Administrative Order No. 35
Series of 2003

SUBJECT: Rehabilitation Indicators

I. Rationale:

The Department of Social Welfare and Development is mandated to develop, enrich and implement programs and services for the care, protection and rehabilitation of disadvantaged individuals, families, groups and communities. Rehabilitation as a concept has greatly extended its meaning in recent years. Doctors, therapists and social workers are not the only professions involved in rehabilitation work. It is used both in a limited and a more comprehensive sense. It may refer to a program and/or service. It is also concerned with education, physical functioning, psychological adjustments, social adaptation, vocational activities and other activities.

Given this broad meaning of rehabilitation, there is a need to have common understanding of the concept thru the formulation of indicators of rehabilitation. Moreover, indicators are needed to determine whether the rehabilitation goals have been achieved.

While the program implementors are knowledgeable, skilled and imbued with appropriate attitude in the implementation of interventions for the disadvantaged, there is a need to have a common framework of understanding of the rehabilitation anchored on the Department's vision, mission and goals.

A common framework of understanding facilitates the Department's fulfillment of its mandate and brings about a uniform reporting system. Data gathered from the reporting system becomes the basis for the development and enrichment of programs and services, formulation of policies and setting of standards of implementation. Furthermore, indicators are needed to have a basis to measure results for which programs and services provided is responsible.

Thus, the need to have indicators for rehabilitated cases.

II. Objectives:

General objective:

To provide the implementors of the Department with a common framework of understanding on the rehabilitation, recovery and healing concepts and its indicators in residential as well as community based settings.
Specific objective:

1. To provide a conceptual framework on rehabilitation.

2. To define and identify the different indicators of rehabilitation for children, youth, women, older persons and persons with disabilities.

3. To enrich the program and service implementation reports of the Department for more comprehensive understanding and use for program and policy enrichment and development.

III. Conceptual Framework on Rehabilitation

The rights based and needs driven approach to intervention is utilized in this framework on Rehabilitation.

Rehabilitation refers to the process of transformation from a dysfunctional to a state of renewed functional condition where client shows competence in the performance of one's roles.

The illustration in Appendix A as viewed from the lens of the systems theory provides an understanding of the interplay of elements towards the fulfillment of the rehabilitation.

A system is an aggregate of interrelated lens of interconnected elements and activities that form an identifiable whole. General systems theory seeks to describe the principles by which systems function, grow, develop, and interact with other systems (Sheaffor, Horejsi and Horejsi, 2000).

The left circle represents the client's rights and needs. The rights are categorized according to four major groups - survival, protection, development and participation. The client's needs may range from physiological, emotional, social economic to spiritual.

The right circle represents the agency or DSWD's range of programs and services which were designed/developed to respond to the rights and needs of individuals.

The interplay of the two circles comes about through the social worker engaging in the helping process. Through the process, the client's needs are identified, sorted out and defined which becomes the basis for planning. The social worker and the client identify the services available that will respond to the needs. These are now listed down into treatment plan or a contract (phase 1). The plan or contract is the basis for implementation (phase 2). The contract contains the output indicators that need to be achieved in order to determine or measure the overall goal for the client. The monitoring and evaluation of the intervention is done in order to gauge whether goals have been achieved and, if so, this becomes the basis for termination (phase 3).
The overall effect of the process is always directed to the paramount goal for the client's rehabilitation, recovery or healing.

IV. General Policies

The existing, newly enriched and developed programs and services for rehabilitation of individuals, families, group and communities shall anchor its concept with this rehabilitation framework. It shall conform to the expected indicators. However, in the implementation of the specific programs and services, each individual case will have a treatment plan based on the assessment of the client's situation. The treatment plan will include the outcome indicators, which shall result to the achievement of the overall objectives for the client. (See Appendix B).

The indicators for rehabilitation should not limit the initiative and creativity of program implementors and developers in identifying other indicators based on the rehabilitation framework. Reports on the experiences of the DSWD Field Office in identifying and utilizing indicators, shall be submitted to the Programs and Projects Bureau (PPB) for study and/or replication in other areas.

The Policy, Planning and Information Systems Bureau (PPISB) shall reformulate the periodic reporting forms to be submitted by Field Offices based on the identified rehabilitation indicators which will be validated by the PPB.

V. Rehabilitation Indicators

Clients belong to a sector and are categorized according to the condition or situation they are faced with. The DSWD provide services to the following sectors: children, youth, women, older persons, persons with disabilities, families and communities. Each sector has specific categories and needs where programs to be or have been developed are/were based to respond to such situations or conditions. The needs of a client when matched with a proper service would result to rehabilitation or recovery. Collectively, they are in similar situations needing appropriate services based on their needs.

Rehabilitation is said to have been achieved when the service objectives have been met. Each client has a treatment plan, intervention plan or a service contract indicating expected outputs or rehabilitation indicators as a result of the attainment of the overall objective for the clients. Every clientele category would manifest rehabilitation indicators/assessment of his/her treatment plan as shown in Appendix C.

This Order shall take effect immediately.

CORAZON JULIANO-SOLIMAN
Secretary
Department of Social Welfare and Development

A CERTIFIED COPY:

RENATO P. GILERA
Presid. Sec.
Rights Based and Needs Driven Approach to Intervention

(Conceptual Framework)

Individual/Collective
Rights:
• Survival
• Protection
• Development
• Participation

Needs:
• Physiological
• Emotional
• Social
• Economic
• Spiritual

Helping Process
Phase 1
• Intake, Exploration
Phase 2
• Intervention
• Implementation
Phase 3
• Monitoring/Evaluation
• Termination

Agency Programs and Services
specific goals for each program/service based on rights and needs of clients

Rehabilitation, Healing or Recovery
Framework in Coming Up with Indicators

**Individual/Collective**

Characteristics/dimension of individuals whose rights/needs are not met

- traumatized
  - in constant fear
- basic needs not met
- do not participate in discussions/family undertaking

**Helping Process**

- engage in helping process
- provide programs and services
- determine specific goal for the client (*specific, measurable, attainable, realistic and timebounded*)

**Expected Results**

- overcome fear
  - can discuss experience openly
- basic needs are met while in the family, at the center or in the community
- active in volunteer/participation
  - member of an organization in the community
# REHABILITATION INDICATORS

<table>
<thead>
<tr>
<th>General Indicators</th>
<th>Sectoral Scope</th>
<th>Individual/Collective Category</th>
<th>Time Frame</th>
<th>Output Indicators</th>
<th>Definition of Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Discharge/Placement Indicators</td>
<td></td>
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</tr>
<tr>
<td>A. Reintegration to family or community</td>
<td>Children</td>
<td>Neglected</td>
<td>6 mos. – 1 year</td>
<td>1) # of clients reintegrated to family or community.</td>
<td>Number of clients reunited with their respective families or communities due to the improved behavior and ability to cope with environmental factors.</td>
</tr>
<tr>
<td></td>
<td>Youth</td>
<td>Abused</td>
<td>6 mos. to 2 years depending on the degree of trauma</td>
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<tr>
<td></td>
<td>Women</td>
<td>Exploited</td>
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<td></td>
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<tr>
<td></td>
<td>Persons with Disabilities</td>
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<tr>
<td></td>
<td>Older Persons</td>
<td>Youthful Offenders</td>
<td>1 year to 2 years depending on the progress of case in court</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>a) # of clients staying with family/relative/adoptive, foster family or legal guardian and are now pursuing the following activities:</td>
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<td></td>
<td></td>
<td>• # of clients studying</td>
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<td></td>
<td></td>
<td>• # of clients gainfully employed</td>
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<td>• Number of clients who were under the custody of the Department and are now living with the family/relative/adoptive / foster family.</td>
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<td>• Number of clients who are enrolled in formal / non-formal or vocational courses.</td>
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<td></td>
<td>• Number of clients working/employed and/or earning income to support one’s basic needs.</td>
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</tr>
<tr>
<td>General Indicators</td>
<td>Sectoral Scope</td>
<td>Individual / Collective Category</td>
<td>Time Frame</td>
<td>Output Indicators</td>
<td>Definition of Indicator</td>
</tr>
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</tr>
<tr>
<td>B. Permanent Placement</td>
<td>Children</td>
<td>Abandoned</td>
<td>9 mos. - 1 year</td>
<td>2) # of clients permanently placed</td>
<td>a) # of clients adopted and enjoying a permanent family.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Abandoned</td>
<td></td>
<td>3) # of clients in group living / group home</td>
<td>Number of clients who live together and manage their lives.</td>
</tr>
<tr>
<td>C. Group Living</td>
<td>Children Youth Women Persons with Disabilities Older Persons</td>
<td>Abused Exploited Youthful Offender Abandoned</td>
<td>6 mos. to 2 years depending on the degree of trauma. 1 year to 2 years depending on the progress of the case in court. 9 mos. to 1 year</td>
<td>Number of clients who are involved in different community activities. Number of clients who actively participate in different organizations in the community, church &amp; school either as a member or officer. Number of clients who live and support his/her basic needs by him/herself or without support from others. Number of clients who were permanently placed thru adoption Number of clients who have undergone a socio-legal process of adoption.</td>
<td></td>
</tr>
<tr>
<td>General Indicators</td>
<td>Sectoral Scope</td>
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<td></td>
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<td></td>
<td>a) # of clients independently living and have harmonious relationship with peers.</td>
<td>Number of clients living with people other than their biological family and manage their daily living activities and livelihood project.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>b) # of clients participating in community affairs.</td>
<td>Number of clients who were involved in different affairs.</td>
</tr>
<tr>
<td>a) # of clients</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) # of clients</td>
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</tbody>
</table>

II. Behavioral Indicators

A. Overcome trauma of abuse

<table>
<thead>
<tr>
<th>Children Youth</th>
<th>Abused Exploited</th>
<th>6 mos. to 2 years depending on the degree of trauma.</th>
</tr>
</thead>
</table>

1) # of clients who has overcome and managed:
   - fear
   - anger
   - sadness/withdrawal
   - etc.

B. Pursuit of Education

<table>
<thead>
<tr>
<th>Children Youth</th>
<th>Abandoned Neglected Abused Exploited Youthful Offender</th>
<th>Minimum of 6 months depending on degree of trauma / adjustment</th>
</tr>
</thead>
</table>

1) # of clients who returned to school

- Number of clients who were traumatized as manifested by fear, anger, sadness, withdrawal, etc. who now can discuss or express openly his/her feelings, experiences, etc. and relates/mingles better with other people.

- Number of clients who have returned and are regularly attending classes.
<table>
<thead>
<tr>
<th>General Indicators</th>
<th>Sectoral Scope</th>
<th>Individual / Collective Category</th>
<th>Time Frame</th>
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<th>Definition of Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>III. Physical Indicators</td>
<td>Children Abused</td>
<td>Abused, Exploited, Neglected, Abandoned</td>
<td>6 months - 1 year</td>
<td>2) # of clients who completed studies - elementary, secondary, vocational or tertiary.</td>
<td>- Number of clients who completed or graduated - elementary, secondary, vocational or tertiary.</td>
</tr>
<tr>
<td></td>
<td>Youth Exploited</td>
<td></td>
<td></td>
<td>3) # of clients who have not dropped out from school.</td>
<td>- Number of clients who regularly attend school</td>
</tr>
<tr>
<td></td>
<td>Women Neglected</td>
<td></td>
<td></td>
<td>1) # of clients whose physical, health severe condition improved from severe malnourishment to moderate to normal.</td>
<td>- Number of clients whose physical/health condition have improved.</td>
</tr>
<tr>
<td></td>
<td>Persons with Disabilities Abandoned</td>
<td></td>
<td></td>
<td>2) # of clients who have maintained good health - access to regular check-up</td>
<td>- Number of clients who have maintained good health.</td>
</tr>
<tr>
<td></td>
<td>Older Persons</td>
<td></td>
<td></td>
<td>3) # of clients whose health condition (injuries, deformities, diseases etc.) improved.</td>
<td>- Number of clients whose health condition improved.</td>
</tr>
<tr>
<td>IV. Economic Indicators</td>
<td>Children Abused</td>
<td>Abused, Exploited, Abandoned</td>
<td>6 months - 1 year</td>
<td>1) # of clients who are gainfully employed</td>
<td>- Number of clients who are employed and/or are earning.</td>
</tr>
<tr>
<td></td>
<td>Youth Exploited</td>
<td></td>
<td></td>
<td>2) # of clients who have regular income</td>
<td>- Number of clients who are employed &amp; have regular income.</td>
</tr>
<tr>
<td></td>
<td>Women Neglected</td>
<td></td>
<td></td>
<td>3) # of clients who are able to provide for the daily basic needs of the family.</td>
<td>- Number of clients who are employed &amp; able to provide for the daily basic needs of the family.</td>
</tr>
</tbody>
</table>