

**MEMORANDUM CIRCULAR**  
**NO. 06**  
**SERIES OF 2023**

**AMENDMENT TO THE M.C 16 s 2022 "REVISED GUIDELINES ON THE IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION"**

In the exigency of service and after due consultation from the Joint Executive and Management Committee the following provisions are amended as follows:

**On Section IV. DEFINITION OF TERMS**

**A. Authorized Representative**

1. **Immediate family member** - for the purpose of this guidelines, immediate family member refers to:
  - i. Spouse of the beneficiary;
  - ii. Son or daughter of legal age of the beneficiary;
  - iii. Either parent of the beneficiary;
  - iv. Brother or sister of legal age of the beneficiary

**B. Beneficiaries** - refer to the person who actually needs the assistance, or on whose assistance is being sought from the DSWD.

**M. Individuals in Crisis** - refers to individuals who are indigent, vulnerable, disadvantaged or are otherwise in crisis situations based on the assessment of the Social Workers.

**N. Groups of individuals** - refers to the cluster of two or more individuals who are assessed as in crisis due to natural or man made disaster or catastrophic events.

**On Section V. PROGRAM COVERAGE**

**A. Financial Assistance-**

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- a. **Medical Assistance** - This assistance shall cover hospitalization expenses and professional fees<sup>1</sup>, cost of medicines and other medical treatment or procedures such as implants, common laboratory tests and diagnostic imaging procedures for any illness or ailment and also provision of assistive devices.

Other health care expenses such as immunization, birthing (except for birth delivery with complications, and postpartum complications), purchase of vitamins and other supplements which are not related to medical treatment or aftercare shall not be covered by this assistance.

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- f. **Cash Relief Assistance** - This assistance is an outright cash provided to individuals and families that are currently in extremely difficult circumstances such as victims of calamities/disasters, crimes, victims of violence against women and their children, trafficking and repatriated overseas Filipino workers and other similar circumstances.

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## B. Material Assistance

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- a. **Family Food Packs/Other Food items** - refers to food packs, hot/ready-to-eat/precooked/prepacked meals, or food voucher or individual food items such as rice, grocery items or whatever is available at the CIU/CIS/SWAD Office. It may be given to individuals and families who are in need such as, but not limited to, persons with disabilities, homeless/street dwellers or fire victims and other disaster situations.

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- d. **Other items In-Kind** - refers to any other items not specified above and not in the form of cash. Whatever is available in the CIS/CIU/SWAD. It may be given to individuals and families who are in need or in crisis.

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<sup>1</sup> Provided that the professional fees are included in the same statement of account and payable to the account of the Hospital/Service Provider.

**B. DOCUMENTARY REQUIREMENTS**

The person who is acting as an authorized representative of the beneficiary shall be required to present an *authorization letter* signed by the beneficiary and *photocopy of the beneficiary ID*, except when the;

1. *Client is an immediate family member of the beneficiary; or*
2. *Beneficiary is a minor; or*
3. *Beneficiary has no capacity to act<sup>2</sup>.*

The following documentary requirements for each type of assistance shall be submitted in original/certified true copies to wit:

Type	Documents
Cash Relief assistance	<ol style="list-style-type: none"> <li>1. Any identification document</li> <li>2. <i>Any of the following, as may be applicable:</i> <ul style="list-style-type: none"> <li>● Police Report/Blotter; or</li> <li>● BFP Report/Certification for fire victims; or</li> <li>● Passport, Travel Document(s), Certification from OWWA/POLO/Department of Migrant Workers or the Barangay or any proof of repatriation by the OF; or</li> <li>● Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children issued by the LSWDO; or</li> <li>● Referral letter/endorsement (e.g. from the DOJ/NGOs, LGU/s or other concerned agency); or</li> <li>● Declaration of a State of Calamity by the National Government or LGU, whenever applicable; or</li> <li>● Recommendation from Disaster Response Management Group (DRMG/DRMD/DRMS) for Augmentation Support from AICS; or</li> <li>● Incident report of the LGU; or</li> <li>● Spot report from the AFP or PNP; or</li> <li>● Certification of death; or</li> <li>● Certificate from the LDRMO; or</li> <li>● Disaster Assistance Family Access Card (DAFAC); or</li> <li>● Joint AFP RDs-PNP Intelligence Committee (JAPIC) certificate; or</li> <li>● Medico-legal certification;</li> <li>● Barangay Certification</li> </ul> </li> </ol>

<sup>2</sup> As defined in the Civil Code of the Philippines

In exceptional circumstances where a document listed above, including the authorization letter, cannot be reasonably produced, but the facts can be verified or provided during the assessment, the DSWD SWO may provide a justification to support the provision of assistance to the client. Provided that such justification shall be approved by the CIU Head/CID Chief/CIS head/SWAD team Leader. *Further, in certain documentary requirements where the client could not submit the original copy the certified true copy may suffice in accordance with the existing accounting and auditing rules and policies.*

For auditing purposes, the CE and all other supporting documents shall be submitted to the Finance and Management service/unit (FMS/U), except for *General Intake Sheet (GIS) and the Social Case Study report and other documents that may be declared confidential in accordance with the R.A 10173 or the Data Privacy Act.*

## **On Section VIII. IMPLEMENTING PROCEDURES**

### **A. ONSITE IMPLEMENTATION** *or Assessment of individual clients within the DSWD Offices (CIU/CIS/SWAD Offices)*

#### **STEP 1: Screening**

- a. DSWD personnel shall check the validity and completeness of the required documents presented by the client.

If the documents are found to be incomplete, invalid and inaccurate to support the request, the client will be requested to complete the documentary requirements needed as listed in the compliance slip or refer to the corresponding program concerned.

If documents are found to be complete, valid and accurate, the client will be subjected to crossmatching to check the previous availments of the assistance.

If found to have availed assistance beyond the allowed frequency of availment, the client will be advised of the limitations on the provisions based on the guidelines as stipulated herein. Otherwise, proceed to STEP 2.

#### **STEP 2: Interview and Assessment**

- a. The DSWD Social Worker shall interview and assess the client as well as the documentary requirements presented, and determine the following:

- i. Identify the actual need of the client and the accuracy and authenticity of the documents presented during the interview assessment; and
    - ii. Fill out the information in the GIS and the CE.
  - b. If determined to be eligible to receive assistance, the SWO shall recommend the appropriateness of assistance.
    - i. For financial assistance amounting to P10,000.00 and below which does not require GL, the assistance shall be provided in cash. In this case, the client will be advised to proceed to Step 4 releasing.
    - ii. For assistance amounting to more than P 10,000.00, a GL shall be prepared by a DSWD personnel and will be subjected for review and approval together with the GIS, CE and justification.
    - iii. For material assistance depending on the availability, the client will be advised to proceed to Step 4 releasing.
    - iv. If there is a need for further intervention, a referral letter to another agency shall be prepared by the SWO and to be reviewed and approved by the head of CID/CIS/SWAD or his/her duly authorized representative.
  - c. If determined to be ineligible, the client will be advised to comply with the appropriate and correct documentary requirements or shall be referred to the appropriate office for assistance.

### **STEP 3: Review and Approval of Assistance**

If the authorized official finds the request valid and complete, the request shall be approved, otherwise the case will be referred back to the attending SWO.

For the level of approval, refer to Item XI. Approving Authority.

### **STEP 4: Releasing of Assistance**

- a. All approved requests shall be forwarded to the SDO/RDO/DSWD personnel for releasing depending on the mode of assistance:
  - i. **Financial Assistance** will be released by the Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash, or to the CIU/CIS/SWAD Office for the GL, or ticket booking, if transportation assistance;

ii. **Material Assistance** will be released by the CIU/CIS/SWAD personnel after having accomplished and signed the appropriate accountable forms.

**B. OFFSITE IMPLEMENTATION** or Assessment of individual clients outside DSWD offices (CIU/CIS/SWAD Offices)

*A group of individuals identified or endorsed to DSWD shall undergo cross matching prior to the date of the implementation to avoid duplication while the assessment and provision of assistance shall be based on the provisions of the MC 16 s 2022 and its corresponding Amendments.*

*The venue for the distribution of assistance is preferably held in public halls such as, but not limited to, public schools, barangays halls, development centers, multi-purpose halls and covered courts. In selecting the venue, primary consideration shall be the safety, security and wellbeing of the beneficiaries and the DSWD personnel.*

*The implementation shall be conducted by schedule and in the case of extension of service beyond office hours, the DSWD management may provide overtime pay, meals and transportation costs in accordance with the existing rules and policies. These incentives will be provided subject to availability of funds.*

Planning and implementation shall be in coordination with appropriate offices/authorities, as applicable, before, during and after the activities.

During the implementation proper, the following process shall be followed:

**i. STEP 1: Validation**

The assigned personnel shall check the validity and completeness of required documents presented by the client.

**ii. STEP 2: Interview and Assessment**

The assigned personnel shall fill-out the identifying information of the client in the GIS; the SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.

The pre-approved project proposal shall serve as the main basis for the grant of assistance.

**iii. STEP 3: Review and Release of Assistance**

The assistance shall be released upon the establishment of the correctness and completeness of documents which shall serve as the basis for the eligibility of the client.

**C. MALASAKIT CENTERS IMPLEMENTATION**

The CO-CID and all FOs shall ensure the presence of the DSWD representatives in established Malasakit Centers.

The roles of DSWD in Malasakit Centers remain those stipulated under the Joint Administrative Order (JAO) No. 1, series of 2020 providing for non medical assistance in support of the Department with the Department of Health (DOH), Philippine Charity Sweepstakes Office (PCSO) and the Philippine Health Insurance Corporation (PHIC) entitled the *“Operational Guidelines for the Implementation of the Medical and Financial Assistance to Indigent and Financially-Incapacitated patients pursuant to Republic Act No. 11463 also known as “Malasakit Centers Act of 2019”.*

Further, the adjustments set in these Guidelines shall also be made applicable in handling client-patients in Malasakit Centers provided that the assistance is within the parameters stated under the JAO.

The approving authorities for assistance provided in Malasakit Centers shall be the CIU/CIS/SWAD Team Leader, as applicable.

**On Section X. RATES AND FREQUENCY OF ASSISTANCE**

The rates and frequency of availing assistance shall be as follows:

Type	Particulars	Cost of Assistance		Frequency of Availment
		Minimum	Maximum	
Medical Assistance	Hospital Bill	1,000.00	150,000.00	Once every Hospital admission

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Recommending a higher amount, subject to his/her assessment and justification of the client's circumstances. Provided that in such cases, there shall be a SCSR/case summary to support the provision of a higher amount. Further, the kind of assistance shall be validated by the Supervising Social Worker in the CIU/CIS Head/SWAD Team Leader and approved by the proper authority.

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**On Section XI. Approving Authority**

Amount	Field Office	Central Office	Release Period
Up to P50,000.00	CIS Head/SWAD Team Leader or the designated official or alternate based on succession order	CIU Head or the designated official or alternate based on succession order	Within 1-2 days
Up to P75,000.00	Division Chief or the designated official or alternate based on succession order	Division Chief or the designated official or alternate based on succession order	
Up to P100,000.00	Assistant Regional Director for Operations (ARDO) or the designated/ authorized representative or alternate based on succession order	Assistant Bureau Director of PMB/Designated Office or the designated official or alternate based on succession order	
Up to P150,000.00	Regional Director or the designated official or alternate based on succession order	Bureau Director of PMB/Designated Office or the designated official or alternate based on succession order	
Above P150,000.00	Secretary or the designated official	Secretary or the designated official	



	or alternate based on succession order in the FO  <i>*Refer to the Special Order</i>	or alternate based on succession order in the CO  <i>*Refer to the Special Order</i>	
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**On Section XIV. INSTITUTIONAL SUPPORT**

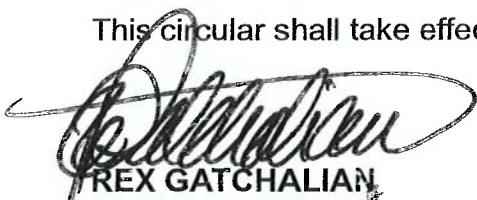
C. Legal Service (LS) , in coordination with the Administrative Service , shall assist in handling erring DSWD personnel as well as clients who would attempt to present fraudulent documents to avail assistance from the AICS program. The LS shall refer the matter to the appropriate law enforcement agency or file the necessary complaint as representative/plaintiff for the Department to the proper authorities/forum, for investigation, prosecution, or final resolution.

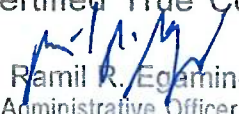
E. Agency Operations Center (AOC), shall provide augmentation support for handling and monitoring grievances either through phone call, email and face to face clients of the AICS program.

**XVIII. EFFECTIVITY**

All other provisions not covered in this circular shall remain inforce in part or in whole.

This circular shall take effect immediately upon signing hereof.

  
**REX GATCHALIAN**  
 Secretary  
 Date: MAR 29 2023

Certified True Copy  
  
 Ramil R. Egamino  
 Administrative Officer V  
 Records and Archives Mgt. Division  
 04 APR 2023

