



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>

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**GUIDELINES ON THE IMPLEMENTATION OF THE
PROTECTIVE SERVICES PROGRAM**

1. Rationale:

The Philippines continues to face considerable challenges from the different crisis situation and disasters affecting the country, affecting adversely the vulnerable sectors and the disadvantaged communities. Such situation led these sectors to further marginalization and impoverishment resulting to social exclusion causing low level of education, unemployed and less access to basic social services. If not responded accordingly and given preferential attention, situation would end up to further marginalization, increasing vulnerability and social inequity.

The DSWD, as leader in social protection and as vice-chair of response of the NDRRMC, is mandated to work towards the achievement of improved capacities and opportunities of the poor, vulnerable and disadvantaged individuals, families and communities in need, to enable them to improve their quality of life and withstand disasters. On this, the Department continuously implements social welfare and development, social protection and anti-poverty programs and projects.

Under the Aquino administration, the Department has been provided with an increased funding for the provision of Protective Services including the Assistance to Individuals/ Families in Crisis Situation (AICS), so that the vulnerable individuals and families needing immediate intervention may have access to basic services such as food, health/ medical, shelter, education and employment.

In order to efficiently respond to the emerging needs of the vulnerable sectors, the current program on AICS shall be expanded to Protective Services Programs with funds intended to cover the additional services, as follows: (1) Food Packs (2) Cash for Work (CFW), (3) Repair/Upgrading/Construction of Day Care Centers and (4) Repair/Upgrading/Construction of Senior Citizen Centers.

2. Objectives:

This circular is issued to provide guidelines for the implementation of the Protective Services Programs of the Department. Specifically, it shall:

1. Provide guidelines on the provision of protective services for the poor, vulnerable and disadvantaged individuals, families in crisis and difficult situation and communities in difficult circumstances due to disasters and calamities and are needing assistance to recover or rehabilitate; and
2. Provide guidelines on the use of the funds to support the various interventions under the Protective Services Programs thus reduce helplessness, vulnerability and social exclusion of its constituents.

3. Scope:

The Protective Services Program is a package of interventions for individuals, families in crisis or difficult situation and vulnerable or disaster-affected communities which include among others the provision of food assistance, food packs, transportation, medical, burial assistance, assistance to students and cash for work, repairs/ upgrading/ construction of day care centers and senior citizens for communities in need of such support, facilities or structures.

3.1 Project Description-

3.1.1 Assistance to Individuals in Crisis Situation (AICS)

Provision of integrated services such as provision of direct financial and material assistance to individuals and families in crisis or difficult situation to enable them to meet their requirements for food while in hospitals caring for sick persons or when travelling back to their home town/destination, transportation, medical, burial and education. Other assistance such as referrals for medical, legal, psychosocial, temporary shelter, and other services to walk-in and referred clients in crisis situation may be provided through the Department's Field Offices' Crisis Intervention Units (CIU) and SWAD Satellite Offices, an extension unit of the DSWD which serves as an action center to immediately respond to cases of individuals and families in crisis situations at the local government level.

3.1.2 Assistance to Communities in Need or those affected by Disasters

3.1.2.1 Food Packs

This is a form of family food packs provided to the victims of disasters while they are inside evacuation centers or recovering from a disaster to enable them to meet their food requirements and prevent hunger. The contents of the food packs shall be in accordance with the DSWD standards. It may be provided up to a maximum of five days.

3.1.2.2 Cash/ Food for Work (C/FFW)

With reference to Administrative Order No. 15 Series of 2008 or the Guidelines for the Implementation of the Cash/ Food for Work, the C/FFW is a short term intervention or transition support to provide temporary employment to distressed/ displaced individuals by participating in or undertaking preparedness, mitigation, relief, rehabilitation or risk reduction projects and activities in their communities or in evacuation centers as identified by the community. In exchange for the work rendered, program recipients are provided with cash/ food to meet their requirement for food and other basic necessities.

3.1.2.3 Construction and Repair/ Improvement of Day Care Centers (DCCs)

The Day Care Service is part of the Early Childhood Care and Development (ECCD) Program which provides the early stage of socialization of children and supports the rights of children: survival, development, protection and participation, and with nutrition intervention to improve the psychosocial development and physical growth. It is likewise the provision of supplementary parental care to 3 – 5 year old children of parents who find it difficult to fully take care of the children during their work days.

The center is a 6x8 meters facility equipped with at least a restroom, washing and brushing areas, movable chairs and tables and may include kitchen and group handwashing area that would serve as venue for the provision of full range of health, nutrition, early education and social services programs to the young children.

3.1.2.4 Construction and Repair/ Improvement of Senior Citizens Center

A place for the recreational, educational, health and social programs and facilities designed for the full enjoyment and benefit of the senior citizens. The center also provides continuing opportunities for the elderly to share their talents, issues and concerns and socialization between and among them.

The assistance for the construction of or repair/upgrading of the center for senior citizens will cover only the physical structure only. The repair/upgrading and construction of the centers for senior citizens shall follow the DSWD standards for structural design/set-up.

3.2 Target Beneficiaries

3.2.1 Assistance to Individuals in Crisis Situation

The beneficiaries of the program shall be any constituent of a congressional district of any local government who sought assistance directly or are referred to the Crisis Intervention Units (CIU) of DSWD at the Central Office (CO), Field Offices and/ or DSWD satellite offices in the provinces. Priority shall be given to families who are indigent, vulnerable and disadvantaged or those in the informal sector, and others who are in crisis situation based on assessment of the Social Workers.

3.2.2 Assistance to Communities in Need or those affected by Disasters

3.2.2.1 Food Packs

The beneficiaries of this intervention shall be the vulnerable individuals and families in need or who are victims of disaster and are registered in the official masterlist of internally displaced population and/or are holders of the DSWD Disaster Family Access Card (DAFAC).

3.2.2.2 Cash for Work (CFW)

The beneficiaries of the CFW shall be the vulnerable individuals, families and communities needing intervention/ support along

disaster preparedness, mitigation or risk reduction, livelihood, food production and hunger mitigation projects or those undertaking disaster recovery and rehabilitation. The beneficiaries should at least be 18 years of age and are physically capable to undertake or participate in the scope and nature of project in the work or project site. For disaster participating in recovery or rehabilitation projects, priority shall be those holder of the DSWD Disaster Family Access Card (DAFAC) as proof of their being victims of disasters.

3.2.2.3 Construction and Repair/ Improvement of Day Care Centers

The beneficiaries of the program shall be the children ages 3 – 4 years old and their families in areas where no existing DCCs is operating, areas with limited number of DCCs vis-à-vis the number of day care children or areas with a number of partly and non-functional DCCs which needs immediate repair and improvement.

3.2.2.4 Construction and Repair/ Improvement of Senior Citizens Center

The beneficiaries of the program shall be the senior citizens in areas where there is no existing Senior Citizens Center or areas with partly and non-functional SCCs that needs immediate repair and improvement.

4 Coverage:

The assistance to be provided under this program will be in the form of the following:

4.1 Assistance to Individuals in Crisis Situation

4.1.1 Transportation Assistance – assistance for the purchase or payment of transport tickets and/or expenses (such as to purchase tickets to air/sea/land transport facilities) to enable them to return to their home provinces permanently or to attend to emergency concerns such as death of loved ones or to care for a family member or relative who has a chronic illness in their home provinces or other other emergency situation requiring their immediate presence.

4.1.2 Medical Assistance – assistance to help shoulder hospitalization expenses, purchase of medicines, and other

medical treatment or procedures (i.e. laboratory procedures including but not limited to CT Scan, ECG, 2D Echo, assistive medical devices, etc.) and other medical expenses. Cases with chronic illnesses may be referred to the Philhealth insurance for coverage, in coordination with the Department of Health (DOH). 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 or covered by the Philhealth.

- 4.1.3 Burial Assistance – assistance to shoulder funeral costs and related expenses, including, but not limited to, expenses in bringing the remains of the deceased to their residence to be with their loved ones in accordance with existing customary practices of the family especially among the indigenous people.
- 4.1.4 Educational Assistance – is a form of assistance given to eligible beneficiaries to help defray the school expenses and/or cost of sending students/ children to schools such as school tuition fees, school supplies, transportation allowance and other school related expenses. This intervention does not cover expenses for graduate or post-graduate expenses.
- 4.1.5 Food Assistance – provision of food assistance to clients who are assessed to be in need of such for at least one and a half days up to a maximum of ten (10) days for those caring for sick loved ones or relatives. It includes the immediate provision of hot meals, food/ meal allowance, family food packs or financial assistance equivalent to the amount of the required hot meals and food packs. The said assistance may be provided as food allowance to the clients who were granted with transportation assistance during their return to their home province, and/ or as meal support for the clients who are watching their patients in the hospitals.

4.2 Assistance to Communities in Need or those affected by Disasters

- 4.2.1 Food Packs - the composition of food packs shall be in accordance to the prevailing standard composition and/or cost of family food packs distributed during disasters or as approved by the Secretary.

4.2.2 Cash/ Food For Work - the daily rate of CFW assistance shall be 75% of the prevailing daily wage rate per region set by the Regional Wages and Productivity Commission.

The rate of assistance may be increased to 100% of the minimum wage, subject to severity or extent of the damage caused by the hazards to the population and the community, subject further to the capacity of the population to recover/regain their source of income/ status of their economic condition.

An 8-hour work per day is required to be rendered by the project beneficiaries who shall benefit from 100% wage equivalent. This may include asset rebuilding activities such as construction/ repair of small infrastructures, communal farm planting and the likes. On the other hand, a 3 - 5 hour work per day shall be required from the beneficiaries who shall be granted with 75% of prevailing daily regional wage rate.

On the average, each beneficiary may benefit from Cash-for-Work for ten (10) days. However, it may be extended up to a maximum of fifteen (15) days, in accordance with the need, as assessed by the DSWD Social Worker handling the intervention.

4.2.3 Construction and Repair/ Improvement of Day Care Centers

The prevailing rate of assistance for the construction of a standard day care center amounts to a maximum of Eight Hundred Thousand Pesos (Php800,000.00) per center. Construction of a DCC shall be in accordance with agreed upon timelines. In case of delays due to force majeure or extreme situation, extension shall not be beyond three (3) months.

A minimum amount of Php200,000.00 and maximum amount of Php500,000.00 may be granted for the repairs and improvement of a DCC. which may cover the repairs of roofing, ceiling and wall; and improvement of the washing facilities, separate comfort room and others. Repair or upgrading shall be completed within agreed timelines and maybe extended up to one (1) month extension due to force majeure or beyond control of the Department or its implementing partners.

The assistance of Php800,000 is limited for the construction and repair/ improvement of the facilities only. Any excess amount needed for the completion of the project, to include the honorariums of the Day Care Workers, water and electric installation, and the likes, shall be shouldered and/ or as counterpart of the LGUs and/ or partners.

4.2.4 Construction and Repair/ Improvement of Senior Citizens Centers

The rate of assistance for the construction per senior citizens center is P1,000,000.00. Any excess amount needed for the construction shall be shouldered and/ or as counterpart of the LGUs and/ or partners.

The completion of the construction, repair or upgrading shall be in accordance with agreed upon timelines of the projects which may be extended due to force majeure beyond the control of the DSWD or implementing partners. However, extension for new construction shall only be for three months.

5 Requirements

5.1 Assistance to Individuals in Crisis Situation

The clients seeking assistance from CIU shall bring and submit the following original or certified true copy documents, and/ or photocopy documents certified by CIU social worker:

5.1.1 Medical Assistance

- Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued not later than 3 months)
- Hospital Bill (for payment of hospital bill,) or Prescription (for medicines) or Laboratory requests (for procedures)
- Barangay Certificate/ Indigency and any Valid ID of the client

- Referral Letter (if applicable)

5.1.2 Burial Assistance

- Funeral Contract
- Death Certificate of the deceased
- Barangay Certificate/ Indigency and any Valid ID of the client

- Permit to transfer/ Health permit (for transfer of cadaver)
- Referral Letter (if applicable)

5.1.3 Transportation Assistance

- Barangay Certificate/ Indigency and any Valid ID of the client
- Police Blotter (for victims of pick pockets, illegal recruitment, etc.)
- Referral Letter (if applicable)

5.1.4 Educational Assistance

- Enrolment Assessment Form or Certificate of Enrolment or Registration
- School ID of the student/ beneficiary
- Barangay Certificate/ Indigency and any Valid ID of the client
- Referral Letter (if applicable)

5.1.5 A Social Case Study report prepared by the LGU social worker/ medical social worker, or a social case summary prepared by a registered social worker may be required by the CIU social worker to support assessment and recommendation of assistance. A social case study report is required as supporting document for assistance more than PhP5,000.

5.1.6 The client will be assessed based on the assistance requested and documents presented. The social worker shall initially assess the appropriateness of the documents presented vis-à-vis the requirements. The client will be requested to complete necessary requirements as basis of assessment and recommendation of the social worker.

5.1.7 In extremely justifiable cases (urgent/ life threatening condition), the assistance may still be processed and provided to clients even with incomplete documents, subject to the assessment and justification of the social worker and provided that a promissory note shall be provided by the client signifying willingness to complete the documentation and the date of the completion of his/her documents.

5.1.8 For confidentiality of the case files, the General Intake Sheet (GIS) and the Social Case Study Report (SCSR) of the clients shall remain with the Crisis Intervention Unit. All other supporting documents shall be submitted to the Financial

Management Service (FMS) / Units (FMU) for auditing purposes.

5.2 Assistance to Communities in Need

Communities in Need is defined as those affected by a natural or human-induced disasters, or are experiencing crisis or displacements due to eviction, demolition or requiring intervention for sector-specific support.

5.2.1 Food Packs

- Letter of Request
- Disaster or Incident Report
- Certification from the Local Treasurer on the Non – Availability of Calamity Funds
- Masterlist of Families Affected

5.2.2 Cash/ Food For Work

- Project Proposal indicating details of the scope of work/duration and number of beneficiaries
- Disaster or Incident Report
- Masterlist of Beneficiaries

5.2.3 Construction and Repair/ Improvement of Day Care Centers

The following are the documentary requirements needed for the construction/ repair/ improvement of the center:

- Certification from the Mines and Geo-science Bureau (MGB) or Local Building Official declaring the project lot/ site as safe for construction. No DCC should be allowed to be constructed in hazard prone areas.
- Copy of notarized deed of donation (if donated) or documents attesting the availability of lot for construction or deed of lease/ possession of guarantee for long term of occupancy for at least 15 years.
- Approved project proposals (document required for repair/ improvement)
- Bill of materials or bill of works (document required for repair/ improvement)
- The standard measurement of day care center should be 1 sq.m/child (floor area-indoors) and 3 sq.m/ child (outdoor).
- The DCC floor areas should be 6x8 m and basically have restroom, hand washing and tooth brushing facilities, movable chairs and tables, floor mats/ rubber mats,

- cabinets (for storage of manipulative toys, story books, etc.)
- Copy of the Sangguniang Bayan Resolution authorizing the Local Chief Executive to enter into an agreement with DSWD and/or providing material and financial support for the project

5.2.4 Construction and Repair/ Improvement of Senior Citizens Center

The following are the documentary requirements needed for the construction/ repair/ improvement of the Senior Citizens Center:

- Certification from the Mines and Geo-science Bureau (MGB) or the Local Building Official declaring the project lot/ site as safe for construction. No DCC should be allowed to be constructed in hazard prone areas.
- Copy of notarized deed of donation (if donated) or documents attesting the availability of lot for construction or deed of lease/ possession of guarantee for long term of occupancy for at least 15 years.
- Approved project proposals (document required for repair/ improvement)
- Bill of materials or bill of works (document required for repair/ improvement)
- Copy of the Sangguniang Bayan Resolution authorizing the Local Chief Executive to enter into an agreement with DSWD and/or providing material and financial support for the project

6 General Policies

6.1 Assistance to Individuals in Crisis Situation

- 6.1.1 The provision of financial assistance to beneficiaries shall be in accordance with the parameters established under this guidelines, and supersedes any provisions contained under the Memorandum Circular 15 Series of 2014 or the Amendment to MC 02 - Guidelines to Strengthen and Enhance the Implementation of the Assistance to Individuals in Crisis Situation (AICS), and related issuances of the Department which are inconsistent thereof.
- 6.1.2 The type, kind, and amount of financial assistance to be provided to beneficiaries shall be based on the assessment and recommendation of the DSWD Social Workers and/or

LGU social workers as the case maybe, duly approved by the authorized official/s of the Department.

- 6.1.3 Financial assistance amounting to not more than PhP5,000 may be released immediately in the form of cash to the beneficiary, duly approved by the head of the CIU in the CO, FOs, or the SWAD team leader at the satellite office.
- 6.1.4 Assistance amounting to more than PhP5,000 but not to exceed to PhP10,000 shall be approved by the Assistant Bureau Director (ABD) of Protective Services Bureau (PSB) or the delegated office in the CO or the Assistant Regional Director (ARD) of the FOs. Amount of assistance beyond PhP5,000.00 will be released through the issuance of a Guarantee Letter to service providers such as transport companies, medical institutions, pharmacies, funeral services, etc., or by check to the concerned establishment, or any other non –cash financial instrument, as may be appropriate under the circumstances.
- 6.1.5 The Social Worker and/or the authorized personnel may recommend assistance beyond PhP10,000 but not to exceed PhP25,000, subject to availability of funds and the approval of the Regional Director for DSWD FOs or the Director of the PSB or the delegated office for the DSWD CO.
- 6.1.6 The maximum allowable assistance that a social worker and/or the authorized personnel may recommend is only up to PhP25,000.00. However, in extremely justifiable cases, the amount of assistance beyond P25,000.00 but not to exceed P75,000.00, may be granted subject to the approval of the Assistant Secretary for Protective Programs for DSWD CO or the Regional Director for DSWD FO.
- 6.1.7 A client can avail of the assistance only once within three (3) months per type of assistance. Availment of assistance beyond this limit must be supported by a justification based on the urgency and nature of the need of the beneficiary assessed by the Social Worker, subject to availability of funds and the appropriate level of approval.
- 6.1.8 Partnership with transport companies, funeral parlors, drugstores/pharmacies, hospitals, other concerned government agencies and other service providers shall be established by the Department to ensure that referred clients

are efficiently and effectively assisted immediately. Contracts or Memoranda of Agreement (MOAs) may be entered into by the DSWD with qualified service providers in accordance with pertinent regulations.

6.1.9 In no case shall implementation of the AICS be delegated and/or transferred to any kind of Civil Society Organization, whether it be a non-governmental organization or a people's organization.

6.1.10 The DSWD shall submit a quarterly report on the implementation of this service to the Department of Budget and Management (DBM), the House Committee on Appropriations, and the Senate Committee on Finance.

7 Implementing Guidelines

7.1 Assistance to Individuals in Crisis Situation

7.1.1 Interview / Assessment

7.1.1.1 The social worker will conduct interview with the client using the prescribed General Intake Sheet. The Social Worker may gather collateral information about the client or life circumstances from immediate family members, relatives, referring parties and other sources, if necessary.

7.1.1.2 The assessment of the case shall be based on the data gathered during interview, client's current needs, and supporting documents presented. The assessment shall likewise include capacity of the family in addressing the problem and available resources that the family could tap. The assessment of the worker shall be the basis for the recommendation.

7.1.1.3 During the interview, the social worker may likewise provide psychosocial processing to the client to lessen their anxieties brought by the crisis situation.

7.1.2 Release of Assistance

7.1.2.1 The assistance shall be released immediately to the client once the amount has been determined based on the interview/assessment and submitted supporting documents subject to availability of cash advance.

7.1.2.2 The documents / requirements together with the Certificate of Eligibility shall be attached to the Disbursement Vouchers (DVs) and Obligation Request (ORs) as supporting papers for the release of assistance (cash outright or guarantee letter).

7.1.2.3 In extremely justifiable cases (i.e. urgent/ life threatening condition), exception to the normal documentation may be allowed for the processing and release of assistance subject to the assessment and justification of the Social Worker.

7.1.2.4 For clients who shall be provided with minimal outright cash assistance (PhP5,000 and below), the assistance shall be claimed from the designated disbursing officer within the day or scheduled as soon as possible, if funds are not yet available at the CIU, the CO, FOs, or the Satellite Offices.

7.1.2.5 For clients who shall be provided with guarantee letters the Social Worker shall issue the guarantee letter signed and approved by the designated officials at different levels of approving authorities as mentioned in the General Policies section of this guidelines. The guarantee letter shall be presented to the concerned service provider for the availment of assistance/ service based on the approved amount. The check equivalent to the amount guaranteed shall be made payable directly to the service provider and shall be claimed by the representative of the service provider at the Financial Management Service (FMS) or Cash Division/Section of the Central or concerned Field Office.

7.1.2.6 For clients seeking transportation assistance, the CIU will facilitate the procurement or acquisition of the ticket and issue the same to the client. In case the client will be travelling through several modes of transport, cash may be provided to defray the costs including food assistance.

7.1.3 Referral

7.1.3.1 Referral services may include the following:

- Referral to residential centers and institution for temporary shelter and/ or protective custody.
- Referral to other agencies, such as the Philippine Charity Sweepstakes Office (PCSO), for availment of further services and assistance.

7.1.3.2 A referral letter to a partner or identified agency shall be prepared by the Social Worker and shall be given to the client seeking assistance beyond the services of the office. The CIU shall coordinate with LGUs and partner agencies for after-care services of the client to ensure that the referrals are immediately and properly attended to.

7.1.3.3 If necessary, the Social Worker handling the case shall prepare a case summary indicating her assessment and recommendation, and include the case summary on the referral letter to be provided to the client. The Social Worker may escort the client to the referred agency for proper endorsement.

7.2 Assistance to Communities in Need and those affected by disaster

7.2.1 Food Packs

7.2.1.1 Respective LGUs affected by disaster occurrence shall submit request for augmentation to the Field Office on the provision of food packs to the affected communities. The number of the affected families/ beneficiaries inside or outside evacuation centers and the areas for distribution must be clearly indicated in the said request. If the required volume of food packs is within the stockpiled food commodities of the Field Office, the FO may issue from within its stockpile, subject to replenishment from the Protective Services Program Funds once downloaded to the FO.

7.2.1.2 The Field Office shall recommend for the release of food packs after the facilitation of assessment and possible conduct of validation on the request subject to the availability of stockpile and procurement of food packs.

7.2.1.3 The field office may release directly the assistance to the LGUs or the authorized LGU personnel shall pick up the

goods from the field office. The field office shall ensure the proper documentation on the release of goods.

7.2.1.4 The actual distribution of food packs shall be witnessed by at least a DSWD personnel or LGU – MSWDO personnel and shall ensure accomplishment of the Relief Distribution Sheet for liquidation purposes. Liquidation of the food packs released to the requesting partner shall be the basis of subsequent release of future requests for the same intervention.

7.2.2 Cash/ Food for Work

7.2.2.1 Assessment and Identification of Proposed Projects – The P/C/MSWDO shall conduct an assessment of the potential beneficiaries with technical assistance from the DSWD – Field Office and in consultation with the LGU to establish the viability and appropriateness of CFW. Areas for assessment shall include the following: a) capability of the beneficiaries to provide their counterparts (e.g. time and labor); b) socio-economic benefits to be derived from the project/ activity; c) environmental consideration; d) acceptability of the project/ activity by the community; and e) length and f) cost of implementation.

7.2.2.2 Preparation of Project Proposal – The P/C/MSWDO shall prepare a project proposal providing the rational and details of the project/ activity. Such proposal will contain the project description, objectives, commitments, quantifiable indicators and responsibilities which may include, but no limited to, human, physical infrastructure and financial resources. Pictures of the site before the project implementation should likewise be included.

7.2.2.3 Provision of Financial Assistance/ Project Funding – The project proposal shall be submitted to the concerned DSWD Field Offices for review and subsequent endorsement to the DSWD Central Office for approval. Upon approval, funding for the CFW shall be sub-allotted to the Field Office and may be released to the concerned LGUs for disbursement subject to an agreement based on the existing auditing and accounting rules.

7.2.2.4 Project Implementation – The LGU shall implement the approved CFW project/ activity immediately after project fund is available or already received by the DSWD Field Office. Each CFW participant shall be issued a Cash-for-Work voucher that will reflect his/her length of involvement in particular projects. During the implementation stage, the LGU thru the P/C/MSWDO shall maintain a logbook to record the daily attendance of the beneficiaries who have reported for work. Each beneficiary shall enter in the logbook the actual time they arrive and leave at the work site and sign the logbook.

In case the Cash-for-Work shall be implemented directly by the DSWD, the FO staff shall designate a regular staff who will act as the disbursing officer and the sole authority to draw a cash advance for CFW. He/ She shall prepare a daily cash assistance payroll to provide payment to the CFW beneficiaries for the work they rendered. The CFW voucher and attendance logbook shall be the basis of the P/C/ MSWDO in preparing the cash assistance payroll.

The Cash-for-Work may also be implemented by the Local Government Units, subject to a Memorandum of Agreement for the purpose.

Copies of the CFW voucher and cash assistance payroll shall serve as supporting documents to liquidation reports. Likewise, the LGU should keep a copy of these records and ensure that it would be available during the monitoring visit either by the DSWD Field Office or Central Office Staff.

When the project/ activity is completed, the P/C/MSWDO shall prepare a completion report with highlight on both cash disbursement and work completed with pictures of completed project and shall be noted by the Local Chief Executive. The emphasis of this report shall be the result of the project/ activity in relation to what has been stipulated in the approved project proposal. Copy of this report shall be submitted to the DSWD Field Office for review and appropriate action. The Field Office shall furnish a copy of the report to the Central Office.

- 7.2.2.5 Monitoring and Evaluation – Monitoring by the LGU shall be conducted on a daily basis until the project is completed. LGU monitoring shall be conducted primarily by the P/C/MSWDO in coordination with appropriate offices.

In the case of the Field Office, on-site monitoring of the implementation of the CFW shall be conducted on a periodic basis using random sampling. Validation of progress report submitted by the LGU shall be the primary purpose of the FO monitoring. The monitoring visit of the DSWD Central Office shall take place at least once during the project cycle or when necessary to provide technical assistance to the Field Office or LGU when there is a compelling need to do.

- 7.2.2.6 The Disaster Management Unit of the Field Office shall facilitate the overall implementation and monitoring of the CFW projects within the region. Specifically, the DRU shall monitor the implementation of CFW projects relating to disaster management, while the Sustainable Livelihood Unit of the Field Office shall monitor the CFW projects pertaining to asset rebuilding.

7.2.3 Construction and Repair/ Improvement of Day Care Center

- 7.2.3.1 Preparation of Project Proposal - After the identification of lot for the construction of the center, the LGU with the technical input of the DSWD Regional Office Focal Person shall prepare the project proposal providing the rationale and details of the project. The proposal shall contain the project description, objectives, implementation mechanics and budgetary requirements.

A Memorandum of Agreement shall be forged between the DSWD and the concerned LGU defining the roles and responsibilities of the each party.

- 7.2.3.2 Together with the approved project proposal, the LGU shall submit the documentary requirements indicated in Section 5.2.3 to DSWD Field Office for assessment and approval.

- 7.2.3.3 Funding – Upon approval of the Field Office, a copy of the approved proposal and masterlist of beneficiaries

shall be submitted to the Central Office for the facilitation of sub allotment and transfer of funds. The Field Office shall manage the project fund and project implementation. The Field Office may likewise transfer the funds to the concerned LGUs for the direct management and implementation of the project whenever necessary subject to the existing auditing and accounting rules.

7.2.3.4 Project Implementation - The construction of center should be in accordance with the approved proposal and bill of works. The Protective Services Unit of the Field Office shall facilitate the overall implementation and monitoring of the Day Care Center construction within the region.

7.2.3.5 Monitoring and Reporting - The focal person of the Field Office in coordination with the partnered LGUs shall conduct monthly monitoring on the implementation of the project and provide status report to DSWD CO. The monitoring visit of the DSWD Central Office shall take place at least once during the project implementation or whenever necessary to provide technical assistance to the Field Office or LGU when there is a compelling need to do.

7.3.4 Construction and Repair/ Improvement of Senior Citizens Center

7.3.4.1 Preparation of Project Proposal - After the identification of lot for the construction of the center, the LGU with the technical input of the DSWD Regional Office Focal Person shall prepare the project proposal providing the rationale and details of the project. The proposal shall contain the project description, objectives, implementation mechanics and budgetary requirements.

A Memorandum of Agreement shall be forged between the DSWD and the LGU defining the roles and responsibilities of the each party.

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Section 5.2.4 to DSWD Field Office for assessment and approval.

7.3.4.3 Funding - Upon approval of the Field Office, a copy of the approved proposal and masterlist of beneficiaries shall be submitted to the Central Office for the facilitation of sub allotment and transfer of funds. The Field Office shall manage the project fund and project implementation. The Field Office may likewise transfer the funds to the concerned LGUs for the direct management and implementation of the project whenever necessary subject to the existing auditing and accounting rules.

7.3.4.4 Project Implementation - The construction of center should be in accordance with the approved proposal and bill of works. The Protective Services Unit of the Field Office shall facilitate the overall implementation and monitoring of the Senior Citizens Center construction within the region.

7.3.4.5 Monitoring and Reporting - The focal person of the Field Office in coordination with the partnered LGUs shall conduct monthly monitoring on the implementation of the project and provide status report to DSWD CO. The monitoring visit of the DSWD Central Office shall take place at least once during the project implementation or whenever necessary to provide technical assistance to the Field Office or LGU when there is a compelling need to do.

8 Administrative Requirements

8.1 Assistance to Individuals in Crisis Situation

The DSWD shall strengthen the structure and sustain the manpower requirements in the CO and its FOs particularly the Satellite Offices to be able to deliver the AICS services more efficiently and closer to the clients. Special disbursing arrangements may be undertaken in selected and/or difficult-to-reach areas, if found necessary under the circumstances. Separate guidelines for the Autonomous Region of Muslim Mindanao shall be issued at a later date.

8.1.1 Special Disbursing Officer (SDO) Designation

The SWAD Team Leader for DSWD FOs shall act as the special disbursing officer of the Satellite CIU Office, provided that he/she holds a regular position. Should there be no available SWAD staff holding a regular position, the FO may designate a finance officer as SDO for the office. Additional Special Disbursing Officers may be designated subject to required permanent tenure of employment and bonding.

The designated SDO of the satellite office shall be bonded with a minimum cash of P500,000.00 or more as may be determined by the estimated needs of the satellite office, specifically intended for the release of cash assistance for the CIU clients. The disbursement of the said cash bond should be subject to liquidation and immediate replenishment in order to sustain the continuous operation of the satellite offices. A system of liquidation and reimbursement process shall be established by the Regional Office/ Satellite Office to ensure the availability of cash any time.

8.1.2 Partnership with Service Providers

To limit the huge amount of cash to be bonded to the SDOs of the Satellite Offices and to limit the releases of cash assistance, the FO through its respective Satellite Offices should establish partnership with the service providers (hospital, pharmacies, funeral parlors, transport companies) and other government agencies for the delivery of assistance to the CIU clients. Specifically, the Service Providers should facilitate the direct provision of assistance/ services to the client through a credit basis.

Identification of service provider should be based on the quality of service they provide and the trend of the number clients sought service on the said service provider.

A MOA between the FO and the Service Provider may be entered into, formalizing the details of the partnership, specifically indicating the allowable maximum credit amount of P300,000.00 per service provider, set billing period, among others, to ensure monitoring of funds to be disbursed and to set a limit on the amount of service/ assistance to be paid to the service providers.

8.1.3 Transfer of Funds to LGUs

The Field Office may opt to transfer funds to LGUs, to limit the releases of cash assistance of the Satellite Offices and efficiently served AICS clients. The identification of LGUs should be based on its good track record in terms of project partnership, submission of liquidation reports, and other operational and geographic standards. A MOA between the FO and the concerned LGU should be forged to support the fund transfer.

The concerned LGUs shall solely manage the funds transferred to their office in terms of fund utilization, approval and release of assistance to clients.

- 8.1.4 The Protective Services Unit of the Field Office shall facilitate the overall implementation and monitoring of the implementation of the program.

9 Grievance Mechanism

The Office of the Assistant Secretary for the Operations and Programs Group – Protective Programs or the designated office for the monitoring of the PSP programs shall establish a Grievance Desk to take action on the complaints and grievance that the office may receive from the stakeholders, referring entities and/ or clients themselves concerning the national implementation of the programs. The said grievance desk shall be acted through verification with the concerned office/ staff. A response shall be provided to the complainant on the recommended actions to be taken or the actions already taken on the reported grievance. The Field Offices shall also establish its own Grievance Desk to cater to complaints and grievances specific to its coverage.

10 Reporting, Monitoring and Evaluation

1. A quarterly report indicating the physical and financial data/ information and a narrative analysis on the status of implementation shall be submitted by the Field Office to the DSWD Secretary every 10th day of the succeeding month, with copies provided to the Office of the Assistant Secretary of the Protective Programs. The Field Office shall likewise ensure maintaining photo documentation on the implementation of the projects for audit purpose and subsequent submission/ sharing to DSWD CO.
2. The Office of the Assistant Secretary for the Protective Programs shall be the overseer of the program and shall monitor its implementation both in CO and FO. An annual Program

Implementation Review and Evaluation of the Central Office and Field Office shall be conducted to evaluate and assess the overall implementation of the program.

11 Effectivity

This Order shall take effect immediately and shall only apply for the implementation of the abovementioned program and purpose.

Issued this 6th day of March 2015.


CORAZON JULIANO - SOLIMAN
Secretary, DSWD

