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STANDARDS IN THE OPERATION OF SPECIAL DRUG EDUCATION CENTERS

The enactment of Republic Act 9165, also known as "The Comprehensive Dangerous Drugs Act of 2002" concretizes government's commitment to address the problem of substance abuse among out-of-school youth (OSY) and streetchildren. A significant feature of the law is the establishment of Special Drug Education Centers (SDEC) in all provinces as articulated in the Dangerous Drugs Board (DDB) Regulation No.1, Series of 2003.

The Department of Social Welfare, in fulfillment of its mandate and commitment stipulated under Department's Roles and Responsibilities in Section VIII of said DDB Regulation, has formulated the following standards for quality assurance in the delivery of programs and services. These standards are grouped into major work areas and should be viewed as interdependent with one another - a deficiency in one may affect the overall quality of service delivery. The set of standards is a necessary condition for the effective delivery of preventive and developmental services for the out-of-school youth and streetchildren.

I. ORGANIZATIONAL PURPOSE AND STRUCTURE

A. Vision and Goal

The SDEC should have a written statement or description of its organizational commitments and purposes for which it was established, the situation it envisions and the outcome it hopes to achieve for its target clientele.

B. Organizational Structure

As indicated in DDB Regulation No. 1, Series of 2003, the SDEC shall be carried out by the local government unit and may be adopted by non-government organizations, people's organizations, civic and religious organizations. It may be established either in an existing or new facility in the community.

Whether established by a Local Government Unit or Non-Government Organization, the SDEC should have a written organizational chart reflecting the units, positions and relationships between and among the personnel and the body which governs the Center.

1. SDEC Managed by Local Government Units (Provincial, City, and Municipal)

This shall consist of an SDEC Team organized by the Provincial Governor, City and Municipal Mayor. The composition of the SDEC Team shall be as follows:

Team Leader: Provincial/City/Municipal Social Welfare and Development Officer

Members:

1. Provincial/ City/ Municipal/ SK President
2. NYC Representative – if available
3. DILG Provincial Director/City/Municipal Local Government Operations Officer
4. Community Representative
5. NGO Representative

Representations from other agencies operating in the locality and which are involved in drug abuse prevention may be added as deemed necessary.

2. SDEC Managed by Non-Government Organizations

This shall consist of qualified individuals from relevant disciplines and specializations including, but not limited to, social work, health, psychology, clergy, youth welfare, management/administration and a representative of the community where the center is located.

The SDEC Team managed by either a local government unit or non-government organization shall be responsible in formulating and reviewing administrative and operational policies, setting directions and addressing issues affecting the operation of the Center.

The SDEC Team shall likewise establish and maintain functional linkages with existing local councils and structures in the community (e.g. Municipal/City/Barangay Drug Abuse Council, Barangay Council for the Protection of Children and others) to ensure their participation in the implementation of programs for prevention of drug abuse.

C. Personnel Requirement

There shall be direct service personnel with the necessary qualifications and competencies as specified in the organizational plan.

For LGU-run SDECs at the provincial, city and municipal levels, the concerned local government unit shall provide or designate the required personnel complement who shall carry out the Center's drug education program.

In like manner, the concerned NGO shall provide the necessary personnel for privately-run SDEC.



If new positions shall be created for the LGU-run SDECs, such positions must meet the qualification standards and corresponding salary grades consistent with Civil Service rules and labor laws.

The personnel complement shall include the following:

1. Center Head – who shall be responsible for administering the SDEC's daily operations and ensuring that programs and services are implemented according to plan and standards.

The PSWDO shall be the Center Head of the SDEC at the provincial level; the CSWDO or MSWDO at the city or municipal levels. If the CSWDO or MSWDO is not chosen as Center Head, the Mayor shall designate a qualified person who must be a graduate of a four-year behavioral science course, with at least two years supervisory experience and forty (40) hours training on substance abuse.

2. One (1) Registered Social Worker – who shall be responsible for managing the cases of out-of-school youth and streetchildren and implementation of programs and services on drug abuse prevention.

She/he must have at least two (2) years relevant experience in direct social service and eighty (80) hours training on counseling.

3. One (1) Manpower Development Officer - who shall conduct skills training on crafts, trades, vocational and livelihood projects for the economic productivity of the out-of-school youth and streetchildren.
4. Administrative/Support Staff – shall include but not limited to one (1) clerk or computer operator and one (1) messenger/utility worker.

In addition to the required SDEC staff, volunteers may be mobilized depending on the number of clients and barangays/ communities covered. Volunteers may include professionals, paraprofessionals and youth with exposure and/or equivalent training on volunteerism, organizing and prevention of substance abuse.

All personnel and volunteers must not be using illegal drugs.

D. Financial and Material Resource Management

1. There must be written policies and system for keeping track of financial transactions as well as management of supplies, equipment and other material resources of the Center.
2. The Center shall have a two-year Work and Financial Plan reflecting the activities to be undertaken, budget and corresponding resources which shall be drawn preferably from the following:
 - a. Twenty percent (20%) development fund of the LGU
 - b. Annual budget of the local Social Welfare and Development Office

- c. Other sources such as share from gaming and amusement centers, private sector contributions and fund-raising activities.
3. 60% - 70% of the Center's budget shall be allocated for direct program implementation and 30% - 40% for administrative requirements as evidenced by a financial statement duly audited by the Commission on Audit or independent Certified Public Accountant.
4. Reports on generated funds, receipt and utilization of donations either in cash or in kind, are adequate and timely.

E. Human Resource Management

There must be a functional system for managing human resources of the Center to ensure that the appropriate people are recruited, assigned and developed to provide the necessary services to clientele. This includes:

1. Recruitment, selection, and staff deployment – there are written policies and procedures on selection, recruitment and assignment of tasks and responsibilities of the Center's staff and community volunteers.
2. Performance Appraisal – assessment of the Center's staff including volunteers is done at least twice a year in accordance with Civil Service Commission appraisal system.
3. Incentives, rewards and sanctions – there are written and operational rewards and incentives schemes, grievance and legal processes, including sanctions for erring staff and volunteers.
4. Volunteer development - there are written policies on volunteer development and mobilization, awards and recognition including sanctions/disciplinary measures for erring volunteers.
5. Duties and responsibilities of each personnel, including volunteers, are specified and clearly defined in accordance with the positions and job functions.
6. The Center has a program for training and personnel development that is reviewed regularly and revised appropriately. Personnel, including volunteers are encouraged to avail of trainings relevant to their present job to enable them to upgrade and acquire new skills and competencies.
7. Staff-Client Ratio – there must be an adequate number of workers corresponding to the number of cases/communities covered by the Center as follows:
 - One full-time Social Worker for every 50 – 80 cases at a time
 - One full-time Manpower Development Officer for every 60-80 cases at a time, whether rural or urban
 - Volunteers for every three (3) barangays/ communities

F. PROGRAM MANAGEMENT

The SDEC shall undertake the following activities and processes:

1. Planning – there is an available workplan consistent with the Center's purposes and goals. Such plan is supported with baseline data and formulated in consultation with the staff, clientele as well as volunteers.
2. Implementation – there is an operational manual for implementing programs/ services indicating the procedures, policies and guidelines.
3. Monitoring – there is a system for collecting, recording and updating information and other significant information on the status of programs, projects and services implemented in the Center. Appropriate actions are taken to remedy the gap or problem in program implementation.
4. Evaluation – there is regular (mid-year, end of the year) program evaluation which shall include a review of accomplishments vis-à-vis workplan.
5. The SDEC Team shall meet at least once a month. Whenever necessary, special meetings shall be called. Proceedings of such meetings shall be properly documented.
6. The SDEC Team in consultation with the staff, volunteers and concerned agencies, shall develop a handbook or manual of operations containing all essential information about the Center including policies, directives, operating guidelines, among others. (A guide for the preparation of a manual of operations is hereby attached as appendix)

G. Records and Data Management

1. Records must be kept in a secure place and readily available to authorized personnel. There must be an organized procedure and system for storage and retrieval of records.
2. Documentation of the Center's plans, projects, activities and accomplishments shall be part of its records.
3. A particular practice, strategy or system that has been evaluated by the Center as effective in bringing about desired changes shall be recorded by the Center.

II. PHYSICAL STRUCTURES AND SAFETY

A. Facilities

1. The Center must, as far as practicable, be accessible to community facilities such as school, church, hospital/clinic or any alternative services; far from conflict areas, cliffs, rivers, gas, power stations and others that may pose hazard to users. If these physical conditions are inevitable, safety and precautionary measures must be installed to mitigate the probable effect of disasters that may occur.

2. Basic utilities shall be available for communication; there shall be adequate supply of light/electricity and potable water as certified by proper authorities on an annual basis.
3. The Center which shall be established in a new facility shall have the following rooms with corresponding measurements.
 - Office space for 4 staff - 5m x 6m
 - Conference room - 4m x 5m
 - Counseling/Interview room - 3m x 4m
 - Training/Vocational room - 5m x 8m
 - Tutoring room - 3m x 4m
 - Library - 4m x 5m
 - Separate sleeping quarters for male and female - 5m x 6m each for male and female quarters with 3 double decker beds per room
 - Dining room cum kitchen - 4m x 6m
 - Toilet, urinal and lavatory for male - 1.5m x 1m
 - Toilet with lavatory for female - 1.5m x 1m
4. The SDEC which shall be housed in an already existing facility or building shall, as much as possible, conform with the required specifications as indicated.
5. Each room shall have adequate ventilation and lighting and equipped with appropriate furniture and basic utilities/amenities.
6. Accessibility features are installed where rooms and spaces are barrier-free and properly labeled with appropriate signage for access to clients, staff or visitors with disability.
7. Recreational supplies and materials appropriate for out-of-school youth and streetchildren are available.

B. Safety and Emergency Measures

There must be safety measures to deal with emergencies which include at least the following:

1. Clearly marked emergency exits and escape route
2. First aid kits which are strategically located
3. Basic building and fire safety requirements, including availability of functional fire-fighting gadgets (e.g. fire extinguishers or its equivalent, sand, water).

4. Orientation on safety precautions and first aid

III. CASE MANAGEMENT

Case management, in the context of the SDEC, is a basic helping process applied to each case of out-of-school youth and streetchildren towards the resolution of their problem that may have led or could lead to involvement in substance abuse.

As part of the case management process, the Social Worker shall undertake the following activities:

1. Intake and assessment– policies and procedures in admitting clients/selection of communities to be served by the Center are clear and written. Intake assessment sheets are well accomplished indicating basic information about the clients'/communities' profile, problem situation and the initial assessment of the social worker indicating specific problem areas to be addressed.
2. Action planning – goal setting is done where targets for change and directions are clearly discussed with the clients. There is an individual/group/community helping plan consistent with the assessment indicating basic information such as goal/objectives, activities or various helping strategies/interventions, time frame and responsible person/agency.
3. Implementation – activities/helping interventions are implemented in accordance with the helping plan.
4. Monitoring and Evaluation – clients' progress is followed-up as indicated in the progress reports on the extent of services provided to them and how these have helped them reach the treatment goals. Results are utilized as basis for the review of the helping plan and modifications, if indicated.
5. Termination – there is a written termination plan to sustain the gains and continued growth of the clients/groups/communities whenever services are terminated. There is a written policy on termination procedures including transition activities, such as coordination with other GOs, NGOs, civic and religious organizations for the provision of other support services.

IV. PROGRAMS AND SERVICES

The SDEC shall provide the following programs and services to the out-of-school youth and streetchildren through the use of social work methods with the end in view of restoring or enhancing their social functioning.

- A. Self-enrichment Service – provision of opportunities for self-enhancement to enable him/her/them to fully participate and be fully mainstreamed into society, e.g. personality development through values education; sustained positive attitudes, knowledge/skills on family enrichment, etc.
- B. Interventions for the prevention of drug abuse and other health-related issues - activities for the out-of-school youth, streetchildren and their families such as conduct of sessions/fora using various forms of creative media intended to raise

the awareness and understanding of the nature and effects of drugs and likewise prevent drug abuse.

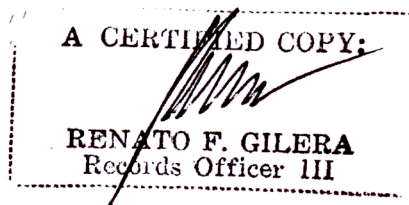
- C. Capability-Building Service – involves the provision of life coping skills enhancement, leadership skills, peer counseling to bring out positive behavior and healthy lifestyle among the out-of-school youth and streetchildren, Families shall be trained on parenting and life skills towards a drug free home.
- D. Skills Training – involves activities that aim to develop positive work habits, attitudes and skills in crafts and trades for their economic productivity. This includes provision of capital assistance, job counseling and referral for employment or job placement.
- E. Literacy Programs – involves the provision of non-formal and special education in coordination with the Department of Education and other organizations.
- F. Family Counseling – the provision of counseling services to the out-of-school youth, streetchildren and their families to help understand the factors that caused the problem, their roles and responsibilities towards problem resolution.
- G. Community Participation – this refers to the involvement of the clients in programmed activities in the surrounding communities of the Center to develop the youth's sense of social responsibility and community belongingness.
- H. Recreational and Socio-Cultural Activities – include a wide range of both indoor and outdoor activities and opportunities for play, amusement and social/cultural development.
- I. Spiritual Enhancement – activities designed for the clients' spiritual growth considering their own faith and convictions.
- J. Referral Services – involve the provision of assistance to clients of the Center by linking them to appropriate agencies and resources in the community.

V. EFFECTIVITY

This Administrative Order shall take effect immediately.


CORAZON JULIANO-SOLIMAN
Secretary

DSWD/SB/SDEC



GUIDE IN THE PREPARATION OF MANUAL OF OPERATIONS

I. Introduction/Rationale

- ☞ State how the agency came about
- ☞ State particular needs/problems of targeted community the agency wants to address

II. Vision, Mission and Goals/Objectives of the agency

- ☞ Explicitly state the Vision, Mission and Goals of the agency
 - Goals are broad statements of intent and desired long-term outcomes of programs
- ☞ State the objectives of the agency
 - Objectives are desired short-term outcomes, may express the immediate means towards which efforts are directed in order to attain the goal.
 - Should be specific, measurable, attainable, result-oriented, and time-bounded.

III. Clientele

- ☞ A client is a person, group or community that is in a state or situation of needing and agreeing to seek professional help for the resolution of physical, psychological, emotional and social problems.
- ☞ The agency's focus is on a specific clientele it intends to serve considering the agency's Vision, Mission and Goals (VMG) and resources.

IV. Geographical Coverage of Operation

- ☞ This refers to specific geographical area/s or place/s where the agency would implement its programs and services.

V. General Policies

- ☞ A policy is a definite course of action selected from among alternatives and in light of given conditions to guide and determine present and future decisions, must be based on and consider the agency's VMG.
- ☞ Agency's policies for organization, administration, programs and services must be stated.

VI. Programs and Services

A program is a coordinated group of activities maintained over a period of time aimed at producing specific types of services directed to the achievement of an objective or set of objectives, e.g. income-generating program, day care program, etc.

A service is a set of specific activities provided by the agency to concretely answer the needs and problems of target clientele.

- ☞ The agency's programs and services must be designed to achieve agency objectives, should be described in detail.