series of 2000 or the Guidelines on Street Children Program of the Department.

8. All services and assistance to be provided to the project beneficiaries shall follow the existing budget parameters and guidelines of the specific DSWD program being availed by the beneficiaries. Assistance shall include but not limited to the following:

| Types of Assistance/ Services | Budget Ceiling (please indicate the actual budget parameter) | | |
|---|---|--------------------|---------------|
| Medical Assistance (Based on MC No. 16, series of 2022) | Particulars | | |
| | Cost of Assistance | | |
| | Minimum | Maximum | Budget Source |
| | Hospital Bill | 1,000.00 | 150,000.00 |
| | Medicines | 1,000.00 | 150,000.00 |
| Food Assistance (Based on MC No. 16, series of 2022) | Particulars | Cost of Assistance | |
| | | | |

| | <table border="1"> <tr> <td></td> <td>Minimum</td> <td>Maximum</td> <td>Budget Source</td> </tr> <tr> <td>Food subsidy for individuals/ families</td> <td>2,000.00</td> <td>5,000.00</td> <td>AICS Fund</td> </tr> </table> | | Minimum | Maximum | Budget Source | Food subsidy for individuals/ families | 2,000.00 | 5,000.00 | AICS Fund | |
|--|--|-------------|--------------------|----------------|---------------|--|-----------|----------|----------------------------|----------|
| | Minimum | Maximum | Budget Source | | | | | | | |
| Food subsidy for individuals/ families | 2,000.00 | 5,000.00 | AICS Fund | | | | | | | |
| <p>Transportation Assistance (Based on MC No. 16 series of 2022)</p> | <p>Land/Sea/Air Travel</p> <p>Actual cost based on ticket price and/or other travel expenses</p> | | | | | | | | | |
| <p>Livelihood Assistance (Based on existing SLP Guidelines)</p> | <table border="1"> <tr> <th rowspan="2">Particulars</th> <th>Cost of Assistance</th> <th rowspan="2">Source of Fund</th> </tr> <tr> <th>Maximum</th> </tr> <tr> <td>Seed Capital Fund</td> <td>15,000.00</td> <td rowspan="2">SLP Fund</td> </tr> <tr> <td>Employment Assistance Fund</td> <td>5,000.00</td> </tr> </table> | Particulars | Cost of Assistance | Source of Fund | Maximum | Seed Capital Fund | 15,000.00 | SLP Fund | Employment Assistance Fund | 5,000.00 |
| Particulars | Cost of Assistance | | Source of Fund | | | | | | | |
| | Maximum | | | | | | | | | |
| Seed Capital Fund | 15,000.00 | SLP Fund | | | | | | | | |
| Employment Assistance Fund | 5,000.00 | | | | | | | | | |
| <p>Assistance through KALAHI Balik-Probinsya, Bagong Pag-Asa</p> <ul style="list-style-type: none"> a) Emergency Financial Assistance b) Transportation and Relocation Assistance for their transportation, food and other travel-related expenses deemed necessary i.e hauling of properties c) Transitory Family Support Package d) Livelihood Settlement Grant e) Transitory Shelter Assistance (rental, repair or construction) | <p>Computation of assistance shall follow follow the DSWD's parameter costs</p> <p>Based on the actual cost and number of traveling individuals</p> <p>Based on the assessment of the Social Worker and shall not exceed PhP 50,000.00</p> <p>Based on the assessment of the Social Worker and shall not exceed PhP 50,000.00</p> <p>Based on the assessment and recommendation of the Social Worker, shall not exceed PhP 240,000.00 for two (2) years.</p> | | | | | | | | | |

9. Once reintegrated in their respective community through the BP2 and AICS and as part of the case management, referrals to partner agencies, other government agencies and local government units shall be made as Referral of clients shall comply with the existing protocols in compliance with the Data Privacy Law.
10. All information of individuals and families profiled and provided with assistance shall be stored in the database to be developed by ICTMS and shall undergo biometrics system technology for identification and monitoring purposes. All beneficiaries will be provided with identification cards for monitoring and case management purposes.
11. A help desk and a hotline shall be established and installed at DSWD Central Office to respond to queries and complaints on the implementation of the project. The identified project staff shall receive all the queries and complaints about the project and provide necessary action within the timeline as prescribed in the Ease of Doing Business (EODB).
12. For the beneficiaries who avail the Balik Probinsya, Bagong Pag-Asa (Balik Probinsya 2), the Regional Program Management Office (RPMO) shall be responsible for the monitoring and follow-up of clients who were assisted by the project in coordination with the concerned local government units.
13. Monitoring and follow-up of beneficiaries shall be conducted by the LGU social worker and regional focal persons of the BP2 and AICS. This is to ensure that the beneficiaries were fully reintegrated and resettled and continuously provided with sustainable interventions.
14. Technical Working Group and Inter-agency meetings shall be conducted regularly to discuss pertinent issues and concerns in the implementation of OPLAN Pag-abot Project .

C. Post Implementation Phase

1. Project monitoring and technical assistance sessions with the Field Office NCR and pilot LGUs shall be conducted to ensure that the set activities are being implemented as planned and designed.
2. Documentation shall be done throughout the pilot implementation phase. This shall be done through the following:
 - a) Quarterly Report- The Field Office NCR shall submit a quarterly report to the Office of the Undersecretary for Innovations through the Social Technology Bureau. The quarterly report shall indicate the project accomplishments and experiences in the pilot implementation including issues and concerns and recommendations.

- b) **Semestral Pilot Testing Report-** The Social Technology Bureau shall submit Semestral Pilot Testing Report based on the monitoring activity, technical assistance session conducted and submitted report from the Field Office NCR.
 - c) **Full Pilot Testing Documentation Report-** At the end of the pilot implementation, the Social Technology Bureau shall prepare and submit the full pilot testing experience which will serve as basis in evaluating the project and as reference for project institutionalization.
3. Project evaluation shall be conducted after documenting the full pilot testing. This is to ensure that the project shall comply with its requirements for national implementation.

VII. INSTITUTIONAL ARRANGEMENTS

I. DSWD Central Office

Social Technology Bureau (STB)

1. Lead in the formulation of pilot guidelines and policies, project design, and work and financial plan .
2. Lead the pilot testing of the proposed project in close coordination with concerned OBSUs, FOs, and various stakeholders.
3. Document the pilot implementation.
4. Facilitate monitoring of work plans, programmes, policies, funds and strategies to ensure effective and efficient implementation of activities;
5. Evaluate the implementation of the pilot project.
6. Develop program/project manual, data privacy manual, data sharing agreement and tools necessary for scale-up.
7. Develop program portfolio after the pilot implementation.
8. Lead in the database management of the reach-out project;

Program Management Bureau (PMB)

1. Assist in the reach out operation of the OPLAN Pag-Abot and provide staff augmentation during reach out activity.
2. Facilitate coordination with external stakeholders during partnership meetings and other similar activities.
3. Lead in the identification of temporary shelter and processing center for reached out beneficiaries in close coordination with the Standards Bureau for the private Social Welfare and Development Agencies.
4. Facilitate the hiring, selection and recruitment of the personnel for COS positions.
5. Facilitate referral and provision of complete package of interventions to individuals who would like to return to their place of origin but not qualified to the BP2 program.
6. Facilitate provision of other appropriate interventions to project beneficiaries.

7. Provide technical assistance all throughout the project implementation.
8. Assist in the database management of the reach-out project.

Pantawid Pamilyang Pilipino Program- NPMO

1. Lead in the development of the profiling tool and in the conduct of the actual profiling.
2. Facilitate/Augment in the encoding of profiled families in street situations and other vulnerable groups
3. Facilitate name match of reached-out =families and individuals in street situations in the Beneficiary Database of 4Ps to determine if they are covered by the program.
4. Facilitate case management of identified registered 4Ps beneficiaries according to the program requirements. of reached out children and families in street situations;
5. Lead the enhancement of the profiling tool that will be utilized for the reached out children and families in street situations;
6. Participate in the technical working group (TWG) meetings and provide technical assistance in relation to 4Ps and case management.

KALAHI CIDSS NPMO

1. Provide resource and staff augmentation in the project implementation ;
2. Participate and provide technical assistance during conduct of TWG meetings.
3. Facilitate case management activities to eligible Program beneficiaries such as dispatch operation and provision of BP2 Program assistance following the MC 12, series of 2021.

Enhanced Partnership Against Hunger and Poverty National Program Management Office

1. Provide augmentation support in the pilot implementation of the program including staff augmentation during reach out activity; and
2. Participate and provide technical assistance during the conduct of TWG meetings.

Information and Communications Technology Management Service (ICTMS)

1. Responsible for the information management, communication services, and technology solutions to support the development of biometrics of the reached out of Individuals and Families in Street Situations; and
2. Participate and provide technical assistance during the conduct of TWG meetings.
3. Responsible in the development of the reach-out database and biometric of the project beneficiaries.

**Sustainable Livelihood Program National Program Management Office
(SLP NPMO)**

1. Participate and provide technical assistance on SLP during the conduct of TWG meetings; and
2. Provide appropriate livelihood assistance to eligible beneficiaries through BP2, and SLP individual referrals following the existing guidelines of the SLP.

Standards Bureau (SB)

1. Provide technical assistance on the pilot implementation of the project; and
2. Participate and provide technical assistance during conduct of TWG meetings.

Social Welfare Institutional Development Bureau (SWIDB)

1. Responsible for enhancing the competencies of staff and partners (LGUs and FO NCR) in performing and achieving its goals as the lead in the social welfare and social protection sector;
2. Provide technical assistance on the development of training manual and other knowledge product;
3. Provide technical assistance in the conduct of learning development interventions (LDIs) related to the project;
4. Assist in disseminating information about the project and its knowledge products through the DSWD Knowledge Management Portal, Knowledge Exchange Center and knowledge sharing sessions; and
5. Participate and provide technical assistance during conduct of TWG meetings.

Policy Development and Planning Bureau (PDPB)

1. Take the lead in the development of Monitoring and Evaluation tool and results framework for the project;
2. Ensure alignment of the program with the national and sectoral priorities;
3. Assist in the conduct of process risk mapping in pilot areas to define areas for improvement and strengthen program implementation;
4. Assist in the conduct of impact evaluation of the pilot program; and
5. Participate and provide technical assistance during conduct of TWG meeting

Administrative Service (AS)

1. Primarily responsible for providing, maintaining, and managing logistical requirements such as transportation, communication and utilities to support the attainment of project goals and

2. Participate and provide technical assistance during conduct of TWG meeting

Human Resource Management and Development Service (HRMDS)

1. Provide technical assistance for the creation of the required personnel and staff such as social welfare officers , project development officers and administrative positions;
2. Responsible for the provision of first aid in case of emergency during the conduct of reach out related activities; and
3. Participate and provide technical assistance during conduct of TWG meetings.

Finance and Management Service (FMS)

1. Provide technical assistance in the preparation, implementation, and in monitoring the Work and Financial Plan;
2. Provide technical assistance to expedite budget and other financial concerns for the project;
3. Ensure the availability of fund for the implementation of the project; and
4. Participate and provide technical assistance during the conduct of TWG meetings.

Procurement Management Service (PMS)

1. Responsible for ensuring the efficient, effective, and timely provision of goods and non consulting services to support the project;
2. Shall lead all activities of the project pertaining to procurement planning, purchasing, and monitoring; and
3. Participate and provide technical assistance during conduct of TWG meetings.

Social Marketing Service (SMS)

1. Responsible for undertaking advocacy, social marketing, communication planning and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders;
2. Institutionalize feedback mechanisms to ensure that the development policies and messages embodied in the DSWD vision, mission, and goal are effectively communicated; and
3. Participate and provide technical assistance during the conduct of TWG meetings and partner agencies.

II. DSWD Field Office

1. Provide staff augmentation and logistical support during pilot implementation of the project;
2. Ensure close coordination with the Program Management Bureau in partnering and collaborating with the concerned Local Government Units all throughout the project implementation;
3. Accommodate referred reached-out project beneficiaries to the CRCFs for further case management;
4. Assist during conduct of project orientation among implementers in the LGUs; and
5. Participate and provide technical assistance during conduct of TWG meetings.
6. Participate in the social preparation and actual conduct of reach out operations.

III. Local Government Unit (LGU)

1. Provide barangay and police assistance during conduct of profiling and reachout;
2. Monitor beneficiaries who were provided with assistance;
3. Assist the DSWD Field Office in identifying priority areas for the conduct of ocular visit and profiling;
4. Coordinate with DSWD Field Offices and local stakeholders in the implementation of the pilot program.;
5. Provide logistical and technical support to the program, such as transportation and meeting venue during conduct of profiling and reach out;
6. Promote the program to local communities and encourage their participation and support; and
7. Prepare and submit needed reports to the Field Office.

IV. Partner Agencies and Civil Society Organizations

1. Provide technical assistance and logistics support such as transportation and body camera during conduct of profiling and reach out of beneficiaries;
2. Assist in the identification of possible facilities to be used as temporary shelter and processing center;
3. Provide security personnel during conduct of profiling and reach out;
4. Provide recommendations for improved implementation for the project; and
5. Provide assistance to beneficiaries when needed.

V. SEPARABILITY PROVISION

If any provision or part of this Memorandum Circular the application thereof to any person or circumstance, is held invalid, the other provisions not otherwise affected shall remain in full force and effect.

VI. EFFECTIVITY

This issuance shall take effect immediately upon approval.

Let copies of this Order be issued to the Central Office and concerned Field Offices for their information and guidance.

Issued this 27 day of MAR 2023 at Quezon City.


REX GATCHALIAN
Secretary

Department of Social Welfare and Development

Certified True Copy


MYRNA H. REYES
OIC-Division Chief
Records and Archives Mgt. Division

09 JUN 2023

ANNEXES

1. Profiling Tool
2. Profiling Process Flow
3. Consent Form
4. Reach Out Process Flow
5. Intake Forms

- Balik Probinsya
- AICS
- SLP
- GRACES
- JFC