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LEGAL SERVICE

RECEIVED BY:

Administrative Order No. 10
Series of 2012

SUBJECT: GUIDELINES IN THE IMPLEMENTATION OF THE JOB
NETWORK SERVICES FOR CIU PERENNIAL CLIENTS

I. RATIONALE:

People from the rural areas usually migrate to urban centers, believing that there are more opportunities for a better life in the city. However, they often lack skills needed to compete with other job seekers in the cities and in the end, find themselves jobless. (*Result of Mapping of CIU Clients, 2008*). The families find themselves in difficult situations and because of joblessness, they seek the assistance of different offices which they believe could provide assistance for their daily subsistence. The unemployment rates in January 2007 was 7.8 and it was 8.0 in April 2008. (NSO Data), hence with these rate of increase, the Department of Social Welfare and Development (DSWD) is one of the offices frequently visited by clients who are either walk-ins or referred by other offices/individuals because of its social service interventions. The daily average number of clients served by the Central Office's Crisis Intervention Unit (CIU) ranges from 80 to 100. The kind of assistance often sought by clients from the CIU are medical, burial, transportation, educational, employment, food subsidy and livelihood assistance.

It was noted that based on the social case study reports, unemployment and medical needs have become major causes of the client's inability to meet their basic needs for food, good health, shelter and education thus, resulting to their perennial visits to the CIUs. Based on the DSWD 2009 Annual Report, the DSWD FOs' CIUs have assisted 80,558 clients including family heads and other needy adults, children and youth in need of special protection, women in especially difficult circumstances, persons with disabilities, older persons and victims of disasters. Out of this number, a total of 49,359 clients were provided financial and medical assistance among others nationwide. Mapping of CIU clients was conducted in 2008 by the Social Technology Bureau in DSWD FO NCR, VII and VIII. Among the 3 regions, it was FO VIII with the most number of Perennial clients. In view of this, the Social Technology Bureau (STB) developed and pilot tested the Job Network Services for CIU clients in DSWD FO VIII from

2009-2010 and has served a total of 86 perennial clients from Tacloban City, Leyte and Samar who used to be jobless and unskilled. The result of the Program Review and Evaluation in 2010 showed that the pilot implementation of the project in DSWD Field Office VIII is a good strategy to aid the socio economic situation of perennial clients/beneficiaries including their families. The result of Focused Group Discussion (FGD) conducted with 36 beneficiaries in October and November 2010 revealed that majority of the beneficiaries have limited skills and were jobless before the intake interview, after their engagement to the project, there was an improvement on the socio-economic situation and they had acquire multiple skills and they believe that having a job or income generating project improves their families' socio-economic status.

II. LEGAL BASES

- **The 1987 Constitution of the Republic of the Philippine-** Section 1 Article XII states that the goals of the economy are a more equitable distribution of opportunities, income and wealth and an expanding productivity as the key to raising the quality of life for all, especially the under-privileged.
- **Presidential Decree No. 442, as Amended** - Article XII of the Labor Code of the Philippines – states that it is the policy of the state to a) promote and maintain a state of full employment through improved manpower training, allocation and utilization and b) to facilitate a free choice of available employment by persons seeking work in conformity with the national interest.
- **Executive Order No. 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”** - Consistent with the provisions of the Administrative Code of 1987 and Republic Act 7160 (Local Government Code), the DSWD is hereby mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life as well as implement statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to LGUs.

- " **A.O. No. 5, Series of 2008- Omnibus Guidelines on the Management of DSWD-Operated Crisis Intervention Units-** The Crisis Intervention Unit (CIU) is a special unit of the DSWD which serves as an action center to immediately respond to cases of individuals and families in crisis situations.

III. TARGET BENEFICIARIES:

Target beneficiaries of this project are perennial CIU clients seeking financial assistance for food, medicines, transportation expenses and other basic needs due to their lack of income to support their needs.

Perennial clients are individuals in crisis who are recurrently seeking for assistance in DSWD Field Office' CIUs for at least 3 to 4 times in a quarter. Target client must be classified as poor based on the NHTSPR data base, with only one working family member and should be unemployed for at least three (3) months.

A person with disability, especially if he/she has no immediate family member, may also qualify as a beneficiary.

IV. OBJECTIVES:

General:

The Job Network Service for CIU Clients aims to improve the socio-economic condition of the number of CIU perennial clients by assisting them to be employed, thereby enhancing their financial capability to become self-reliant and productive members of the society.

Specific:

- To harness the skills and potentials of the client and his/her family members to become gainfully employed.
- To improve the poor situation of client and his/her family from dependency to self-reliance.
- To put in place a network of resource agencies/individuals who may provide training and employment assistance to the perennial clients of CIU.

V. DEFINITION OF TERMS

For the purpose of this guideline, the following shall mean:

Career Development Facilitator (CDF) is an individual who guides and puts direction on the needs of clients who have problems on employment.

Experiential Learning focuses on the learning process for the individual. To gain knowledge from experiential learning, learners must be willing to be actively involved in the experience, reflect on the experience, possess and use analytical skills to conceptualize the experience and make decisions. He/she should also have the capacity and skill to solve problems in order to apply new ideas in his/her job or work gained from this experience (David Kolb, American Educational Theorist)

Job Matching pertains to the required skills, learnings and capabilities of an individual over the available employment, job or work.

Network Services are group, associations or set of connections that serve as link between the project implementer and the client needing appropriate assistance related to his/her skills or capabilities.

Occupational Guidance Counseling is the provision of help in career/job selection and development. It involves the assessment of abilities and occupational interest as a basis for assistance.

Perennial Clients are individuals in crises who are recurrently seeking for assistance relative to food, medical, transportation and lack of income for at least 3 to 4 times in a quarter or at least twice in a semester. The definition also covers clients who visit the CIU regularly or seasonally due to lack of knowledge on possible opportunities for assistance.

Vocational Courses are short term vocational courses, which include among others, welding, automotive services, refrigerator/aircon/cell phone and other appliances repair, operating word processing and spreadsheet applications, cutting and sewing casual apparel, dressmaking, tailoring, handcrafting products, painting and food preparation.

VI. DESCRIPTION OF THE PROJECT:

The Job Network Service for CIU clients is a community-based strategy that provides assistance to perennial CIU clients and his/her family members seeking financial assistance for food, medicines and transportation expenses due to lack of income to support their needs. Through this strategy, project beneficiaries shall be provided with financial assistance to augment their need for medicines, transportation and food while processing employment requirements during job seeking period, while enrolled in short term vocational courses to enable clients avail skills that will make him/her employable on market-required skills employment and while waiting for job placement. Provision of said assistance shall not exceed a maximum of 1 and ½ month. For qualified beneficiaries, if within 3 months of provision of services client was not able to find a job, job seeking assistance will still be continued, except for the provision of cash assistance.

For a generalist approach (applying casework, groupwork and CO/CD/ at the same time), one (1) RSW shall manage simultaneously (A.O No. 1 Series of 2010, Ammended Standards for Community Based Services):

1. At most 60 individuals at a time for a casework;
2. At most three (3) groups at a time with fifteen members for groupwork with the help of trained volunteers;
3. At most three (3) families at a time either for casework or groupwork; and
4. At most three (3) communities at a time of about 100 families each.

To implement this project, a social worker or graduate of any relevant social science courses should be assigned or hired as career development facilitator and shall act as the case manager of the client while performing the following tasks:

1. Undertake inventory of perennial clients
2. Conduct home visits and interviews
3. Prepare Social Case Study Reports
4. Do Occupational Guidance and Counseling
5. Refer clients for job matching or skills training
6. Prepare/facilitate provision of limited financial assistance
7. Follow-up/monitor progress of job application/skills training
8. Meet with partner agency/employer/job placement agencies

VII. PROJECT COMPONENTS:

A. Social Preparation

This includes two (2) major activities such as the establishment of a network of resource agencies/individuals and identification and preparation of the client.

✦ Network Establishment

This shall cover the inventory of all vocational training institutions/centers and companies and establishment of training and job network through direct contact and coordination, mobilization and finalization of tie-ups.

✦ Identification and Preparation of the Client

This shall focus on assessing the client's eligibility before he/she is included as a project beneficiary. Once found qualified for the project, extensive project orientation on the services to be provided and responsibilities of the client with regard to the project shall be conducted.

B. Assessment and Provision of Other Support Services

If found necessary, this involves referral to training institutions, job search assistance, provision of cash assistance to augment family budget for daily subsistence as well as defray job searching expenses like transportation, food and securing of employment requirements and provision of other support services like Sustainable Livelihood Program (SLP) through referral to concerned DSWD Regional Offices and local government units (LGUs).

C. Data Banking

This covers the maintenance of an updated registry of job vacancies, client skills and training agencies that are part of the networking efforts. Data banking is envisioned to facilitate supply and market demand and matching of skills in line with the referral system.

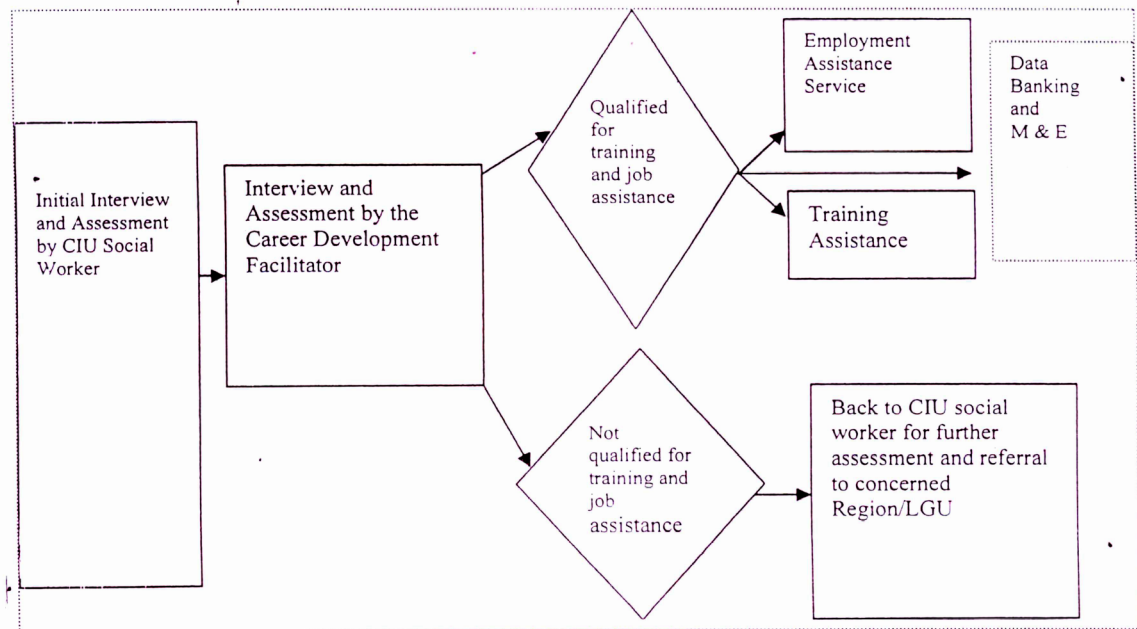
D. Monitoring and Tracking of Clients' Status

This involves follow-up and updating clients' data to determine who is undergoing training, job searching, in the process of documents completion, waiting for employment or already employed. A work sheet or index card shall be maintained for appropriate monitoring and tracking of clients' status.

VIII. GENERAL POLICIES:

1. The CIU social worker shall do initial assessment of client based on existing criteria on selection of beneficiaries. Once identified as qualified for possible employment/livelihood training assistance, client shall be referred to the CDF.
2. The CDF will further assess the qualifications and needs of the client to confirm if the client is qualified for employment and livelihood training assistance.
3. If found qualified for the project, client shall be included in the list of project beneficiaries. If client is not qualified based on assessment, he/she shall be referred back to CIU Social Worker for further assessment and to avail appropriate assistance.

The Client Assistance Process Flow



IX. IMPLEMENTING PROCEDURES:

A. SOCIAL PREPARATION

A.1. Network Establishment

- **Vocational Training Resource and Job Mapping**

Using the Internet and coordination with Civil Society Organizations (CSOs) and government agencies e.g. Department of Labor and Employment (DOLE), the CDF shall establish a registry of offered trainings as well as employment demand registry using Annex F (Directory of Employment Agencies and List of Job Vacancies) and G (Directory of Vocational /Training Schools). Information to be generated from these forms include:

- ✓ Name of Agency
- ✓ Contact Person
- ✓ Address and Contact Numbers

- ✓ Training being offered and required financial equity. (Note: For job demand registry, data to be gathered include job opening, number and deadline for the submission of applications)
- ✓ Training and job descriptions
- ✓ Eligibility requirements/qualifications. This shall also be the primary basis for the identification of training program

- **Data Validation and Establishment of Network**

The CDF shall validate the data gathered on the trainings being offered and job demand by concerned agencies through written communication, phone calls and actual consultations, among others. When found necessary, a MOA shall be forged to facilitate the referral system.

A.2. Identification and Orientation of Clients

Project beneficiaries are perennial CIU clients. In case the CIU client is incapacitated to work due to old age, physical disabilities or other considerations that affect employability, any possible employable member of the family may be selected as direct beneficiary of the program.

To maximize the project's limited funds and to attain maximum impact, beneficiaries shall undergo a thorough assessment.

- **Initial Assessment by CIU Social Worker**

The first step in the identification of a qualified client is the initial assessment to be made by the CIU Social Worker using the CIU Intake Sheet (Annex A). If the assessment shows that the client's need is income, he/she shall be referred to the CDF for further assessment and inclusion to the project.

- **Initial Assessment by the CDF**

The client shall be oriented about the project. Using the Means and Psychosocial Assessment Form (Annex B), the CDF shall further evaluate if the client is eligible for the project or not.

A.3 Needs Assessment

Information about the client particularly about his/her family, employment skills, employment status, assistance needed and working experience shall be collected. If in case the economic skill of the client does not match the list of job vacancies primarily due to lack of skills, the CDF will assess appropriate learning/training programs to be provided to the client so that his/her skills will be developed for eventual employment.

A maximum of three (3) days shall be used for analysis and training/employment matching. Within this time period, the client shall be required to secure any of the following documentary requirements:

- ✓ Birth or Baptismal Certificate
- ✓ Barangay Certificate indicating client's family belong to the poor family of the barangay
- ✓ Any Valid ID with Picture (e.g. Postal I.D or Voter's I.D)

- **Final Consultation with the Client**

After three (3) to ten (10) days from the submission of documentary requirements to the CDF, final consultation with the client shall be made to validate/clarify among others the following:

- ✓ Assistance from the project including the type of service to be extended with corresponding funding support
- ✓ Job matching result with concerned training institution/job placement
- ✓ Responsibility of the client with regard to the project (i.e. regular reporting to the career counselor based on agreed dates)

B. DATA VALIDATION

The career development facilitator shall schedule and conduct a home visit to the client to validate information generated during the interview. Result of the home visit will be used in coming up with the final decision on the status of client's application to the project.

C. DATA BANKING

The CDF shall maintain an updated data bank of the following to facilitate referral and monitoring:

- ✓ List/directory of possible employment agencies (Annex F)
- ✓ Training schools offering short-term vocational/training courses (Annex G)
- ✓ Profile of clients served by the program (Annex H)

D. ACCESSING AND PROVISION OF OTHER SUPPORT SERVICES

The following services shall be extended by the CDF depending on the assessed needs and consent of the client.

- **Occupational Guidance/Counseling**

In the course of the counseling, the CDF shall focus on issues related to the client's work such as career exploration, career change and personal career development. Individuals eligible to receive career counseling are those who:

- ✓ Have no previous work experience and whose knowledge of the working environment is limited
- ✓ Have not worked for at least three (3) months and whose vocational qualifications have become obsolete
- ✓ Cannot work in the field they have qualified due to health problems
- ✓ Cannot find work that matches their acquired vocational qualifications due to lack of demand on the labor market
- ✓ Cannot assess his or her own preconditions for making a choice of vocations, or for finding a suitable vocational training and or place

- **Skills Training**

This includes vocational training being linked up with training institutions and experiential learning done primarily through coaching. Trainings, among others, include: a) Experiential Learning - personality development to build up self -confidence and skills on job interview, resume and application letter preparation and job searching techniques; and b) Vocational - short term vocational courses such as welding, automotive services,

refrigerator/air conditioning repair, operating word processing and spreadsheet applications, cutting and sewing casual apparel etc.

- **Job Search Assistance**

This will include provision of needed job seeking assistance like:

- ✓ Internet job registration and referral of job seekers to companies or job placement agencies which are in need of workers/employees
- ✓ Entry of resume to the Job Network member or internet subscription for clients who are degree holder
- ✓ Giving of feedback on any interview that may be arranged for the client

- **Cash Assistance Support**

The cash assistance will be used as augmentation support for the daily subsistence needs of the client's family while waiting for job placement and receipt of the first salary. It may also be used by the client for job seeking expenses such as securing/renewal of license (e.g. driver's license), medical certificate, NBI/police clearance etc.

- **Provision of Other Support Services**

The client shall also have access to other support services e.g. medical, legal assistance including continuous case management until such time that appropriate services based on identified needs are extended. If need be, client shall be referred to other government offices, LGUs and non-government organizations (NGOs) for these support services.

E. PROJECT MONITORING AND EVALUATION

Department of Social Welfare and Development

1. Protective Service Bureau (PSB)

- Review regional reports submitted by DSWD FO
- Conduct quarterly monitoring visits on the project implementation based on the developed log frame and monitoring tool.

- Annual evaluation shall be conducted to assess the impact of the project on the lives of clients and their families.

2. **DSWD Field Office Level- Operations and Programs Division/Crisis Intervention Unit**

- Field monitoring visits shall be made on a monthly basis, while regional report submission shall be done on a quarterly basis
- The status of employment/training of the client will be monitored through the assessment of weekly reports (Attachment D/E) submitted by clients to the CDF, which shall be validated through written communication and or telephone calls to concerned employers and training schools. A home visit shall also be done by the CDF if found necessary. To facilitate monitoring of client's progress, individual case folders shall be maintained by the CDF.

Fund Releases

Job-Seeking and Training Expenses. An amount of P100.00 per day or P700.00 per week shall be provided to the client who is job seeking for a maximum of 1 and ½ months. 50% of the cash assistance shall be utilized for job seeking e.g. transportation and securing of documents for employment while the remaining 50% shall be used for food consumption of the family and augment funds for family's daily subsistence. The same rate of assistance e.g. transportation expenses and augmentation fund for family's daily subsistence shall be provided to client who is enrolled in Training or Vocational schools so that his/her skills will be developed for eventual employment.

- **Vocational Training Expenses.** An amount not to exceed P3,000.00 shall be allocated per client which shall be released directly to the training school. If tuition fee was sourced out free, the said amount may cover needed training materials and equipment.

Fund releases shall depend on the assessment of the CDF and the client's compliance to the following:

- Weekly reporting of the client to the CDF to give details on the status of his/her employment search. Failure of the client to comply with this reporting requirement should be supported by valid reasons like sickness, travel to the province due to urgent concern, death of a family member, among others.
- Weekly submission of job searching activity documentation using Annex D. *Note:* In case of formal training, the client shall use Annex E.

Other Client Requirements

Active beneficiaries of skills training and cash assistance shall render community or office service at least 4 hours per week for 4 weeks based on the agreed schedule. They shall be linked by the CDF with the officials of the barangay where they live or with their C/MSWDOs. The type of community or office service shall include, but not limited to; the following:

- ✓ Clerical, janitorial and other office works
- ✓ Clean and green project of the barangay
- ✓ Other community-initiated project of the barangay

An Office/Community Service Certificate (Annex J) shall be secured by the client, signed by the barangay captain or C/MSWDO serving as his/her supervisor.

Termination of Assistance

Assistance to client shall be terminated once validated that it was not utilized according to the intent of the project e.g. gambling, payment of loan and other vices which will not help the client.

Risk Management

CDF shall re-assess interventions to address limitations of the client on the job he is applying for, example If client's skills is suited for domestic work and he/she is waiting to be job placed as sales lady, the CDF shall explain to the client the outcome on his/her job searching. CDF shall find the appropriate employer to the client. If still unemployed, retooling is needed on the client, the CDF shall ask client what she can do to earn, other trainings like skills in cooking, beauty and skin care, dressmaking, designing, handicraft or services like Parent Effectiveness Service (PES) may apply.

The same process may likewise apply if client who availed Sustainable Livelihood Program and all the provided capital was utilized to family's daily subsistence. The CDF shall provide other support services like Values formation sessions e.g. Character Education and PES to be able to learn how to influence his/her family members positively and at the same time manage both family and income generating project effectively.

F. INSTITUTIONAL ARRANGEMENTS

The DSWD Field Offices shall conduct consultation dialogue with the identified stakeholders, either public or private, who may possibly become partners of the Department in providing employment opportunities to the target beneficiaries. A Memorandum of Agreement (MOA) shall formalize this partnership.

A. Social Technology Bureau

- Provide funding support to pilot region on the social marketing activities of the completed piloted project based on the approved social marketing plan.
- Conduct continuing technical assistance and send resource persons on trainings related to the project.

B. Protective Services Bureau

- Prepare logical framework and monitoring tool for newly adopted projects
- Conduct continuing monitoring and technical assistance on program implementation in coordination with the Social Technology Bureau
- Advocate for the expansion of the project in other areas based on needs and provide augmentation support for implementation, if need be.
- Establish a data system in coordination with the Information and Communications Technology Management Service (ICTMS) for monitoring and reporting of program implementation.
- Enhancement of program guidelines and manual based on actual program implementation's good practices for a more effective implementation.

C. DSWD Field Office – CIUs

C.1. Operations and Programs Division (OPD)

- Work closely with the Protective Services Bureau in the management and implementation of the project.
- Provide quarterly technical assistance to CIU focal person/ CDF in the implementation of the program and provide regular reports to the Protective Services Bureau.

C.2. DSWD-Regional Office -Crisis Intervention Units (CIU)

- Make an inventory/data bank of employers and job vacancies, schools with short term training courses and available trainings which could be offered to clients.
- Manage the cases of clients and maintain data bank of clients.
- Come up with the profile of FO CIU perennial clients served by the project as well as with their employment skills.
- Conduct collateral interview and validation of prospective beneficiaries
- Monitor the status of clients e.g. on training, job searching and job placed and provide regular reports to the Protective Service Bureau

D. Local Government Units-C/MSWDOs

- Prepare Social Case Study Reports and assist in the validation of referred clients, if need be.
- Monitor status of referred clients after engagement with the project.
- Provide other support services to referred clients e.g., medical, transportation and legal assistance among others.

E. Other Government Agencies, Private Companies and Job Placement Agencies

- Provide list of job vacancies to the DSWD Regional Offices using appropriate forms Annex F, Directory of Employment Agencies on available job vacancies

- Provide list of Vocational Training schools to the DSWD Regional Offices using Annex G form, Directory of Vocational Training Schools
- Report client's employment status to the DSWD Regional Offices.
- Provide livelihood or skills training and other support services
- Attend Inter-Agency Meetings organized by the DSWD Regional Offices.

G. EFFECTIVITY

This Order shall take effect immediately.

Issued in Quezon City, this 11th day of July 2012


CORAZON JULIANO-SOLIMAN
Secretary

PBL/GBG/MGB/NGM
JNS for A.O. 5812

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