

ADMINISTRATIVE ORDER

No. 08
Series of 2021

SUBJECT : AMENDMENT TO ADMINISTRATIVE ORDER NO. 9, SERIES OF 2010 ENTITLED "GUIDELINES OF THE NATIONAL INSPECTORATE COMMITTEE (NIC) FOR DSWD CENTERS AND RESIDENTIAL CARE FACILITIES"

I. RATIONALE

The DSWD is mandated to provide care and protection and rehabilitation to those who have the least in life and in need of social welfare assistance and social work interventions to restore their normal functioning and participation in the community. To fulfill this mandate, the Department institutionalized in the 1990s, an Inspectorate Team for DSWD centers and residential care facilities. It was primarily tasked to assess the DSWD facilities and recommend actions to address the identified needs of the various centers and residential care facilities to make them compliant to standards. The Team was composed of representatives from then Bureau of Disabled Person's Welfare (BDPW), Bureau of Child and Youth Welfare (BCYW) and Bureau of Women's Welfare (BWW). Finding the output of the National Inspectorate (NI) as a reliable and valid basis for management action, a special unit to monitor centers and residential care facilities was created. The unit then was headed by a Director and was under the supervision of the Office of the Secretary. Technical staff from BDPW, BCYW, and BWW assisted the unit. However, the said unit was short lived due to organizational shifts as a consequence of devolution of basic social services to the local government units (LGUs) by virtue and the Local Government Code or Republic Act No. 7160.

Following the revised organizational set-up of the Department after the devolution, the Program Management Bureau (PMB) was created and tasked to sustain the functions through its Center-Based Services Division (CBSD) from 2008-2012. The Department's Executive Committee, however, decided to revive the Inspectorate as a vital mechanism to support the effort of transforming the centers and residential care facilities as centers of excellence that is, as models replication of similar activities for Local Government Units (LGUs) and Non-Government Organizations (NGOs), hence, the issuance of Administrative Order No. 09 in 2010, or the "Guidelines of the National Inspectorate Committee for DSWD Centers and Residential Care Facilities". And under Administrative Order No. 01 Series of 2019, the National Inspectorate Division (NID) became a separate division of the PMB effective January 10, 2019 operating with only three (3) staff.

This policy aims to further strengthen the DSWD's operations and support offices, as an aid to standards development and accreditation of Center and Residential Care Facilities (CRCFs), given that the NIC is composed of various office, bureaus, services, and/or units (OBSUs) from the Central Office that have the expertise on different areas of residential care and center based services. It should be noted that the NIC also expands its membership to the sectoral circle of the Program Management Bureau that includes sector specialists in the Alternative Resource and Referral Division (ARRD) specifically on CRCFs handling adoption and foster care and Sectoral Program Division (SPD) assisting in sectoral concerns specifically for children, youth and women. The depth and breadth of assessment thus, is more comprehensive given the focus of each office involved in each of the areas of assessment.



Herein amendatory guidelines aim to institutionalize a team at the Central and Field Offices, with the clearly defined [institutional] arrangements, that will serve as the arm to assist the CRCFs in achieving the center of excellence accreditation. The institutionalized NIC and Regional Inspectorate Committee (RIC) shall ensure that the assessment of the facilities and follow-thru of the recommendations of the NIC are complied with.

Lastly, the institutionalized inspectorate shall further strengthen the readiness of the DSWD to prepare for the long-term changes that may be brought by the Devolution plan of the DSWD of its social welfare programs and services by 2022.

II. HISTORICAL ACCOUNT OF ACCOMPLISHMENTS

The NI has visited 64 centers and residential care facilities since its revival in 2012. On this year, almost all RRCY and RSCCs were visited from FOs I, III, V, XI, and XII since there was an instruction to assess and fast track the cases of Children-in-Conflict with the Law (CICL) and children for adoption and foster care.

On May 30, 2013, former U/Sec. Parisya Taradji, instructed the deferment of the NIC's re-assessment activities but the instruction was lifted in the same year after experiencing issues and concerns from different centers needing technical assistance. The five areas of concerns are specifically: (a) Administration and Organization; (b) Program Management; (c) Case Management; (d) Facility Management (Physical Structure and Safety); and (e) Helping Strategies and Interventions. In lieu of the annual review of the NI tool, the work assessment area of "Physical Structure and Safety" was renamed to "Facility Management", since the enhanced tool encompasses multiple disciplines to ensure functionality, comfort, safety, and efficiency of the built environment by integrating people, place, process, and technology, and covers these two main areas: "Space" and "Infrastructure" such as planning, design, workplace, construction, lease, occupancy, maintenance and furniture.

In 2013, only three (3) centers from NCR (1) and FO II (2) were visited due to Typhoon Yolanda and the Bohol Earthquake. By 2015, seven (7) centers were visited from NCR (2), MIMAROPA (1), CARAGA (2), CAR (2). This was also the year when the Social Technology Bureau (STB) discontinued their NIC participation. In 2016 only two (2) centers from FO III were visited due to Typhoon Lawin in the North and Typhoon Nina in FO V (Catanduanes). This was also the year when the General Administration and Support Services Group-Property and Assets Management Division (GASSG-PAMD) discontinued their NIC participation due to heavy workload. Eight (8) centers were visited from four (4) FOs particularly, NCR (3), FO I (1), FO III (2), CALABARZON (2) in 2017. This was also the year when the Social Welfare and Institutional Development Bureau (SWIDB) responded to the request for them to be part/member of the NIC. SWIDB was tasked to assess the good practices in the DSWD-CRCFs and has provided directions and technical assistance to the CRCFs in the enhancement of their Good Practice Documentation (GPD).

It was only last 2017-2018 that then Senator Lorna Regina "Loren" Legarda, through former Assistant Secretary Lorraine Badoy, sponsored P2.3 Billion for capital outlay to cover repairs and construction of almost all facilities. Some centers like GRACES in NCR have moved their residents to Sanctuary Center and Haven for Women to give way to repairs/construction of the St. Anne and St. Martin cottages. Currently, the accomplishment for bedridden cottages, infirmary and multi-purpose hall are already 100%, while the administration and dietary buildings is only 88% and isolation cottage is already 94.92%.



In 2019, NI visited fourteen (14) DSWD CRCFs, out of which seven (7) were recommended for renewal while seven (7) were not ready to be renewed or to level up. These results were provided to SB with the same recommendations. With this, two (2) CRCFs were renewed of their accreditation, namely FO X - Home for Girls and FO VIII - Home for Girls, with Level III and Level I accreditation respectively. With the continuous advocacy of former Secretary Judy Taguiwalo to support the DSWD- CRCFs, and through the efforts of Undersecretary Camilo Gudmalin, fund allocation was also provided to FO CARAGA amounting to Php 45,488,880.90 and to FO IX amounting to Php 58,839,597.13 for construction and repairs.

In 2020, out of seventy-one (71) DSWD-CRCFs, sixty-eight (68) were visited by the NI. Also in this year, the tools of the Center Development Division, National Inspectorate Division (NID), and the SB were harmonized. Lastly, the Donation Report and Resource Generation Report were also harmonized with the concurrence of the Finance and Management Service to make sure that FOs will be able to submit the two reports in one harmonized template.

It was also a breakthrough for the NID when it completed the needed staff requirement of the Division, wherein the total of seven (7) staff, consisting of: (a) one (1) Social Welfare Officer IV; (b) one (1) Project Development Officer IV; (c) two (2) Social Welfare Officers III; (d) two (2) Project Development Officer III; and (e) one (1) Administrative Assistant II were filled up. As a result the recommendations to the SB for accreditation were promptly facilitated because of the manpower mentioned. Not to mention the harmonious and synchronized relationship with the NI members that made it very expedient for the NID to recommend the readiness of the CRCFs for accreditation.

III. LEGAL BASES:

- a. **Executive Order No. 123, series of 1987**, wherein the DSWD is mandated to provide care and protection and rehabilitation to those who have least in life and need social welfare assistance and social work interventions to restore their normal functioning and participation in the community.
- b. **Executive Order 221 Series of 2013 (Amending Executive Order No. 15 Series of 1998)**, entitled "*Redirecting the Functions and Operations of DSWD*", specifically, Sec. 3, Powers and Functions of the DSWD- (a) Set standards, accredit and provide consultative services to institutions, organizations and persons engaged in social welfare activities and monitor performance of institutions, organizations and persons engaged in social welfare activities both public and private Administrative Order No. 09 Series of 2010 entitled Guidelines of the National Inspectorate Committee (NIC) for DSWD Centers and Residential Care Facilities.
- c. **Administrative Order No. 1 Series of 2019**, entitled "*Reorganization of the DSWD Central Office*", to address the expanded operations, dramatically increased budget, increasingly significant role in disaster management and complex social protection concerns of the DSWD.
- d. **Administrative Order No. 5 Series of 2020**, entitled "*Adoption of PGS Pathways, DSWD Strategy Map 2028 and DSWD Governance Scorecards*", wherein the DSWD is bestowed with the sacred mandate of taking the lead in social protection- authorizing the organization to develop, implement and coordinate social protection and poverty reduction solutions for and with the poor, vulnerable and disadvantaged.



IV. OBJECTIVES

A. General Objective:

To monitor and assess the overall management and service delivery of the DSWD - managed centers and residential care facilities in the regions towards achieving the status of center of excellence.

B. Specific Objectives:

1. Monitor, coordinate and demonstrate to the Regional Inspectorate Teams the provision of technical assistance and to ensure compliance to CRCFs on the following areas:
 - a) Case Management;
 - b) Program Management;
 - c) Helping Strategies/Interventions;
 - d) Facility Management (Physical Structure and Safety); and
 - e) Administration and Organization;
2. Recommend actions, measures or policy changes for the improvement of center-based and residential care services; and
3. Identify, recommend and appraise good practices or models of good practice for documentation of SWIDB.

V. SCOPE AND COVERAGE

The National Inspectorate Committee shall cover all of the centers and residential care facilities managed by DSWD for a given period considering the following:

- a. Sectoral coverage (children, youth, women, older persons, persons with disability, other vulnerable and disadvantaged individuals); and
- b. Geographical Clusters (Luzon, Visayas, Mindanao).

VI. DEFINITION OF TERMS

- a. **Administration and Organization** - refers to the functional organizational and management structure, efficient financial and material resource management, human resource management and development and availability of support services;
- b. **Case Management** - refers to a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individuals and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcome which includes caseload assignment of staff, helping process; case recording, periodic assessment of client's progress, documentation and networking of services;
- c. **Center-Based Services** - refers to non-residential psychosocial services rendered in physical facilities, referred to as "centers", on a daily basis or during part of the day addressing crisis or developmental concern of an individual, group or family. Clients in center-based services have families to return to after each segment of the brief treatment or developmental program. These can also be rendered up to a maximum of three weeks in the center involving clients that need to undergo thorough assessment or diagnosis and short term psychosocial intervention.

- d. **Facility Management** - encompasses multiple disciplines that ensure the functionality, comfort, safety, and efficiency of the built environment by integrating people, place, process, and technology. **Facility Management** covers two main areas, namely: (1) Space; and (2) Infrastructure, which shall encompass planning, design, workplace, construction, lease, occupancy, maintenance and furniture, location and design, facilities, accommodation, sanitation and waste management system. Over-all facility management likewise includes emergency preparedness and response and safety management (structural stability), electrical/mechanical/fire/premises safety and behavior-based safety, etc.
- e. **Helping Strategies/Services/Interventions** - refers to the provision of any or a combination of services/interventions, such as social, home life, educational, psychological, health, economic productivity, recreational, dental/medical, and spiritual (under the acronym SHEPHERDS), done by qualified staff taking into consideration the age, gender, nature of the case and the physical and intellectual attributes of the residents and should be based on the treatment plan to ensure that these will contribute to the attainment of the helping goals.
- f. **Program Management** - refers to the process of managing several related projects, with the aim of improving an organization's performance. It includes written program plan that is responsive to the needs of the clients; allocation and utilization of resources, and monitoring and evaluation system;
- g. **Residential Care Facility (RCF)** - refers to an alternative form of family care providing 24-hour group living on a temporary basis to poor, vulnerable, disadvantaged, and/or in crisis individuals and families whose basic needs cannot be met by their families and/or relatives or by any other form of alternative family care for a period of time.

VII. ACRONYM

1. **ABD** - Assistant Bureau Director
2. **ARRD/S** - Adoption Resource and Referral Division/Section
3. **ARRU** - Adoption Resource and Referral Unit
4. **AU** - Administrative Unit
5. **BCYW** - Bureau of Child and Youth Welfare
6. **BDPW** - Bureau of Disabled Person's Welfare
7. **BD** - Bureau Director
8. **BWW** - Bureau of Women's Welfare
9. **CBSD** -Center-Based Services Division
10. **CDD** - Center Development Division
11. **CRCF** - Center and Residential Care Facility
12. **DSWD** - Department of Social Welfare and Development
13. **FGD** - Focus Group Discussion
14. **FMS** - Finance and Management Service
15. **FO** - Field Office
16. **FMU** - Financial and Management Unit
17. **GPD** - Good Practice Documentation
18. **HRDB** - Human Resource Development Bureau
19. **HRDS** - Human Resource Development Service
20. **HRDU** - Human Resource Development Unit
21. **LGUs** - Local Government Units
22. **MO O** - Manual of Operation
23. **NGOs** - Non-Government Organizations

24. **NI** - National Inspectorate
25. **NIC** - National Inspectorate Committee
26. **NID** - National Inspectorate Division
27. **OBDS/OBSU** - Offices/Bureau/Division/Services/Units
28. **P AD** - Personnel Administration Division
29. **P AMD** - Property and Asset Management Division
30. **PPE** - Property, Plans and Equipment
31. **P AU** - Personnel Administrative Unit
32. **PMB** - Program Management Bureau
33. **PMU** - Program Management Unit
34. **PREW** - Program Review and Evaluation Workshop
35. **PSIS** - Protective Service Information System
36. **RCC** - Regional Center Coordinate
37. **RCF** - Residential Care Facility
38. **RIC** - Regional Inspectorate Committee
39. **SB** - Standards Bureau
40. **STB** - Social Technology Bureau
41. **STU** - Social Technology Unit
42. **SU** - Standards Unit
43. **SWD A** - Social Welfare and Development Agencies
44. **SWIDB** - Social Welfare Institutional Development Bureau
45. **T A** - Technical Assistance
46. **OUSO** - Office of the Undersecretary for Operations
47. **WFP** - Work and Financial Plan

VIII. PROCEDURES

PREPARATORY PHASE OF NATIONAL INSPECTORATE (NI)	PREPARATORY PHASE OF REGIONAL INSPECTORATE (RI)/ CENTERS AND RESIDENTIAL CARE FACILITIES (CRCFs)
A. Preparation of Technical Assistance (TA) Plan Phase	
<ul style="list-style-type: none"> • The NID shall prepare a Travel plan and Work Financial Plan (WFP) for the calendar year with the need for TA and prioritization dependent on the CRCFs' accreditation. Subject to approval. • The NID shall conduct a preparatory meeting with the NIC discussing the background of the CRCF to be visited, major areas of assessment, and other logistical requirements. • The NID shall prepare a memo and send a schedule of NI visits to the priority CRCFs. • The NID shall prepare the needed logistic and documentary requirements, such as but not limited to: updated presentation of NIC, vehicle/transportation, equipment, board and lodging, assessment tool, Special Order, and Authority to Travel of confirmed NIC members per OBDSUs. 	<ul style="list-style-type: none"> • RIC thru the RCC confirms to NID their readiness to be pre-assessed. • The RIC thru the RCC shall convene a meeting with the RIC members to discuss the scheduled pre-assessment. • Preparation of the RCC/RIC and CRCFs on the identified center to be visited and identifies RIC members to participate in the pre-assessment.

<ul style="list-style-type: none"> Ad Hoc members/offices shall be invited to provide inputs in the assessment as members when necessary. 	
ASSESSMENT PHASE OF NI	ASSESSMENT PHASE OF RI/CRCFs
B. Pre-Assessment Proper Phase	
<ul style="list-style-type: none"> The NIC shall pay a courtesy call on the Regional Director or his/her representative on the purpose of the pre-assessment. The NIC Chair, or his/her representative, shall conduct an orientation to the FO, to the RIC and the CRCF staff. The NIC shall conduct an actual assessment using the harmonized monitoring tool. The NIC shall review recordings and other documents along with the five (5) work areas of assessment. The NIC shall conduct Focus Group Discussion (FGD) and/or interview the Center Head and other senior staff per services/unit in the CRCFs. The NIC shall draft the initial findings using the monitoring tool and prescribed template. The NIC shall conduct an exit conference to discuss the initial findings and recommendation of the team per work areas of assessment per indicated in herein. This is presented to the CRCF staff, RIC and Regional Director. A summary of assessments per tool shall be reported during the exit conference by the concerned NIC member. The recommendations may be amended in consultation with the participants in the exit conference before the report is finalized. 	<ul style="list-style-type: none"> Discuss processes and systems to CRCFs of the visit after the NI orientation. Provide the NIC all necessary documents needed for the review and pre-assessment. Consult PMB-NID, through the Center Development Division (CDD), to provide technical assistance especially on difficult to manage cases and schedule case conferences if needed. RIC to conduct rapid assessment on the identified priority CRCFs. CRCFs, through the RCC, shall submit to the Standards Unit (SU) their Self-Assessment, following Memorandum Circular No. 17, series of 2018¹ and other applicable rules and regulations. During the exit conference the RIC clarifies issues and concerns.
POST ASSESSMENT PHASE OF NI	POST ASSESSMENT PHASE OF RI/CRCFs
C. Post Assessment Phase	
<ul style="list-style-type: none"> After each assessment visit, the NID shall conduct a post meeting with the members. The results of the evaluation will be discussed to avoid duplication of areas for presentation in the Exit Conference. The NIC shall draft a pre-assessment/confirmation report according to the findings on the area assigned to each member and shall submit the same to the NID for consolidation three days after the visit. 	<ul style="list-style-type: none"> The assessment report shall be reviewed by the RIC and RCC. The Regional Director shall task the concerned RI member to respond to specific recommendations for the improvement of their particular CRCF—as well as propose policy recommendations relative to the operations of the facilities. The RIC shall take action on the NIC recommendations per work assessment areas.

¹Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development Agencies (SWDA) and Accreditation of SWD Programs and Services.

<ul style="list-style-type: none"> • The NID shall consolidate the assessment reports including the findings and recommendations of the NIC with confirmation from their respective Bureau Directors. • The NID reviews the report of all NIC and Initial data shall be stored by the NID in the database system; If there are changes in the findings and recommendations, NID returns the report thru email to concerned NIC for their revision. If there is none, NID acknowledges reports of NIC as final. Revisions shall be stored by NID in the database system. • The Bureau Director (BD) and the Assistant Bureau Director (ABD) shall review the full report; if there are still comments, the NID will revise the report. Revisions will be stored by NID in the database system. • The BD will transmit the "Executive Summary Report-for the Secretary" to the Office of the OUSO for endorsement, copy furnished the Office of the Assistant Secretary for Statutory Programs. • The NID shall provide a copy of the report to the CDD for monitoring and follow-up on the recommendations. • The NID shall provide a copy of the confirmation assessment report and recommendations to the CRCFs assessed for compliance on the recommendation and assessment of the NI members during the visit. • The NID will follow-up through writing the agreements and recommendations reached during the pre-assessment. • The NID shall transmit the final report to all NIC for review and follow-thru, particularly to the SB by endorsing recommendations on the readiness of the CRCFs to be accredited. • With the pre-assessment/findings as basis, the NID may draft and formulate policy resolution if there are policy issues during visits, reviews and evaluation. 	<ul style="list-style-type: none"> • The FO, through the RCC and RIC, shall submit a report to the NID copy furnished the Undersecretary for Operations (OUSO) on actions taken after one (1) month and RIC conducts follow-up visit and assessment. • The RIC through the RCC shall submit their findings to the NID five (5) days after their visit. • The CRCF and RIC through the RCC shall submit quarterly report on the follow-thru actions to the NID on the recommendations provided by the NI; and • The RIC shall conduct another round of assessment per work area and will be updated by the RCC for submission to the NID for a final review until all areas are already compliant.
OTHER PROCEDURES FOR NI	OTHER PROCEDURES FOR RI/CRCFs
<p>D. Other Procedures</p> <ul style="list-style-type: none"> • CDD to conduct a follow-up visit three (3) months after the pre-assessment visit to monitor and provide necessary technical assistance particularly on case management. • Visits by the NIC shall not be done simultaneously, an indication visit will be 	<ul style="list-style-type: none"> • RIC members will also join the pre-assessment according to the work area of assessment where the NIC is present. • RIC members to provide technical assistance to the CRCFs specifically on the findings and recommendations of the NIC; and

<p>according to the work area of pre-assessment of the NIC</p> <ul style="list-style-type: none"> • Findings and recommendations of the NIC as confirmed by the concerned FO shall be among the bases for management action; and • The actions and timelines to be recommended by the NIC should consider the resources of the FO (i.e. budget and staff) provided that the PMB shall seek augmentation from the OUSO thru FMS. 	<ul style="list-style-type: none"> • The FO thru RCC should also plan and modify their funds to support the CRCFs for their accreditation.
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* Reminder: To remind the NIC member that they must draft their report daily so that during the exit conference, they will already submit the final report.

IX. COMPOSITION

A. National Inspectorate Committee (NIC)

Under the direct supervision of the PMB and shall be composed of the following:

- Chairperson** : PMB Bureau Director
- Vice-Chairperson** : PMB Assistant Bureau Director
- Members** :
 - At least three (3) Focal Persons from Standards Bureau
 - At least three (3) Focal Persons from Social Technology Bureau
 - At least three (3) Focal Persons from Administrative Service
 - At least one (1) Focal Person from the Office of the Undersecretary for Special Concerns
 - At least three (3) Focal Persons from Human Resource Development Service
 - At least three (3) Focal Persons from Personnel Administrative Division
 - At least three (3) Focal Persons from Finance and Management Service
 - At least three (3) Focal Person from Social Welfare Institutional Development Bureau
- Secretariat** : National Inspectorate Division

The Chairperson shall ensure that the total number of the acting NIC members shall be an odd number. Furthermore, permanent and Alternate representatives shall be identified for every principal member of the NID.

B. Regional Inspectorate Committee (RIC)

Under the direct supervision of the Regional Director, shall be composed of the following:

- Chairperson** : Assistant Regional Director for Operation
- Vice-Chairperson** : Protective Services Division/Unit Chief
- Members** :
- At least one (1) Focal Person from Standards Unit (SU)
 - At least one (1) Focal Person from Social Technology Unit (STU)
 - At least one (1) Focal Person from Administrative Unit (AU) (*for physical structure/building maintenance*)
 - At least one (1) Focal Person from Finance and Management Unit (FMU)
 - At least one (1) Focal Person from Human Resource Development Unit (HRDU)
 - At least one (1) Focal Person from Personnel Administrative Unit (PAU)

The Chairperson shall ensure that the total number of the acting NIC members shall be an odd number.

The RCC/PMU shall designate a staff in its unit who will provide Secretariat support to the RIC. A Special Order will be amended annually as RI members are changing over time.

X. INSTITUTIONAL ARRANGEMENT

A. National Inspectorate Division (NID)

The NID will be under the direct supervision of the Division Chief and shall:

1. Inform and recommend to the SB that the CRCF is ready or not for accreditation;
2. Identify and establish pattern of findings along five core areas and come up with recommendations for appropriate action of cluster/OBSU;
3. Ensure proper documentation and processing of the data gathered during the assessment;
4. Act as the secretariat of the NIC;
5. Prepare and submit an Executive Summary Report to the Secretary—and confirmation report to the Regional Director;
6. Monitor and follow-up actions taken and agreements reached by the NIC through its members;

7. Follow-up concerned FO and Central Office-OBSUs on any updates or progress on the recommendations of the NIC through the RIC;
8. Recommend to NIC or initiate policies on cross cutting issues and concerns of all CRCFs to;
9. Plan and coordinate with the members the schedule of the assessment visit to the priority CRCFs as identified by PMB;
10. Invite AdHoc members from different OBS to provide inputs in the assessment of offices specializing on specific concerns;
11. Review and enhance pre- assessment tool as needed;
12. Access to the Protective Service Information System (PSIS);
13. As a research arm, recommend to NIC or initiate what should be considered for study based on the findings;
14. Facilitate logistical needs of the NIC (e.g. convene meeting, facilitate and amend SO);
15. Convene an Ad-Hoc Committee, or the Sectoral Specialist Circle, composed of various professionals, such as, but not limited to Medical Physician, Nurses and Nutritionist Dietician of the Department, who shall provide sector-specific enhancement, improvement and development of policy and program relative to the findings of NIC; provide sector-specific inputs and recommendations to reports, proposals, manuals, guidelines, etc. related to the findings of the NIC; coordinate with NIC on the provision of technical assistance specific to their areas of expertise on the operation of the centers and residential care facilities.

B. Center Development Division (CDD)

1. Follow-thru actions taken, agreements and recommendations reached and provide Technical Assistance and Resource Augmentation (TARA) to CRCFs through the Center Heads, RCCs and Sector Specialist in the five (5) work areas of assessment to ensure center of excellence;
2. Contribute to the enhancement of pre-assessment tool as needed;

C. National Inspectorate Member- Inter- Offices/Bureau/Division Services (OBDS)

1. Administration and Organization

- a. FMS-shall conduct assessment finance and management system; fund allocation; stability of funding; resource generation activities; internal and external auditing; Property, Plans and Equipment (PPE) and inventory management; donations; and procurement process/system policies;
- b. Human Resource Development Service (HRDS) shall conduct assessment workforce planning, recruitment, selection and placement, career management and development, employee welfare and labor relations;
- c. Personnel Administration Division (PAD) shall conduct assessment working hours schedule and shifting of center staff; compensation and benefit system including payment and salary of regular, contractual and MOA workers; appropriate control measures including daily time records, filing of leave, frequency of absences and tardiness of staff, proper compensation for excess hours, manner of recording attendance.

2. **Program Management**

- a. SB shall provide the NI Secretariat of the status of accreditation of the center/residential care facilities; conduct assessment on the: (a) Manual of Operation (MOO); (b) Vision, Mission, and Goal; (c) Supervision, Coaching and Mentoring Sessions; (d) Annual Development Plan; (e) Conduct of PREW; and (f) submission of reports; submit reports to NI Secretariat based on their latest assessment to the particular facility if they fail to join the assessment visit provided that the last visit of SB was conducted not later than three months;

3. **Case Management**

- a. CDD shall conduct assessment on case management of the center, including cases, clients served, caseload of workers, management/movement of cases, review of case records, and other documentation in the center;
- b. Adoption Resource and Referral Division (ARRD) shall provide technical assistance to DSWD CRCFs on the programs of domestic adoption and foster care in accordance with the existing laws and issuances; provide technical assistance to ARRS focal persons at the regional level for them to assist the DSWD CRCFs on Alternative Parental Care Program, such as adoption and foster care.

4. **Helping Strategies/Interventions**

- a. STB shall conduct assessment on the tools and strategies being used/implemented in the center; provide findings on other Helping Strategies, Intervention and Technology such as psycho-social care, group dynamic exercises, progressive integration with family and community, volunteer management, after care services, daily activities of the residents, and all services provided to residents in the center;
- b. Social Welfare Institutional Development Bureau-Knowledge Exchange Center (SWIDB-KEC) shall identify, document, and package the good practices according to set standards/guidelines that will form part of the NIC findings.

5. **Facility Management**

- a. Administrative Service- Property and Asset Management Division (PAMD) shall conduct assessment property/land management; inventory of equipment, property records, insurance coverage of equipment, maintenance of database, monitoring of property accountabilities, disposal of unserviceable equipment;
- b. CDD shall conduct assessment facility management and building inspection, including building profile, room conditions, emergency preparedness and response, safety management (structural stability), electrical safety, mechanical safety, fire safety, premises safety, behavior-based safety, etc.

- c. Office of the Undersecretary for Special Concerns shall conduct assessment on the internal and external structures; observe and ensure compliance with the National Building Code, and other applicable laws. It shall also provide recommendations for future funding relative to repairs, construction and improvements of DSWD CRCFs. In addition, technical assistance may be provided to FOs in coordination with PMB.

D. Regional Inspectorate Committee (RIC)

The RIC in every FO shall be under the direct supervision of the PSU Head or the assigned personnel and shall have the following duties:

1. Assist the NIC in the assessment of the facilities and follow-through of its recommendation;
2. Inform and recommend to the SU that the CRCF is ready for pre-accreditation;
3. Submit to the NID a copy of the Special Order evidencing the official members of the RIC;
4. Convene regular meetings with concerned OBSUs;
5. Conduct the updating and follow-up activities of each CRCF, three (3) months after the assessment of the NIC;
6. Prepare and submit to the Regional Director their updates of each facility of the recommendation provided by the NIC, copy furnished the NID, five days after their monitoring visit;
7. Submit reports to NID, through the RCC, on the actions undertaken by the FO or facility on the recommendations of the NIC;
8. In coordination with the responsible FO unit/office, ensure that the center has organized a Health and Safety Committee to ensure that there is a planning and policy making group in all matters pertaining to safety and health of all personnel and clients in the center; and
9. In coordination with the responsible FO unit/office, ensure that the centers follow the provisions of the Fire Code and Accessibility Law of the Philippines and other related policies.

E. Regional Inter-Division/Section/Unit

1. Administration and Organization

- a. Financial Management Unit (FMU) shall follow-through the NIC recommendations on the finance and management system, fund allocation, stability of funding, resource generation activities, internal and external audit, personal protective equipment and inventory management, donations, and procurement process/system policies
- b. Human Resource Development Unit (HRDU) shall follow-through the NIC recommendations on workforce planning; recruitment, selection and placement; career management and development; employee welfare and labor relations
- c. Personnel Administration Unit (PAU) shall follow-through the NIC recommendations on working hour schedule and shifting of center staff; compensation and benefit system including payment and salary of regular, contractual and Cost of Service workers; appropriate control measures including daily time records, filing of leave, frequency of absences and tardiness of staff, proper compensation for excess hours, manner of recording attendance.

2. Program Management

- a. Standards Unit (SU) shall follow-through the NIC recommendations on the status of accreditation of the center/residential care facilities; MOO, VMG, Supervision, Coaching and Mentoring Sessions, Annual Development Plan, Conduct of PREW and submission of reports; submit reports to RI Secretariat based on their latest assessment to the particular facility if they fail to join the assessment visit provided that the last visit of SB was conducted not later than three months;

3. Case Management

- a. Program Management Unit-Regional Center Coordinator (PMU-RCC) (Program Management Team) shall follow-through the NIC recommendations on case management of the center including cases served, caseload of workers, review of records and other documentation in the center;
- b. Program Management Unit- Adoption Resource and Referral Unit (PMU-ARRU) shall follow-thru NI recommendations of assessed CRCFs on the programs of domestic adoption and foster care in accordance with the existing laws and issuances to DSWD CRCFs; and provide technical assistance to ARRU focal persons at the CRCF on the programs on Alternative Parental Care Program, such as adoption and foster care;

4. Helping Strategies/Interventions

- a. Social Technology Unit (STU) shall follow-through the NIC recommendations on the tools and strategies being used/implemented in the center; and conduct assessment on other Helping Strategies, Intervention and Technology such as psycho-social care, group dynamic exercises, progressive integration with family and community, volunteer management, after care services, daily activities of the residents, and all services provided to residents in the center;
- b. Social Welfare Institutional Development Unit (SWIDU) shall follow-through the NIC recommendations on identifying good practices in the center/residential care facilities; and document/package the good practices according to set standards/guidelines that will form part of the NI findings

5. Facility Management

- a. Administrative Unit-Property and Asset Management shall follow-through the NIC recommendations on property/land management; inventory of equipment, property records, insurance coverage of equipment; maintenance of database; monitoring of property accountabilities; disposal of unserviceable equipment;
- b. Program Management Unit- Regional Center Coordinator (Program Management Team) and Administrative Unit shall follow-through the NIC recommendations on facility management and building inspection including building profile, room conditions, internal and external structures; emergency preparedness and response and safety management (structural stability), electrical safety, mechanical safety, fire safety, premises safety, behavior-based safety, etc.



XI. FINANCIAL REQUIREMENT

Resources needed in the assessment and in addressing the recommendations of the NID and NIC shall be included in the FOs Annual Work and Financial Plan.

Source of funds for the supplies and other expenses to be incurred during the meetings of the NIC shall be charged against the Services for Residential and Center-Based Clients Fund. However, transportation expenses and per diems of the Inspectorate members shall be charged against their respective office funds.

XII. REPEALING CLAUSE

This AO shall repeal Administrative Order No. 9, Series of 2010, or the "Guidelines of the National Inspectorate Committee for DSWD Centers and Residential Care Facilities", and all other issuances inconsistent hereto.

XIII. EFFECTIVITY

This Administrative Order shall take effect immediately upon signing and shall be in full force and effect until repealed.

Issued in Quezon City this 15th day of April 2021.



ROLANDO JOSELITO D. BAUTISTA
Secretary

CERTIFIED TRUE COPY

19 APR 2021



CHILOVA CLARISSE B. BORNOZ-BARRACA
Administrative Officer III
Records & Archives Mgt. Division