

Republic of the Philippines
Department of Social Welfare and Development

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City 1126

Telephone Nos. (632) 931-8101 to 07; Telefax (632) 931-8191

E-mail: osec@dswd.gov.ph

Website: <http://www.dswd.gov.ph>

ADMINISTRATIVE ORDER

No. 01

Series of 2011

SUBJECT: Amendment to A.O. No. 5 Series of 2008 on Omnibus Guidelines on the Management of DSWD-Operated Crisis Intervention Units (CIUs)

Rationale:

The cost of living and the prices of basic commodities are consistently increasing. Because of this, the assistance being provided at the Crisis Intervention Units is no longer enough to address the pressing needs of its clientele especially on medical needs. The CIUs as the frontline service unit of the Department continuously provide assistance to individuals in crisis situation including those who appeal to the Office of the President, considering that the local government units are still unable to provide for the immediate needs of their constituents despite the devolution of basic social services to them.

In view of this, Administrative Order No. 5 series of 2010, Omnibus Guidelines on the Management of DSWD-Operated Crisis Intervention Units, is hereby amended as follows:

Section VI. B. 3. Limited Financial and Material Assistance, 2nd and additional 3rd, and 4th paragraph to read as:

Utilization of Regular funds shall only allow a maximum of P5,000.00 per form of assistance as indicated herein or the social worker may recommend assistance beyond P5,000.00 up to P20,000.00 which shall be determined thru the social worker's assessment of client's needs and availability of funds subject to the approval of the Regional Director. The National Household Targeting System-Poverty Reduction (NHTS-PR) list of poor households may be used to check if the client is poor to help the social worker during the assessment. Needs and requirements over the maximum rate of assistance shall be referred to other government agencies such as the Philippine Charity Sweepstakes Office (PCSO), local government units concerned, other charitable organizations, and legislator's Priority Development Assistance Fund (PDAF) under MC #15 Guidelines on the Management of PDAF.

A revolving fund in the form of cash advance with the minimum amount of P20,000.00 shall be determined by both the Operations Division and the Management Division of FOs and approved by the Regional Director which shall be made available for the purpose of expediting delivery of service.

A client may avail of the service more than once depending on the assessed need and availability of funds.

A Memorandum of Agreement shall be forged with partner agencies such as government agencies, transport companies, funeral parlors, drugstores/pharmacy, hospitals and where

most clients are frequently referred to ensure that referred clients are assisted/ attended to as agreed in the MOA.

3.1. Limited Financial Assistance:

a) Burial Assistance, to read as:

Burial assistance includes the provision of assistance for payment of funeral expenses incurred and transfer of cadaver of a deceased person from one place to another.

An outright cash not exceeding P5, 000.00 may be extended to the client. For assistance more than P5,000.00, check payable to the funeral parlor or the transport company will be issued through the client while if the check is issued to the client, the same shall be escorted by a CIU staff for payment of funeral/transfer expenses.

When funds are not available at the time of need, a guarantee letter shall be issued to the funeral parlor through the client. The social worker may refer client to existing partner agencies to complement the services provided.

b) Transportation Assistance, to read as:

An outright cash not exceeding P5, 000.00 may be extended to the client provided that the client will be escorted by the CIU staff to purchase ticket. Amounts more than P5, 000.00 shall be issued through a check payable to the transport company, while if the check is issued to client the same shall be escorted by a CIU staff to purchase ticket.

c) Medical Assistance

c.1. Medicines, 4th paragraph to read as:

An outright cash not exceeding P5,000.00 may be provided to the client. Amounts more than P5,000.00 shall be issued to the accredited drugstore. A guarantee letter shall be issued to the accredited drug store through the client when cash is not available at the time of need.

c.2. Hospitalization, 1st and 2nd paragraph to read as:

This refers to the provision of financial assistance to individuals and families to support their medical treatment and other medical expenses incurred during hospital confinement. An outright cash not exceeding P5,000.00 may be provided to the client. For assistance more than P5,000.00, check shall be issued to the hospital. A guarantee letter shall be issued to the hospital through the client when funds are not available at the time of need.

For clients who are undergoing treatment in hospitals where DSWD Endowment Fund is earmarked, clients shall be provided assistance through the said fund.

CIU clients with chronic illnesses may be provided with Philhealth insurance coverage. They will no longer be entitled to in-patient financial assistance except for instances when the drug or treatment is not available in the hospital. The FO/CIU shall encourage legislators to earmark funds from PDAF for their constituents' Philhealth coverage.

The procedures for availment of a Philhealth card shall be as follows:

- The individual must qualify as an Indigent in accordance with DSWD policies or the household where he/she belongs is included in the database of poor households of the NHTS-PR.
- The DSWD-Crisis Intervention Unit shall submit to the Philhealth the name/s of the potential beneficiary/ies for verification of their membership or beneficiary status at the Philhealth.
- Those who are verified as non-Philhealth members or beneficiaries shall be forwarded by Philhealth to CIU. The social worker shall review all documents for completeness to determine the client's qualification to the program.
- The Social worker shall assign appropriate case number in the logbook for Philhealth clients upon determination/assessment of the client's eligibility for health card.
- Client will be notified within 15 days through phone call, text or letter to pick up their Philhealth card at the CIU.
- Coordination with PHIC will be made to assure that there is no duplication of Philhealth benefits.

d) Other Emergency needs, to read as:

This refers to the provision of outright cash not exceeding P3,000.00 to emergency cases not within the categories mentioned herein such as food subsistence, milk for babies, impending eviction from houses, etc.

4. Referral Services, to add 3rd paragraph to read as:

Field Offices' Operations Division shall conduct follow up on cases referred to concerned Field Offices, local government units, and other agencies/services in order to find out whether referrals are attended to appropriately. Follow ups shall be made one week after the date of referral through, but not limited to the following:

- a. Request the concerned office where the client was referred to fill up the return slip indicating the actions taken or intervention provided to the client;
- b. Written communication to the concerned Field Offices, local government units and other agency requesting update/feedback on the referred cases for the month; and

- c. Mobilization of SWAD social worker through conduct of home visits to clients who were referred to other agencies, in coordination with local government units, to validate result of referrals on which report on such is endorsed to CIU.

Section VIII. ROLES AND RESPONSIBILITIES, item 2. Social Worker, 3. Unit Head, add 4. Division Chief and 5. Assistant Regional Director/Director Program Management Bureau, to read as:

2. Social Worker
 - 2.1 Conduct intake interview and assessment and accomplish the prescribed GIS
 - 2.2 Conduct collateral interview through home/hospital or jail visit if necessary
 - 2.3 Provide counseling service, if necessary
 - 2.4 Prepare social case summary when necessary based on initial assessment
 - 2.5 Prepare Certificate of Eligibility
 - 2.6 In case the need for temporary accommodation or stay in a residential care facility, prepare Social Case Summary and referral letter to residential care facility.
 - 2.7 Refer clients to other agencies for further intervention, whenever appropriate.
3. Unit Head
 - 3.1 Review GIS, Certificate of Eligibility, Social Case Summary and referrals to other agencies
 - 3.2 Approve the GIS, Certificate of Eligibility, Social Case Summary and referrals to other agencies
 - 3.3 Prepare report on CIU accomplishments
 - 3.4 Monitor fund utilization vis a vis available budget
4. Operations Division Chief
 - 4.1 Supervise the CIU Head on matters needing immediate response/action
 - 4.2 Ensure the efficient and effective operation of CIU
 - 4.3. Certify in the Obligation Request (OR) for financial assistance in the absence of the Regional Director/Assistant Regional Director
5. Regional Director/Assistant Regional Director
 - 5.1. Supervise the Operations Division Chief on matters needing immediate response/action
 - 5.2. Certify in the OR for financial assistance
 - 5.3. Ensure the efficient and effective operation of the CIU
6. Management Division Chief
 - 6.1. Certify the availability of allotments and obligation incurred in the Obligation Request and certify the availability of cash and completeness of supporting documents in the Disbursement Voucher
 - 6.2. Process the financial assistance in accordance with budgeting, accounting, auditing and other existing rules and regulations
 - 6.3. Release the financial assistance to clients based on identifying and other documents presented and with the endorsement of CIU

Section IX. REQUIRED SUPPORTING DOCUMENTS to read as:

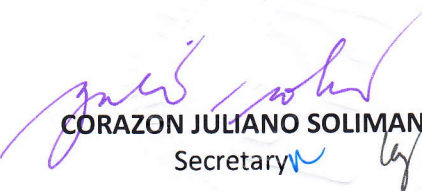
The following original or certified true copy of documents, signed by the CIU social worker indicating his/her full name, shall be required from the clients based on assistance requested.

1. Any valid ID (i.e. Postal ID, Driver's License, SSS ID, Senior Citizen's ID, Company ID, etc.) and/or Barangay Certificate
2. For Medical assistance, clinical abstract/medical certificate or any medical record issued by the attending physician indicating initial or final diagnosis of the patient and the medical procedure required, **including the following documents:** hospital bill for payment of hospital bill, doctor's prescription for medicines, laboratory request for request for laboratories, etc. if necessary.
3. For burial assistance, funeral contract and registered death certificate
4. For educational assistance, enrollment assessment form
5. For transportation assistance, police blotter in the absence of ID or barangay certificate for clients victim of pick pockets, illegal recruitment, and the like
6. Written referral from legislator or chief of staff, if funding is chargeable against PDAF managed by DSWD

Section X. REPORTING AND DOCUMENTATION item 2 to read as:

2. Reports required from the Region shall be submitted to the Program Management Bureau (PMB) on or before the set deadline:
 - Quarterly accomplishment report which consists of narrative and statistical report (every 1st week of the 1st month of the succeeding quarter)
 - Feedback Report on the cases referred by the Central Office as need arises

This order takes effect immediately.


CORAZON JULIANO SOLIMAN
Secretary