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**Subject: Standards on Social Welfare and Development  
Service Delivery System in the Local Government  
Units**

**Rationale:**

The Local Government Code of 1991 (Republic Act No. 7160) mandates the autonomy of the local government units (LGUs) in attaining their full development as self-reliant communities at the barangay, municipal, city and provincial levels. The LGUs are given more powers, authority, responsibilities and resources to achieve self-reliance and become more effective partners in the attainment of national goals, including that of social welfare and development.

While LGUs provide social welfare and development (SWD) services, there is no common framework that guides them on how best they could provide these services to their constituents. This results to varying and inconsistent measures of quality service delivery from one LGU to another. Based on the premise that all human beings are entitled to their rights, all LGUs must deliver quality SWD services that address these rights, regardless of location or classification.

Consistent with Article 24 of RA 7160, Executive Order 221, as amended, mandates the Department of Social Welfare and Development (DSWD) to set standards for quality service delivery to promote and protect the social well being and best interest of the Filipinos. Hence, these standards are formulated and are deemed as important tool for the LGUs to gauge the quality of SWD service delivery at any level of local implementation. Further, these establish a basis for national and local collaboration, technical assistance and resource augmentation.

These standards are applied in the context of systems framework and the rights-based approach considering relevant laws and policies. The SWD service delivery system is viewed as an integration of the LGU's subsystems of operation that influence or contribute to the quality of delivery of SWD services. These subsystems include strategy and purpose, structure, systems, staff, skills, style of leadership, shared values and support for organizational change, which are used as guide in determining the coverage of standards setting.

The SWD office of a local government is the focal entity that manages the SWD delivery system, however, verifiable indicators of the standards may not entirely exist in the office. Thus, the LGU as a whole is responsible for delivering quality service based on these standards.

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REPUBLIKA NG PILIPINAS  
KAGAWARAN NG KAGALINGANG PANLIPUNAN AT PAGPAPAUNLAD  
(DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT)  
BATASAN PAMBANSA COMPLEX, CONSTITUTION HILLS  
QUEZON CITY

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## **Standards of Quality Service Delivery**

The following are the standards of quality for the delivery of SWD programs and services to the target constituents of the LGUs at the barangay, municipal, city and provincial levels.

### **I. ADMINISTRATION AND ORGANIZATION:**

#### **A. VISION, MISSION AND OBJECTIVES (VMO)**

1. A clear vision, mission and objectives on SWD are formulated and written by the LGU at the provincial, city, municipal and barangay levels based on its overall VMO. These serve as guide to the SWD Office (SWDO) in developing and implementing organizational strategies, programs and services on social welfare and development;
2. The SWD VMO is clearly communicated by the SWDO within the organization and is made known to the constituents.

#### **B. ORGANIZATIONAL STRUCTURE**

The LGU has established functional structures to operationalize its SWD VMO, which are manifested by the following:

##### **1. Policy-making structure**

A clear policy-making process is exercised by the LGU. The process consciously includes the participation of SWDO as manifested by at least the following:

- 1.1. Membership in various policy-making committees related to SWD concerns;
- 1.2. Issuance and implementation of SWD-related resolutions, ordinances or memorandum circulars.

##### **2. Management structure**

The SWDO has a defined coordination with units, departments or offices of the LGU on the management of the following SWDO concerns:

- 2.1. Physical and material resources
- 2.2. Human resources
- 2.3. Financial resources
- 2.4. Information

##### **3. Strategic and Operational Planning System**

- 3.1. The SWDO has a written plan for its short-, medium-, and long-term goals and objectives on SWD.
- 3.2. Systematic and regular planning is conducted that includes the following:

- 3.2.1. Assessment of the SWDO's strengths and weaknesses in all of its internal concerns and operation;
- 3.2.2. Analysis of the SWDO's internal and external stakeholders to determine their expectation on SWD concerns;
- 3.2.3. Formulation of SWD situationer based on SWD analysis and processed information;
- 3.2.4. Programming of activities towards achievement of defined objectives;
- 3.2.5. Allocation of required resources;
- 3.2.6. Implementation of plans;
- 3.2.7. Monitoring and evaluation of plans.

## **C. HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT**

The LGU manages and develops its human capital so that each person contributes to the achievement of the VMO of the LGU as a whole and to its SWD concerns in particular.

### **1. Staffing**

- 1.1. All social workers and personnel recruited and selected to perform SWD functions and operation are assigned to and perform actual functions to effectively carry-out SWD services;
- 1.2. To head the SWDO, the following personnel are employed in every LGU jurisdiction as follows;
  - 1.2.1. Province
    - One (1) Registered Social Worker (RSW) as Provincial Social Welfare and Development (PSWD) Officer
    - One (1) RSW as Assistant PSWDO
  - 1.2.2. City
    - One (1) RSW as City Social Welfare and Development (CSWD) Officer
    - One (1) RSW as Assistant CSWDO
  - 1.2.3. Municipality
    - One (1) RSW as head of the Municipal Social Welfare and Development Office (MSWDO)
- 1.3. The following criteria are prescribed in hiring, selection and deployment of personnel:
  - 1.3.1. Supervising social workers (SSW), who are qualified RSWs, are employed considering the following criteria:
    - 1.3.1.1. One (1) SSW (equivalent to Social Welfare Officer IV or SWO IV) for every 15 personnel in the PSWDO;
    - 1.3.1.2. One (1) SSW (equivalent to SWO IV) as head in every district or a specified geographical coverage of a CSWDO, but with subordinates not exceeding 15 personnel;

- 1.3.1.3. One (1) SSW (equivalent to SWO III) for every five (5) direct service providers as supervisees in a PSWDO, a district of a CSWDO, in a municipality or in a program of PSWDO, CSWDO and MSWDO;
- 1.3.2. RSWs (equivalent to SWO II) are employed to perform specialist function in case and family work and groupwork, particularly in the delivery of protective service. At least one (1) specialist RSW is employed for every:
  - 1.3.2.1. 3,000 households in a city/municipality
- 1.3.3. RSWs (equivalent to SWO I) are employed to perform generalist function in case and family work and groupwork. At least one (1) generalist RSW, is employed for every:
  - 1.3.3.1. three (3) municipalities in a province;
  - 1.3.3.2. 3,000 households in a city/municipality
- 1.3.4. RSWs (equivalent to SWO I) or community organizing (CO) or community development (CD) professionals are employed for CO or CD work. At least one (1) CO or CD worker is hired for every:
  - 1.3.4.1. three (3) municipalities in a province;
  - 1.3.4.2. 5,000 households in a city/municipality
- 1.3.5. The following personnel are employed by the LGU in provincial, city and municipal levels to provide direct or support service in the operation of the SWDO:
  - 1.3.5.1. Project Development Officer (PDO)
  - 1.3.5.2. Livelihood Evaluation Officer (LEO)
  - 1.3.5.3. Youth Development Officer (YDO)
  - 1.3.5.4. Social Welfare Assistant (SWA)
  - 1.3.5.5. Social Welfare Aide (SWAide)
  - 1.3.5.6. Manpower Development Officer (MDO)
  - 1.3.5.7. Nutritionist
  - 1.3.5.8. Statistician
  - 1.3.5.9. Information Communication Technology Officer (ICTO)
  - 1.3.5.10. Clerk
  - 1.3.5.11. Driver
  - 1.3.5.12. Utility Worker

Number of personnel for these positions will be in accordance with established needs of the SWDO.

- 1.3.6. At least one (1) Day Care Officer in a city/municipality to supervise Day Care Workers (DCWs)
- 1.3.7. At least one (1) qualified DCW for every barangay in a city/municipality

2. **Wages, Benefits and Incentives**
  - 2.1. Wages, benefits and incentives are given according to the Salary Standardization Law, Civil Service rules and other relevant laws.
3. **Employee and Management Relations**
  - 3.1. The LGU has a functional mechanism for a regular, open and healthy interaction between employees and management to address human resources needs and rights of SWDO personnel and to develop appropriate policies and programs.
4. **Human Resource Development**
  - 4.1. Human resource development (HRD) program is implemented by the LGU for its personnel including those with SWD functions consisting of the following:
    - 4.1.1. Orientation of new employee - Orienting a new SWDO employee on his/her job description, functions and duties upon assumption to duty, and about the organization, its VMO, mandate, policies, functions. He/She is also given orientation on benefits and incentives, i.e., earning and use of leave credits; Government Service Insurance System; PAG-ibig; Philhealth. The new employee is introduced to other personnel in the SWDO.
    - 4.1.2. Job-skill training - involves training of the SWDO employee on skills and technologies required for performing his/her functions;
    - 4.1.3. Development - Involves preparation of SWDO personnel, including managers and supervisors, for future challenges in work and organization;
    - 4.1.4. Career planning - Every SWDO personnel is helped to identify paths and activities to take as he/she develops within the organization;
    - 4.1.5. Performance Contracting and Appraisal – Every SWDO personnel is assisted to set realistic work targets and is assessed on how well each is doing his/her job using appraisal system prescribed or approved by the Civil Service Commission (CSC).
5. **Competencies Required For Management Personnel and Social Workers in Direct Service**

The LGU works with a variety of client systems, hence, a wide range of competencies is expected of the SWD management personnel, social workers and other personnel in direct service. The following competencies are prescribed for effective SWD service delivery:

**A. Management Competencies**

1. **Staff Supervision - Supervision of a variety of personnel is one of the tasks of supervising social workers or management personnel. A supervisor's functions include assigning work, teaching staff to perform jobs and monitoring and assessing their performance. This cluster of competencies includes:**

- 1.1 Knowledge of literature regarding the supervising process;

- 1.2. Capacity to facilitate the work of supervisees;
- 1.3. Ability to conduct workers evaluation and professional development.
2. **Program Development - Social workers and personnel who hold administrative or management positions carry responsibility for modifying existing programs of the LGU or creating new ones. This area of competencies includes:**
  - 2.1. Skills in community and organizational data collection and analysis;
  - 2.2. Skills in the design and implementation of SWD programs;
  - 2.3. Capacity to obtain agency and/or community support for new or revised programs.
3. **Staff Deployment - Social workers or personnel with management functions recruit and select staff and arrange staffing patterns and workload assignments to effectively carry-out activities and services. This area of competencies includes;**
  - 3.1. Capacity to match personnel with job assignments;
  - 3.2. Ability to create a clear organization structure for conducting the work of the LGU and a fair means of assigning the workload;
  - 3.3. Skills in the development of instruments for the evaluation of worker performance.
4. **Organizational Maintenance - This involves an array of administrative and management tasks concerned with the operation of the SWDO. This cluster of competencies includes:**
  - 4.1. Understand the operation of basic business systems and the requirements for management of agency resources;
  - 4.2. Skills in creating and managing agency paper flow;
  - 4.3. Skills in marketing/resource advocacy and fund-raising for social services organizations.

#### **B. Direct Service Competencies**

1. All direct service social workers, regardless of approach (generalist or specialist), must have the following competencies:
  - 1.1 **Interpersonal helping - These are basic helping skills to assist individuals and/or families understand the problem situation and possible solutions and identify resources available. This area of competencies includes:**
    - 1.1.1. Self-awareness and the ability to use self in facilitating change;
    - 1.1.2. Ability to establish professional helping relations;
    - 1.1.3. Understanding differing ethics and cultural patterns, as well as capacity to engage in ethics, gender, and age-sensitive practice;

- 1.1.4. General understanding of individual and family behavior patterns;
  - 1.1.5. Skill in client information gathering;
  - 1.1.6. Ability to analyze information and identify both the strengths and problem evident in practice situation;
  - 1.1.7. Capacity to counsel, problem solve, and/or engage in conflict resolution with clients;
  - 1.1.8. Possession of expertise in guiding the change process.
- 1.2. Case Planning and Management - The social worker is required to be competent to do on-going case planning, coordinate any additional services the client requires, monitor and evaluate case progress, consult other helping team members when appropriate and complete required case records. This cluster of competencies includes:**
- 1.2.1. Expertise in service planning and monitoring;
  - 1.2.2. Ability to carry out the LGU's SWD programs and operating procedures;
  - 1.2.3. Skills in interagency coordination;
  - 1.2.4. Ability to engage in case advocacy.
- 1.3. Individual and Family Treatment – The social worker in direct service positions provide treatment to individuals and families, which require the application of specific, identifiable helping approaches, compared to all-purpose helping skills. This cluster of competencies require special training, which includes:**
- 1.3.1. Sufficient knowledge of human development to make in-depth psychosocial assessment;
  - 1.3.2. In-depth knowledge of family functioning;
  - 1.3.3. Skills in the selection and application of individuals and/or family treatment modalities (e.g. crisis intervention, task-centered model, problem-solving approaches, psychosocial therapy, family system approach, addictions model).
- 1.4. Risk Assessment and Transition/Referral Services - The social worker must have the skill to carefully assess the urgency for services or the consequences of not providing services. He/she must be able to engage clients either in making use of services or preparing them for transition or termination of services. This cluster of competencies includes:**
- 1.4.1. Ability to assess factors affecting a practice situation based on a systems perspective;
  - 1.4.2. Skill in engaging clients in examining problems in social functioning;

- 1.4.3. Skills in utilizing social work assessment techniques;
  - 1.4.4. Skill in the use of crisis intervention;
  - 1.4.5. Ability to facilitate client transitions between services and/or to terminate service.
- 1.5. Group work – The social worker uses small groups as an environment for the change process. This area of competencies includes:**
- 1.5.1. Knowledge of group structure, function and formation;
  - 1.5.2. Capacity to perform the facilitating role within a group;
  - 1.5.3. Ability to engage in group therapy.
- 1.6. Service Connection – The social worker must be able to help the client obtain appropriate services. As a broker, he/she links the client to community services and when necessary, take action to eliminate barriers that prevent client from receiving these services. This area of competencies includes:**
- 1.6.1. Maintaining an on-going critical assessment of the battery of social programs in the community and region;
  - 1.6.2. Ability to make an accurate intake assessment of a client's needs and to skillfully refer clients to appropriate resources;
  - 1.6.3. Expertise in advocating for clients with human service programs.
2. Direct social workers who engage in helping persons victims of or vulnerable to abuse and exploitation must have competencies in protective service.
- 2.1. Protective Service - This may require involvement in legal proceedings and testify or participate in court hearing. This area of competencies includes:**
- 2.1.1. Capacity to identify at-risk factors such as physical, emotional maltreatment or sexual abuse;
  - 2.1.2. Knowledge of the law and legal processes concerning protective services;
  - 2.1.3. Knowledge of local resources to be contacted if clients are in danger;
  - 2.1.4. Ability to deal with conflictual situations.
3. CO or CD workers and other direct service workers who engage in helping communities must have competencies in community organizing or community development.
- 3.1. Community Organizing/Community Development - The worker must be able to raise people's awareness on realities and moving them to action towards responding to their immediate and long-term needs. This area of competencies includes:**



- 3.1.1. Knowledge of characteristics of population or target group worked and being served;
- 3.1.2. Knowledge of the nature and functions of the community and its constituent groups, organizations and institutional systems including the dynamic relationships of economic, social, political and human factors;
- 3.1.3. Understanding people's behavior in relation to social systems including such subjects as role theory, group dynamics, small-group behavior, organizational behavior, communication and decision-making;
- 3.1.4. Ability to assess the present and potential contribution of social welfare and related institutional policies, programs and actions on the control, prevention and alleviation of problem and needs;
- 3.1.5. Ability to apply strategies, techniques and approaches in community practice situation.

### C. General Competencies

1. The SWDO head, all SSW, direct service social workers, and all other personnel who deliver direct SWD services must have the following general competencies regardless of employment status:
  - 1.1. **Professional Competence Development - Every personnel maintains high quality of practice by devoting time and effort in improving his/her practice. He/she engages in activities that strengthen his/her effectiveness and job performance. This cluster of competencies includes:**
    - 1.1.1. Ability to be introspective and critically evaluate one's own practice;
    - 1.1.2. Ability to make use of consultation;
    - 1.1.3. Ability to consume and extend professional knowledge.
  - 1.2. **Delivery System Knowledge Development – Every personnel especially in a case management framework of service delivery, manages a complex web of human services that are available in the communities. This area of competencies includes:**
    - 1.2.1. Ability to maintain up-to-date knowledge of variety of human service programs;
    - 1.2.2. Skills in building interagency coordination and linkage.
  - 1.3. **Staff Information Exchange - Social workers must be equipped with knowledge and skills to contribute to decisions in the organization. This competency includes:**
    - 1.3.1. Ability to prepare and consume written and oral presentations regarding LGU SWD programs;
    - 1.3.2. Capacity to facilitate other social workers' and personnel's ability to make decisions and resolve problems;

- 1.3.3. Ability to facilitate interdisciplinary collaboration.
- 1.4. **Conflict/Dispute Resolution - When disputes arise in the organization the social worker/personnel must be able to handle things towards resolution. This area of competencies includes:**
  - 1.4.1. Understanding of agency procedures and its decision-making structure;
  - 1.4.2. Skills in advocacy, negotiation, and mediation.
- 1.5. **Research and Policy Development - Social workers must be skilled in collecting data about social conditions/situations and assist policy-makers in arriving at useful SWD policies and programs. This area of competencies includes:**
  - 1.5.1. Ability to develop and implement program and needs assessment research;
  - 1.5.2. Skills in social policy analysis and influencing decisions of policy makers;
  - 1.5.3. Capacity to inform the public regarding social problems and potential solutions.

#### **D. FINANCIAL AND MATERIAL RESOURCE MANAGEMENT**

- 1. Fund Appropriation and Allocation
  - 1.1. The LGU appropriates and allocates substantial funds for SWD programs and services
- 2. Resource Management and Generation
  - 2.1 A transparent system of financial and material management is present in the LGU, including for SWD concerns;
  - 2.2 A clear mechanism for control is established and corrective actions are undertaken by SWDO to avoid and control wastage or loss of resources;
  - 2.3 The SWDO has a written inventory of material resources and transparent inventory is regularly conducted.
  - 2.4 An annual procurement program is formulated and implemented by SWDO according to established rules and procedures.
  - 2.5 A fund sourcing system is established by SWDO that consists, at least of the following:
    - 2.5.1. determination of SWD performance targets for accomplishment within a time frame
    - 2.5.2. allocation of resources to SWD performance targets
    - 2.5.3. determination of resource gaps and limitations as basis for fund sourcing targets
    - 2.5.4. preparation and approval of proposal for fund-sourcing
    - 2.5.6. implementation of fund-sourcing activities
    - 2.5.7. monitoring and evaluation

- 2.6. Maintenance and custodial services are provided for control and safekeeping of all properties and material resource of the SWDO;

## **E. INFORMATION SYSTEM**

1. The LGU has a functional information system (IS) on SWD aimed at collecting significant data and convert into meaningful and useful information for specific end users. The system is manifested by:
  - 1.1 People
    - At least one (1) IS specialist/personnel specifically managing the LGU's SWD IS.
    - Has identifiable end-users of information product (e.g. bulletin, primers, brochures, report) of the SWDO including other LGUs, Non-Government Organizations (NGOs), National Government Agencies (NGAs), clients and the general public.
  - 1.2 Hardware
    - Machines or media, e.g. paper-and-pencil, computers, calculators
  - 1.3 Software
    - Programs and procedures used to process data
  - 1.4 Data
    - Raw facts and observations collected and inputted in the system
2. The SWDO receives, processes, produces and disseminates information (e.g. paper documents, lists, forms, reports) for decision-making, policy-making, planning and for the use of identified end-users (e.g. Sanggunian, public, clients, other LGUs, NGOs, NGAs, etc.).

## **II. PROGRAM MANAGEMENT:**

### **A. PROGRAM MANAGEMENT STRUCTURES**

1. The SWDO has a written Manual of Operation for its SWD programs and services that specifies at least the following:
  - 1.1. Vision, Mission and Objectives
  - 1.2. Clients
  - 1.3. Geographical area of coverage
  - 1.4. Policies and procedures on:
    - 1.4.1. Intake and client assessment
    - 1.4.2. Risk assessment (System of determining and ensuring safety of a child from any form of abuse and neglect)
    - 1.4.3. Equal opportunities in access for, and treatment of respondents and clients
    - 1.4.4. Contract setting and case planning
    - 1.4.5. Services provided by the LGU

- 1.4.6. Termination of services
  - 1.4.7. Referral system (service connection)
  - 1.4.8. Effective redress to complaints on services
  - 1.4.9. Involvement of client in influencing the type and level of service provided
  - 1.4.10. Records management
  - 1.4.11. Planning
  - 1.4.12. Reporting
  - 1.4.13. Monitoring and evaluation
  - 1.4.14. Networking with other organizations
2. The SWDO has functional systems that operationalize the policies and procedures stated in its Manual of Operations.

## **B. PLANNING**

1. Clear program objectives are defined by the SWDO considering program scope, timeframe (schedule) and cost;
2. Internal and external stakeholders are involved in the planning process;
3. A clear program plan is formulated by the SWDO to achieve the defined objectives, laying out the necessary activities, resources needed, responsible and accountable persons and target time frame and priorities.

## **C. IMPLEMENTATION AND MONITORING**

1. Adequate time and sufficient resources are made available by the LGU to the SWD program. Resources include financial, material, power and authority, human resources, skills and access to information;
2. Actual progress of activities in the SWD program are measured and compared to planned progress on a timely and regular basis;
3. Necessary corrective actions are taken immediately by the SWDO to control the process of implementation towards achievement of objectives;
4. Information about the SWD program implementation are readily available to stakeholders;
5. Expected reports on the SWD program are prepared and submitted on time.

## **D. EVALUATION**

1. A structure for, at least, an annual SWD program and for a project-end evaluation is functional in the LGU involving the following:
  - 1.1. Program inputs - These are the resources allocated and utilized in implementing the SWD program.
  - 1.2. Program activities - These are the things that the SWDO did to achieve the objectives or the targeted changes.
  - 1.3. Output - These are the immediate result/s of the SWD program or plan.

- 1.4. Outcomes - These are the longer-term benefits gained from implementing the SWD program (impact).
2. The SWDO makes use of the results of SWD program evaluation to make or propose policy changes or amendment, revise or develop new programs.

### **III. COMMUNITY BODIES/FACILITIES ON SECTORAL CONCERNS**

The LGU has, at least, the following organized and functional SWD-related community bodies or facilities dealing with concerns of identified clientele groups within LGU's jurisdiction:

#### **A. PROVINCE**

1. Separate detention home/facility for youth offenders and for women in every province
2. Office for Senior Citizens Affairs (OSCA)
3. Senior Citizen Center
4. Provincial Council for the Protection of Children
5. Special Drug Education Center (SDEC)

#### **B. CITY**

1. Separate detention home/facility for youth offenders and for women in every highly-urbanized/ metropolitan city
2. Office for Senior Citizens Affairs (OSCA)
3. Senior Citizen Center
4. City Council for the Protection of Children

#### **C. MUNICIPALITY**

1. Separate detention home/facility for youth offenders and for women in every highly-urbanized/ metropolitan city
2. Office for Senior Citizens Affairs (OSCA)
3. Senior Citizen Center
4. Municipal Council for the Protection of Children

#### **D. BARANGAY**

1. One (1) day care center (DCC) for every barangay
2. Barangay Council for the Protection of Children
3. Children's reading and recreation center
4. Sangguniang Kabataan

### **IV. PHYSICAL STRUCTURES AND SAFETY:**

#### **A. CLEANLINESS AND SANITATION**

1. The SWDO provides necessary resources to maintain cleanliness and sanitation in its office/s and premises;

2. There are hygienic and functional toilets within the premises of the LGU and are accessible to SWDO personnel and its clients/respondents with the following ratio:
  - 2.1. 1 toilet for every 25 female personnel
  - 2.2. 1 toilet for every 25 male personnel
  - 2.3. At least 1 toilet for female clients
  - 2.4. At least 1 toilet for male clients
3. All toilets are provided with child urinal and utility table for diaper change
4. Cleaning routines are done on a timely and regular basis.

#### **C. BASIC UTILITIES**

1. Basic utilities are available for use in the SWD operation such as the following:
  - 1.1 Potable water as evidenced by a certificate of water sanitation issued by authorities.
  - 1.2 Electricity, fuel, or any power source to provide light, ventilation and energy to run machines and vehicles.
  - 1.3 Adaptive means of communication is installed and functional at all times.
  - 1.4 Appropriate and functional equipment and appliances are available for use.
  - 1.5 A functional vehicle available for SWD operations.

#### **D. FACILITIES**

Ample and appropriate space and fixtures are provided in every working space of the SWDO for efficiency, health and safety.

1. Ample office space of at least 4 sq. m. per person and appropriate fixtures are provided exclusively for office functions. A free space of at least 6 sq. m. is allotted per room for mobility.
2. A space/room for interview and counseling with the following physical conditions:
  - 2.1. equipped with various paraphernalia useful for facilitating interaction between social worker and respondent/client, such as art materials, pillows, dolls, appropriately constructed toys, towels, among others;
  - 2.2. chairs that adequately support the back;
  - 2.3. movable furnishings;
  - 2.4. adequate ventilation;
  - 2.5. adequate light;
  - 2.6. comfortable room temperature;
  - 2.7. ample space (to avoid a sense of being confined or crowded);
  - 2.8. privacy;
  - 2.9. freedom from distraction;
  - 2.10. open space between participants.
3. Conference room with appropriate fixtures for meetings;
4. Living quarters are made available for personnel, separately provided for male and for female personnel in times of disaster or emergency operations;

5. Ample and appropriately furnished space/room for receiving clients;
6. Exclusive space/room for conducting intake interview.
7. All rooms/spaces for SWD functions and operation are well-lighted and well-ventilated.
8. Storage room for stockpiling related to relief operations.

**E. SAFETY PRECAUTIONS AND PROCEDURES**

The physical arrangement shall promote the physical, emotional and psychosocial well being of all SWD personnel and clients of the SWDO.

1. Accessibility features are installed where facilities, rooms and spaces are barrier-free and with appropriate labels and signages for access of personnel, visitors, clients and persons with disability;
2. The LGU has facilities and is observing measures against fire, earthquake and other emergency situations as evidenced by the following;
  - 2.1. Certificate of Fire Safety for the current year;
  - 2.2. Certificate of Occupancy or Building Safety for the current year
3. Waste management structure is installed in accordance with Solid Waste Management law and other relevant laws/ordinances, evidenced by, at least, the segregation of biodegradable from non-biodegradable waste.
4. First aid facilities are available.
5. Qualified personnel are trained on first aid.
6. Emergency power is provided in all functional hallways, stairways and rooms.
7. Smoking is prohibited within the LGU premises with visible signages or written notice in conspicuous places.

**V. CASE MANAGEMENT:**

**A. CASELOAD**

The following caseload are prescribed for direct service personnel:

1. For intake interview, the following are assigned to attend to all walk-in/referred respondents/clients in a day:
  - 1.1. at least one (1) RSW in every operation unit of the PSWDO;
  - 1.2. at least three (3) RSWs in the CSWDO of special, highly urbanized, non-component cities and at least one (1) RSW in each of its operation units;
  - 1.3. at least two (2) RSWs in the CSWDO of component cities and at least one (1) RSW in each of its operation units;
  - 1.4. at least two (2) RSWs in the MSWDO and at least one (1) RSW in each of its operation units.



The assignment for intake interview is to be rotated among all direct service RSWs on a daily basis.

2. For generalist approach, each social worker shall manage simultaneously:
  - 2.1. at most 30 individual cases at a time;
  - 2.2. at most three (3) groups at a time;
  - 2.3. at most five (5) families at a time; and
  - 2.4. at most one (1) community at a time.
3. For specialist approach (particularly for protective service; work with youth offenders; persons in crisis), each social worker shall manage:
  - 3.1. at most 20 individual cases (e.g. child abuse/neglect/exploitation; youth offenders; battered/exploited women) at a time
  - 3.2. at most two (2) groups at a time
4. For CO or CD work and special program or project implementation, each direct service provider shall manage:
  - 4.1. at most ten (10) groups at a time;
  - 4.2. at most three (3) communities at a time

## **B. CASE RECORDING:**

### **1. Case Study**

- 1.1. A written case study is prepared by the social worker for all clients within a week after helping agreement is made as basis for social work interventions;
- 1.2. Case study is revised by the social worker as significant information and progress in the helping process arise.

### **2. Forms of Recording**

The social worker/direct service worker keeps a client's record in a form according to the purpose of recording. These are:

- 2.1. Narrative - also known as process recording. This is used when it is necessary to report as many facts as the social worker can remember, which are useful to understand the process or content of an interview or intervention with a client, and therefore important in better understanding of a situation;
- 2.2. Summary - Types of this recording include:
  - 2.2.1. Intake summary - captures the essence of what brought the client to the agency; presents the problem and what is asked of the agency.
  - 2.2.2. Transfer or closing summary - States why a case was transferred or closed; presents what things were accomplished and what are still to be done by the client with or without help; presents transfer arrangements and agreements between the agency and the client.



- 2.2.3. Discharge summary - presents the written discharge plan; geared to the prospects of the case and spells out at least some of the factors that led to the discharge plan;
- 2.2.4. Block summary - or known as progress note; presents the significant information or progress in the case and client-worker interaction over time.
- 2.3. Assessment and Evaluative Statement - written form of the social worker's judgement on the client's situations, which is presented at the end of a particular recording.

### 3. Significant Records/Documents

The social worker keeps and uses significant records and documents depending on the nature of the case he/she is managing. These may include:

- 3.1. Certificate of birth, foundling or death;
- 3.2. Court decisions/decrees/orders;
- 3.3. Medical, health or dental records including immunization records, medical abstract, report on psychological and psychiatric evaluation and treatment;
- 3.4. School records
- 3.5. Referral letters
- 3.6. Approved project proposals, e.g. livelihood projects; construction of DCCs
- 3.7. Community profile, in case of CO or CD

### C. CONFIDENTIALITY OF CASES

- 1. Confidentiality of cases is observed by the SWDO in terms of policies and procedures in handling of documents/records of clients and organizational procedures on sharing information.
- 2. All SWDO personnel and external stakeholders are informed of policies and procedures on confidentiality.

This Order takes effect immediately after its publication in the Official Gazette.

  
**CORAZON JULIANO-SOLIMAN**  
DSWD Secretary



**Assessment Tool for Local Government Unit's Compliance with Standards  
on Social Welfare and Development Service Delivery System**

Work Area/ Variable	Indicators	Complied?			Means of Verification	Findings
		Y	N	NA		
<b>Part I – Administration and Organization</b>						
A. Vision, Mission and Objectives	<ol style="list-style-type: none"> <li>1. Written Vision, Mission, and Objectives (VMO) of the SWDO separate from that of the LGU as a whole.</li> <li>2. Identified claimholder group(s) served by the SWDO</li> <li>3. Alignment and consistency of SWD vision statement, mission statement, objectives, programs and services</li> <li>4. Articulation of the SWD VMO by SWDO personnel and claimholders</li> </ol>					
B. Organizational Structure						
1. Policy-Making structure	<ol style="list-style-type: none"> <li>1. The policy-making process:               <ol style="list-style-type: none"> <li>1.1. is written</li> <li>1.2. can be articulated by SWDO personnel</li> <li>1.3. has written mechanism for feedback on policies formulated and implemented</li> <li>1.4. has written mechanism for monitoring and evaluation of policies implemented</li> </ol> </li> <li>2. Membership of SWDO in various policy-making bodies/committees related to SWD concerns</li> <li>3. Issuance and implementation of SWD-related resolutions, ordinances or memorandum circulars</li> </ol>					

<p>2. Management Structure</p>	<p>1. The SDWO has a defined coordination units, departments or offices of the LGU on the management of the following SWD concerns:</p> <ul style="list-style-type: none"> <li>1.1. Physical and material resources</li> <li>1.2. Human resources</li> <li>1.3. Financial resources</li> <li>1.4. Information</li> </ul>					
<p>3. Strategic and Operational Planning System</p>	<p>1. Written SWD program:</p> <ul style="list-style-type: none"> <li>1.1. for every year drawn from the five-year SWD program</li> <li>1.2. for every five years drawn from the 10-year SWD program</li> <li>1.3. for every 10 years</li> </ul> <p>2. Systematic and regular planning is manifested by:</p> <ul style="list-style-type: none"> <li>1.1 Assessment of SWDO's strengths and weaknesses in all of its internal concerns and operation</li> <li>1.2 Analysis of SWDO's internal and external stakeholders to determine their expectation from the SWDO</li> <li>1.3 Updated SWD situationer reflecting SWD analysis and processed information</li> <li>1.4 Annual program of activities planned according to defined objectives</li> <li>1.5 Annual plan provided with specific budget</li> </ul>					

	<p>1.6 Implementation of the annual program of activities</p> <p>1.7 Written report of monitoring and evaluation conducted</p>					
<p>C. Human Resource Management and Development</p> <p>1. Staffing</p>	<p>1. Alignment of actual functions of SWD personnel with position for which the personnel was hired</p> <p>2. Employment of one (1) Registered Social Worker (RSW) as PSWDO or CSWDO</p> <p>3. Employment of one (1) RSW as Assistant PSWDO or Assistant CSWDO</p> <p>4. Employment of one (1) RSW as MSWDO</p> <p>5. Employment of the following personnel:</p> <p>5.1 Supervising social workers (SSW), who are qualified RSWs, are employed considering the following criteria:</p> <p>5.1.1. One (1) SSW (equivalent to Social Welfare Officer IV or SWO IV) for every 15 personnel in the PSWDO;</p> <p>5.1.2. One (1) SSW (equivalent to SWO IV) as head in every district or a specified geographical coverage of a CSWDO, but with</p>					

subordinates not exceeding 15 personnel;

5.1.3. One (1) SSW (equivalent to SWO III) for every five (5) direct service providers as supervisees in a PSWDO, a district of a CSWDO, in a municipality or in a program of PSWDO, CSWDO and MSWDO;

5.2 RSWs (equivalent to SWO II) are employed to perform specialist function in case and family work and groupwork, particularly in the delivery of protective service. At least one (1) specialist RSW is employed for every:

5.2.1. three thousand (3,000) households in a city/municipality

5.3 RSWs (equivalent to SWO I) are employed to perform generalist function in case and family work and groupwork. At least one (1) generalist RSW, is employed for every:

5.3.1. three (3) municipalities in a province;

5.3.2. three thousand (3,000) households in a city/municipality

5.4. RSWs (equivalent to SWO I) or community organizing (CO) or community development (CD)

	<p>professionals are employed for CO or CD work. At least one (1) CO or CD worker is hired for every:</p> <ul style="list-style-type: none"><li>5.4.1. three (3) municipalities in a province;</li><li>5.4.2. five thousand (5,000) households in a city/municipality</li></ul> <p>5.5. The following personnel are employed by the LGU in provincial, city and municipal levels to provide direct and/or support service in the operation of the SWDO:</p> <ul style="list-style-type: none"><li>5.5.1. Project Development Officer (PDO)</li><li>5.5.2. Livelihood Evaluation Officer (LEO)</li><li>5.5.3. Youth Development Officer (YDO)</li><li>5.5.4. Social Welfare Assistant (SWA)</li><li>5.5.5. Social Welfare Aide (SWAide)</li><li>5.5.6. Manpower Development Officer (MDO)</li><li>5.5.7. Nutritionist</li><li>5.5.8. Statistician</li><li>5.5.9. Information Communication Technology Officer (ICTO)</li></ul>	
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	<p>5.5.10. Clerk</p> <p>5.5.11. Driver</p> <p>5.5.12. Utility Worker</p> <p>Number of personnel for these positions will be in accordance with established needs of the SWDO.</p> <p>5.6. Employment of at least one (1) Day Care Officer in a city/municipality to supervise Day Care Workers (DCWs).</p> <p>5.7. Employment of at least one (1) qualified DCW for every barangay in a city/municipality.</p>					
2. Wages, Benefits and Incentives	<ol style="list-style-type: none"> <li>1. Existence of written appointment of all personnel in SWDO</li> <li>2. Wages are given to all SWD personnel according to appointment/contract</li> <li>3. Identified benefits and incentives for SWD personnel base on Standardization, Civil Service and other relevant laws and local resolutions are given accordingly.</li> </ol>					
3. Employee and Management Relations	<ol style="list-style-type: none"> <li>1. Existence of at least once a quarter activity like assembly, forum, dialogue with local executive / administrator and rank-and-file personnel addressing HR needs and rights of SWDO personnel</li> <li>2. Existence of a functional grievance committee / body</li> <li>3. Issuance of resolution, ordinance or</li> </ol>					

	memorandum circulars citing specific policies on employees' welfare					
4. Human Resource Development	<p>1. Implementation of:</p> <p>1.1 orientation of new employee on job description; functions and duties upon assumption to duty; on benefits and incentives i.e., GSIS; PAG-ibig; Philhealth; on SWDO VMO, mandate and functions; employee introduced to co-workers in SWDO.</p> <p>1.2 job-skill training provided to every personnel aimed at developing required competencies</p> <p>1.3 development activities provided to every personnel in preparation to accept higher responsibilities or future challenges in work and organization</p> <p>1.4 career planning is facilitated for every personnel, manifested by a written career plan</p> <p>1.5 performance contracting is done for every personnel manifested by a semi-annual written performance contract / target worksheet</p> <p>1.6 appraisal is done for every personnel every six months based on the performance contract / performance target worksheet</p>					
5. Competencies Required for Management Personnel, Social Workers and other Direct Service Personnel						



<p>A. Management Competencies</p> <p>1. Staff Supervision</p>	<p>1. SWD personnel with management / supervising function received training on management competencies. Content of this training include:</p> <p>1.1 supervising process 1.2 facilitating work of supervisees 1.3 worker's evaluation and professional development</p>					
<p>2. Program Development</p>	<p>1.1 analysis of community and organizational data 1.2 SWD program designing and implementation 1.3 obtaining agency and/or community support for new or revised program</p>					
<p>3. Staff Deployment</p>	<p>1.1 matching of personnel capacities with job assignments 1.2 creating clear organization structure for conducting the work of the office 1.3 development and utilization of performance evaluation tool</p>					
<p>4. Organizational Maintenance</p>	<p>1.1 management of agency resources 1.2 management of paper flow 1.3 marketing, resource advocacy and fund-raising for human service organizations</p>					
<p>B. Direct Service Competencies</p> <p>1. Interpersonal Helping</p>	<p>1. All direct service social workers received training/seminar on direct service competencies. Content of this training/seminar include:</p> <p>1.1 self-awareness 1.2 establishing professional helping relations 1.3 ethical social work practice in engaging</p>					

	<p>in gender and age-sensitive practice</p> <p>1.4 individual and family behavior patterns</p> <p>1.5 client information gathering</p> <p>1.6 problem identification in practice situation</p> <p>1.7 counseling</p> <p>1.8 problem solving and/or engaging in conflict resolution with clients</p>					
2. Case Planning and Management	<p>1.1 service planning and monitoring</p> <p>1.2 implementation of SWD programs and operating procedures</p> <p>1.3 interagency coordination</p> <p>1.4 case advocacy</p>					
3. Individual and Family Treatment	<p>1.1 psychosocial assessment of individuals and families</p> <p>1.2 family functioning</p> <p>1.3 individual and/or family treatment modalities</p>					
4. Risk Assessment and Transition/Referral	<p>1.1 systems perspective in assessment</p> <p>1.2 engaging clients in examining problems in social functioning</p> <p>1.3 social work assessment techniques</p> <p>1.4 crisis intervention</p> <p>1.5 facilitating client transitions between services and/or to terminate the case</p>					
5. Groupwork	<p>1.1 group structure, function and formation</p> <p>1.2 working with groups</p> <p>1.3 group therapy</p>					
6. Service Connection	<p>1.1 intake assessment of client's needs</p> <p>1.2. client referral systems and community resources</p> <p>1.3. advocating clients with human services programs</p>					

7. Protective Service	<p>1. Direct social workers who engage in helping persons victims of or vulnerable to abuse and exploitation must have competencies in protective service. Content of training includes:</p> <p>1.1 identification of risk factors such as physical, emotional maltreatment or sexual abuse</p> <p>1.2 relevant laws and legal processes regarding protective services</p> <p>1.3 local resources that respond to a client who is in danger</p> <p>1.4 dealing with conflictual situations</p>					
8. Community Organizing/Community Development	<p>1. CO or CD workers and other direct service workers engaged in helping communities must have competencies in CO or CD. Content of training includes:</p> <p>1.1. Knowledge of characteristics of population or target group worked and being served</p> <p>1.2. Knowledge of the nature and functions of the community and its constituent groups, organizations and institutional systems including the dynamic relationships of economic, social, political and human factors</p> <p>1.3. Understanding people's behavior in relation to social systems including such subjects as role theory, group dynamics, small-group behavior,</p>					

	<p>organizational behavior, communication and decision-making.</p> <p>1.4. Ability to assess the present and potential contribution of SWD and related institutional policies, programs and actions on the control, prevention and alleviation of problems and needs.</p> <p>1.5. Ability to apply strategies, techniques and approaches in community practice situation.</p>					
C. General Competencies	<p>1. The SWDO head, all SSWs, direct service social workers, and all other personnel who deliver direct SWD services received training/seminar on general competencies. Content of training include:</p> <p>1.1 Critical evaluation of one's own practice</p> <p>1.2 Use of consultation</p> <p>1.3 Consumption of and extending professional knowledge</p>					
1. Professional Competence Development						
2. Delivery System Knowledge Development	<p>1.1 Enlisting SWD agencies' support</p> <p>1.2 Building inter-agency coordination and linkage</p>					
3. Staff Information Exchange	<p>1.1 Preparation and consumption of written and oral presentation regarding LGU's SWD programs</p> <p>1.2 Facilitating other social workers' and personnel's ability to make decisions and resolve problems</p> <p>1.3 Facilitating interdisciplinary</p>					

	collaboration					
4. Conflict/Dispute Resolution	1.1 understanding agency procedures and structures in decision-making 1.2 advocacy , negotiation and medication					
5. Research and Policy Development	1.1 Development of program research / needs assessment research 1.2 Social policy analysis 1.3 influencing decisions of policy makers 1.4 public information on social problems and potential solutions					
D. Financial and Material Resource Management						
1. Fund Appropriation and Allocation	1. Appropriation of substantial funds for SWD program 2. Allocation of substantial funds for SWD program 3. Utilization of allocated funds for implementing SWD program					
2. Resource Management and Generation	1. System of financial and material management known to SWDO personnel 2. Conformity of resource utilization to established rules and financial plan 3. Absence of wastage or loss of resources 4. Written inventory of material resources that is prepared at least once a year 5. Inventory is available when requested 6. Written annual procurement program					

	<ol style="list-style-type: none"> <li>7. Annual procurement program is implemented according to established rules and procedures</li> <li>8. Establish fund sourcing system manifested by: <ol style="list-style-type: none"> <li>8.1. written SWD performance targets</li> <li>8.2 allocation of resources to SWD performance targets</li> <li>8.3 identified resource gaps</li> <li>8.4 written and approved proposal for fund sourcing</li> <li>8.5 report on the implementation of fund sourcing activity</li> <li>8.6 report on monitoring and evaluation of fund sourcing activity</li> </ol> </li> <li>9. Utilization of properties and material resources</li> </ol>
<p>E. Information System</p>	<ol style="list-style-type: none"> <li>1. Existence of at least one (1) IS specialist/personnel (ICTO) who manages the SWDO Information System (IS)</li> <li>2. Identified and written list of users of information produced by the SWDO.</li> <li>3. Installed functional ICT devices for receipt, processing, storing and dissemination of SWD-related information</li> <li>4. Utilization of programs and procedures (software) in processing SWD data</li> <li>5. Collection and storage of facts/information/reports on SWD as input to the IS</li> </ol>

	<p>6. Issuance and implementation of resolutions, ordinances or memorandum circulars that evidently utilized SWD information processed by SWDO</p>
<p><b>Part II - Program Management</b></p>	
<p>A. Program Management Structure</p>	<ol style="list-style-type: none"> <li>1. Written Manual of Operation (Manual) for the SWD programs and services</li> <li>2. Comprehensive description of SWD programs and services, policies and procedures in the Manual, containing the following: <ul style="list-style-type: none"> <li>2.1 Vision, Mission and Objectives</li> <li>2.2 Clients</li> <li>2.3 Geographical area of coverage</li> <li>2.4 Policies and procedures on: <ul style="list-style-type: none"> <li>2.4.1 Intake and client assessment</li> <li>2.4.2 Risk assessment</li> <li>2.4.3 Equal opportunities in access for and treatment of respondents and clients</li> <li>2.4.4 Contract setting and case planning</li> <li>2.4.5 Services provided by the LGU</li> <li>2.4.6 Termination of services</li> <li>2.4.7 Referral and service connection</li> <li>2.4.8 Effective redress to complaints on services</li> <li>2.4.9 Client participation in the</li> </ul> </li> </ul> </li> </ol>

	<p>improvement of services</p> <p>3.4.10 Records management</p> <p>3.4.11 Planning</p> <p>3.4.12 Reporting</p> <p>3.4.13 Monitoring and evaluation</p> <p>3.4.14 Networking with other organization</p> <p>4. Alignment of actual services and structures and the content of Manual of Operation.</p>
B. Planning	<ol style="list-style-type: none"> <li>1. Defined objectives for programs being implemented reflecting program scope, timeframe and cost</li> <li>2. Involvement of all SWDO personnel in the planning process</li> <li>3. Involvement of respondents and clients in the planning process</li> <li>4. Formulated a clear program plan according to the objectives, reflecting at least the activities, budget/resources needed, responsible and accountable persons and target time frame.</li> </ol>
C. Implementation and Monitoring	<ol style="list-style-type: none"> <li>1. Approved proposals for program implementation citing: <ol style="list-style-type: none"> <li>1.1 time frame</li> <li>1.2 required resources including: <ol style="list-style-type: none"> <li>1.2.1 financial resource</li> <li>1.2.2 material resource</li> <li>1.2.3 power and authority (functions and roles of personnel/agency)</li> </ol> </li> </ol> </li> </ol>



	<p style="text-align: center;">1.2.4 human resource</p> <ol style="list-style-type: none"> <li>2. Monitoring of activities in the program implementation as against planned activities, at least on a quarterly basis</li> <li>3. Resolution of problems / gaps / issues identified during process of program implementation</li> <li>4. Availability of information about SWDOs program implementation</li> <li>5. Preparation and submission of expected program/project reports on time.</li> </ol>
<p>D. Evaluation</p>	<ol style="list-style-type: none"> <li>1. Conduct of annual program evaluation</li> <li>2. Conduct of project end evaluation</li> <li>3. Comprehensive evaluation of program or project including: <ol style="list-style-type: none"> <li>3.1 Program inputs</li> <li>3.2 Program activities</li> <li>3.3 Output</li> <li>3.4 Outcome</li> </ol> </li> <li>4. Utilization of results of SWD program evaluation in: <ol style="list-style-type: none"> <li>4.1 Formulation of new policies or amending existing policies</li> <li>4.2 Development of new SWD program/strategy/approach</li> <li>4.3 Revision of existing program/strategy/approach</li> </ol> </li> </ol>

<b>Part III - Community Bodies / Facilities on Sectoral Concerns</b>					
	<p>1. Existence of functional community bodies or facilities as follows:</p> <p>1.1 Separate detention home/facility for youth offenders (for province, city, &amp; municipality)</p> <p>1.2 Separate detention home/facility for women (for province, city, &amp; municipality)</p> <p>1.3 Office for Senior Citizens Affairs (OSCA) (for province, city, &amp; municipality)</p> <p>1.4 Senior Citizens Center (for province, city, &amp; municipality)</p> <p>1.5 Local council for the protection of children (for province, city, municipality &amp; barangay)</p> <p>1.6 Special Drug Education Center (SDEC) (for province)</p> <p>1.7 At least one (1) day care center (for every barangay)</p> <p>1.8 Children's reading and recreation center (for barangay)</p> <p>1.9 Sangguniang Kabataan (for barangay)</p>				
<b>Part IV- Physical Structures and Safety</b>					
A. Cleanliness and Sanitation	<p>1. Provision of needed cleaning implements in the SWD office</p> <p>2. Regular cleaning of rooms, furnitures and equipment in SWD office</p>				

	<ol style="list-style-type: none"> <li>3. Availability of hygienic and functional toilets for personnel and respondents/clients with the following ratio: <ol style="list-style-type: none"> <li>3.1 1 toilet for every 25 female personnel</li> <li>3.2 1 toilet for every 25 male personnel</li> <li>3.3 1 toilet for female respondents/clients with child urinal and utility table</li> <li>3.4 1 toilet for male respondents/clients with child urinal and utility table</li> </ol> </li> </ol>
<p>B. Basic Utilities</p>	<ol style="list-style-type: none"> <li>1. Availability of: <ol style="list-style-type: none"> <li>1.1. potable water as certified by authorities</li> <li>1.2. electricity/power source</li> <li>1.3. functional machines/equipment</li> <li>1.4. functional vehicle for SWD operation</li> </ol> </li> </ol>
<p>C. Facilities</p>	<ol style="list-style-type: none"> <li>1. SWD office space is at least 4 sq. m per person with at least 6 sq. m. free space in every room to facilitate mobility</li> <li>2. Ample and appropriate fixtures for all personnel and office functions</li> <li>3. Adequate interview/counseling room that is/has: <ol style="list-style-type: none"> <li>3.1. equipped with at least, art materials, pillow, dolls, appropriately constructed toys and towels</li> <li>3.2. Chairs that adequately support the back</li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>3.3. Movable furnishing</li> <li>3.4. Adequate ventilation</li> <li>3.5. Adequate light</li> <li>3.6. Comfortable room temperature</li> <li>3.7. Ample space (minimum of 6 sq. m.)</li> <li>3.8. Privacy</li> <li>3.9. Freedom from distraction</li> <li>3.10. Open space between participants in interviewing/counseling</li>   <li>4. Availability of conference room</li> <li>5. Provision of living space for female and for male personnel in times of disaster or emergency operation</li> <li>6. Ample space/room for receiving respondents (potential clients)/clients</li> <li>7. Ample fixtures for receiving respondents (potential clients)/clients</li> <li>8. Exclusive space/room for conducting intake interview</li> <li>9. All rooms/spaces in the SWDO are: <ul style="list-style-type: none"> <li>12.1 well-lighted</li> <li>12.2 well-ventilated</li> </ul> </li> <li>10. Appropriate storage room for stockpiling related to relief operation</li> </ul>					
D. Safety and Procedures	<ul style="list-style-type: none"> <li>1. Installation of barrier-free passage ways for persons with disability</li> <li>2. Display of appropriate labels / signage for safety and precaution</li> </ul>					

	<ol style="list-style-type: none"> <li>3. Certification of fire safety for the current year</li> <li>4. Certification of building safety</li> <li>5. Segregation of biodegradable from non-biodegradable waste</li> <li>6. Availability of first aid kit/facilities</li> <li>7. Training of personnel on first aid</li> <li>8. Provision of emergency power in all functional hallways, stairways and rooms</li> <li>9. Display of signages/written notice in conspicuous places prohibiting smoking within LGU premises and implementation of such prohibition</li> <li>10. Absence of reported injuries, illnesses, accidents due to work conditions</li> </ol>
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**Part V - Case Management**

<p>A. Caseload</p>	<ol style="list-style-type: none"> <li>1. Assignment of the following for intake interview, which is rotated daily among all direct service RSWs: <ol style="list-style-type: none"> <li>1.1. at least one (1) RSW in every operation unit of the PSWDO;</li> <li>1.2. at least three (3) RSWs in the CSWDO of special, highly urbanized, non-component cities and at least one (1) RSW in each of its operation units;</li> <li>1.3. at least two (2) RSWs in the CSWDO of component cities and at</li> </ol> </li> </ol>
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	<p>least one (1) RSW in each of its operation units;</p> <ol style="list-style-type: none"> <li>1.4. at least two (2) RSWs in the MSWDO and at least one (1) RSW in each of its operation units.</li> <li>2. For generalist approach, each RSW manages simultaneously: <ol style="list-style-type: none"> <li>2.1. at most 30 individual cases at a time;</li> <li>2.2 at most three (3) groups at a time;</li> <li>2.3 at most five (5) families at a time; and</li> <li>2.4 at most one (1) community at a time.</li> </ol> </li> <li>3. For specialist approach (particularly for protective service; work with youth offenders, persons in crisis, etc), each RSW manages simultaneously: <ol style="list-style-type: none"> <li>3.1 at most 20 individual cases (e.g. child abuse/neglect/exploitation; youth offenders; battered/exploited women) at a time</li> <li>3.2 at most two (2) groups at a time</li> </ol> </li> <li>4. For CO or CD work and special program or project implementation, each direct service provider manages: <ol style="list-style-type: none"> <li>4.1 at most ten (10) groups at a time;</li> <li>4.2 at most three (3) communities at a time.</li> </ol> </li> </ol>
<p><b>B. Case Recording</b></p> <ol style="list-style-type: none"> <li>1. Case Study</li> </ol>	<ol style="list-style-type: none"> <li>1. Written case study (whether individual, group, family, or community) prepared</li> </ol>

	<p>by the managing social worker/direct service personnel is present in each case folder.</p> <ol style="list-style-type: none"> <li>2. Case study was prepared within a week after helping agreement is made</li> <li>3. Revised case study is present in case folder of each client with indication of new significant information and that progress occurred in the helping process.</li> </ol>
<p>2. Forms of Recording</p>	<ol style="list-style-type: none"> <li>1. Appropriate recording kept by the RSW and all direct service personnel according to the purpose of transaction.       <ol style="list-style-type: none"> <li>1.1 Narrative- when the purpose is to understand the process or content of an interview or intervention with a client and therefore important in understanding of a situation.</li> <li>1.2 Summary           <ol style="list-style-type: none"> <li>1.2.1 Intake Summary - presents the problem and what is asked of the SWDO</li> <li>1.2.2 Transfer or closing summary – states why a case was transferred or closed; presents what things were accomplished, what are still to be done by the client, with or without help, transfer arrangements and agreements between the SWDO and the client.</li> <li>1.2.3 Discharge summary – presents the written</li> </ol> </li> </ol> </li> </ol>

	<p>discharge plans, geared to the prospects of the case and spells out at least some of the factors that led to the discharge plan</p> <p>1.2.4 Block summary- presents the significant information or progress in the case and client-worker interaction over time</p> <p>1.3. Assessment and Evaluative Statement- written form of the social worker's judgment on the client's situations, which is presented at the end of a particular recording.</p>
<p>3. Significant Records / Documents</p>	<p>1. Appropriate filing and utilization of the following records/documents as needed in a case managed by the worker</p> <p>1.1. Certificate of birth, founding or death</p> <p>1.2. Court decisions/decrees/orders</p> <p>1.3. Medical, health or dental records (e.g. immunization records, medical abstract, report on psychological and psychiatric evaluation and treatment)</p> <p>1.4. School / academic records</p> <p>1.5. Referral letters</p> <p>1.6. Written communications pertinent to the case</p> <p>1.7. Approved project proposal, e.g., livelihood projects; training; construction of DCC</p>



	1.8. Community profile, in case of CO or CD
C. Confidentiality of Cases	<ol style="list-style-type: none"> <li>1. Written policies and procedures in: <ol style="list-style-type: none"> <li>1.1 Handling / keeping of documents / records of managed cases</li> <li>1.2 Sharing of information related to managed cases</li> </ol> </li> <li>2. Testimony of the following duty holders and claim holders as to the practice of confidentiality according to the written policies and procedures: <ol style="list-style-type: none"> <li>2.1 Duty-holder (service provider) <ol style="list-style-type: none"> <li>2.1.1 SWDO Head</li> <li>2.1.2 SSWs</li> <li>2.1.3 Direct service RSWs</li> <li>2.1.4 At least three (3) other direct service workers</li> <li>2.1.5 Representative of SWDO of an adjacent LGU</li> <li>2.1.6 Representative of an NGO with working relationship with the SWDO</li> </ol> </li> <li>2.2 Claim-holder (potential client/client) <ol style="list-style-type: none"> <li>2.2.1 A respondent (potential client; a bonafide resident of the locality under assessment)</li> <li>2.2.2 A client currently served by the SWDO</li> <li>2.2.3 A client whose case has been closed/terminated</li> </ol> </li> </ol> </li> </ol>

**INVENTORY OF SERVICES PROVIDED  
BY THE PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

Service	Status of Implementation				Reasons (If not implemented)	Funding Source
	On-going	Seasonal	Funding Dependent	Not Implemented		
<b>Disaster Relief Assistance</b>						
• Provision of Food						
• Temporary Shelter						
• Clothing and other domestic items						
• Rescue and evacuation						
• CISD						
• Others, Please specify:						



**INVENTORY OF SERVICES PROVIDED  
BY CITY/MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

Service	Status of Implementation				Reasons (If not implemented)	Funding Source
	On-going	Seasonal	Funding Dependent	Not Implemented		
1. Self-employment Assistance						
2. Family and Community Welfare Program						
a. Parent Effectiveness						
b. Marriage Counseling						
c. Responsible Parenthood						
d. Family Casework/Counseling						
e. Social Preparation for People's Participation						
f. Community Volunteer Resource Development						
g. Social Welfare Structure Development						
3. Women Welfare Program						
a. Self-enhancement Skills Development						
b. Maternal and Child Care Skills Development						



Service	Status of Implementation				Reasons (If not implemented)	Funding Source
	On-going	Seasonal	Funding Dependent	Not Implemented		
Capability Building						
6. Program for Disabled Persons and Elderly						
a. Information Dissemination on Disability Prevention						
b. Assistance for Physical Restoration of Disabled Persons and Elderly						
c. Self/Social Enhancement Service for Disabled Persons						
d. Social/Vocational Preparation for Employment Services						
e. After care and Follow-up Services						
f. Special Social Services for the Elderly						
g. Social and Vocational Preparation for Job Placement						
7. Others, please specify:						

