



MEMORANDUM CIRCULAR

No. 07
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SUBJECT: INSTITUTIONALIZATION OF PAG-ABOT PROGRAM FOR CHILDREN, INDIVIDUALS AND FAMILIES IN STREET SITUATIONS

I. RATIONALE

The Philippines is one of the fastest-growing economies in Southeast Asia, yet it is facing a homeless crisis. There are approximately 4.5 million homeless people, including children, in the Philippines, which has a population of 106 million people. Homelessness in the Philippines is caused by a variety of reasons, including lost jobs, insufficient income or lack of a stable job, domestic violence, and loss of home due to a natural disaster. The government and non-governmental organizations (NGOs) are working to address this issue.¹

Based on the publication of Business Mirror in 22 October 2015 entitled: The Homeless Street Families in Metro Manila, it is difficult to have an accurate number of homeless street families because their population is in a constant flux. Per UN-Habitat Philippines Country Report 2023, "Informal settler families (ISFs) are estimated at 3.7 million, half a million of which are living in slums and high-risk areas in Metro Manila or National Capital Region."²

The 2019 Lifebank Foundation and Social Weather Stations (SWS) survey estimated that there are no less than 369,000 children in street situations in highly urbanized cities in the country. This number is expected to grow with the new poor condition brought about by the COVID-19 pandemic and global inflation. The latest World Bank Group projections suggest that the COVID-19 pandemic and the associated economic crisis could push between 71 and 100 million people into extreme poverty worldwide.³

The prolonged stay of children and families in the streets and other public areas continually challenge the government's social protection strategy, related policies, and development priorities.

Having no access to education and basic social services, homelessness, and lack of parental support, children and their families are being exposed to prohibited

¹ Joshua Meribole, *The State of Homelessness in the Philippines*, available at <https://borgenproject.org/homelessness-in-the-philippines/> (last visited 14 March 2024).

² United Nations Human Settlements Programme (UN Habitat) Philippines, *UN-Habitat Philippines Country Report 2023*, available at https://unhabitat.org/sites/default/files/2023/06/5._un-habitat_philippines_country_report_2023_final_compressed.pdf (last visited 14 March 2024).

³ Mahler, D.G, et. al., *Updated estimates of the impact of COVID-19 on Global Poverty*, available at <https://blogs.worldbank.org/opendata/updated-estimates-impact-covid-19-global-poverty> (last visited 14 March 2024).



drugs, prostitution, teenage pregnancy, and other forms of violence. Further, the Indigenous People (IP) and their families particularly the Sama-Bajau often face exclusion, stigma and discrimination, not to mention displacement, loss of traditional ways of life and practices, and loss of identity and culture. These are some of the push factors of their migration to the urban areas for dwelling, socio-cultural, and economic activities.

This shift in focus by the government from street-based interventions to children to comprehensive strategies for families has been propelled by the increasing need to craft and implement policies that seek to reduce further risks of street dwelling through the improvement of their social status and realization and fulfillment of basic rights. By broadening the scale of the program for children to include parents, and other adult family members, the Department of Social Welfare and Development (DSWD) acknowledges that a deep understanding of the interplay between the individual, family, and the larger society plays a key role in addressing the cycle of poverty.

With these, the DSWD developed the Pag-Abot Program which is also built based on the experiences in the implementation of Comprehensive Program for Children, Families, and Indigenous Peoples in Street Situations, specifically to one of its components: the reach-out operation.

In addition, as a result of the pilot implementation in CY 2023, the nine-month implementation of the Pag-abot Program formerly *Oplan Pag-Abot Project* in the National Capital Region (NCR), has created a positive outcome to the community as verbalized by the local government officials and the general public. It also shows that there are opportunities for the reached-out Children, Individuals and Families in Street Situation (CII/FISS) to access the appropriate program and services of the Department and other government agencies as well as Civil Society Organizations (CSOs) based on the assessed needs of the beneficiaries as well as the other government services. Out of 1,772 reached out beneficiaries in July 2023 covering the 16 Local Government Units (LGUs) in NCR, there were 741 reintegrated individuals to their families within and outside NCR.

Further, the Executive Order (EO) No. 52, series of 2024, provides that the Pag-abot Program is one of the pilot programs of the DSWD which extends to vulnerable and disadvantaged individuals, children, and families in street situations various interventions and opportunities, including provision for a supportive and enabling environment capable of improving their social and economic status and fulfilling their fundamental rights.

II. LEGAL BASES

A. International Instruments

1. **The United Nations Convention on the Rights of the Child** enshrines various rights that are critical for children at risk on the streets. Article 3 states that the best interests of the child should be a primary consideration. Every intervention should address the individual needs of the child.

2. **United Nations Sustainable Development Goal No.1** of eradicating poverty, implementing nationally appropriate social protection systems and measures for all, and granting equal access to economic resources particularly for the poor and vulnerable sector of society.
 3. **The United Nations Committee on the Rights of the Child General Comments No. 21 (CRC GC 21)** on the Children in Street Situations adopted the General Comment (GC) 21 specific on the rights of children in street situations.
 4. **United Nations Universal Declaration of Human Rights**. Article 25, Section 1 (1) provides that everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
 5. **United Nations Declaration on the Rights of Indigenous Peoples** urges the States to take all necessary measures to implement the rights of IP in accordance with the international human rights instruments without discrimination. It also sets out the individual and collective rights of IP, and their rights to culture, identity, language, employment, health, education, and other issues
- B. National Laws and Issuances**
1. **1987 Constitution of the Philippines**, Article XV, Section III provides that the state shall defend the right of children to assistance, including proper care and nutrition, and special protection from all forms of neglect, abuse, cruelty, exploitation, and other conditions prejudicial to their development.
 2. **Republic Act (RA) No. 7160 or the Local Government Code of 1991**, Section 16 provides that every local government unit shall exercise the powers expressly granted, those necessarily implied there from, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare.
 3. **RA No. 7610 or the Special Protection of Children Against Child Abuse, Exploitation and Discrimination Act**, Section II declared that it is the policy of the State to provide special protection to children from all firms

of abuse, neglect, cruelty exploitation and discrimination and other conditions, prejudicial their development; provide sanctions for their commission and carry out a program for prevention and deterrence of and crisis intervention in situations of child abuse, exploitation and discrimination.

4. **RA No. 8371 or the Indigenous People Rights Act (IPRA) of 1997** recognizes, protects and promotes the rights of indigenous cultural communities/indigenous peoples, created a national commission on indigenous peoples, established implementing mechanisms, and appropriated funds therefor, and for other purposes.
5. **RA No. 9262 or the Anti-Violence Against Women and their Children**, Section 2 declared that the State values the dignity of women and children and guarantees full respect for human rights. The State also recognizes the need to protect the family and its members, particularly women and children, from violence and threats to their personal safety and security.
6. **RA No. 9710 or The Magna Carta of Women**, Section 2 condemns discrimination against women in all its forms and pursues by all appropriate means and without delay the policy of eliminating discrimination against women in keeping with the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and other international instruments consistent with Philippine law.
7. **RA No. 10173 or the Data Privacy Act of 2012** protects individual personal information in Information and Communication Systems in the Government and the private sector, and created a National Privacy Commission.
8. **RA No. 11291 or An Act Providing for a Magna Carta of the Poor** declared that is it the policy of the State to uplift the standard of living and quality of life of the poor and provide them with sustained opportunities for growth and development.
9. **Presidential Decree (PD) No. 603 or the Child and Youth Welfare Code of 1974**, Article I provides that the child is one of the most important assets of the nation. Every effort should be exerted to promote his welfare and enhance his opportunities for a useful and happy life.

10. **PD No. 1563 or the Mendicancy Law of 1978** provides the establishment of an integrated system for the control and eradication of mendicancy, providing penalties, appropriating funds therefore, and other purposes.
11. **EO No. 163, Series of 2022 or Institutionalizing Access to Protection Services for refugees, Stateless Persons and Asylum Seekers**, Article I provides that the State shall closely monitor and ensure full protection of the rights of persons of concerns (POCs) to liberty and security, and freedom of movement. Subject to applicable laws and issuances, the minimum standards for the treatment of refugees shall be assured.
12. **EO No. 52, Series of 2024 or Institutionalizing the Pag-abot Program, Constituting an Inter-Agency Committee therefor, and for Other Purpose**, the Pag-abot Program is hereby institutionalized as a platform for an enhanced and unified delivery of services to vulnerable and disadvantaged children, individuals, and families in street situations, through provision of social safety nets and protection against risks brought about by poverty.

C. Department Issuances

1. **DSWD Department Order (DO) No. 13, Series of 2000 or the Guidelines on Street Children Program**. This provides the guiding principles for policies and program interventions that promote and safeguard the rights of street children.
2. **DSWD Administrative Order (AO) No. 56, series of 2003 or the Guidelines on Sagip Kalinga Project**. This aims to rescue (reach out) street dwellers through the provision of Balik Probinsya program, counseling, educational assistance, medical/hospital referral, effective parenting, and paralegal training program.
3. **DSWD AO No. 8, Series of 2009 or the Standards for Community-Based Services for Street Children**. This sets standards for all Social Welfare and Development (SWD) agencies including the LGU implementing community-based services for street children and those currently engaged but not yet registered.
4. **DSWD AO No. 7, Series of 2012 or the Guidelines for Local Government Units Social Welfare and Development Service Delivery System** (Amending AO No. 82, Series of 2003, Standards on Social Welfare and Development Service Delivery System in the Local Government Units.

5. **DSWD AO No. 5, Series of 2012 or DSWD Guidelines on Gender and Development (GAD) Mainstreaming.** The DSWD Guidelines on GAD Mainstreaming aim to promote gender equality and eliminate discrimination by integrating gender concerns into policies, programs, and projects of the Department of Social Welfare and Development in the Philippines.
6. **Joint DILG-DSWD Memorandum Circular (MC) on the Protocol to Reach out to Street Children in 2012.**
7. **DSWD AO No. 7, series of 2015 or the DSWD Child Protection Policy in the Workplace.** The DSWD Child Protection Policy in the Workplace aims to protect children from abuse and exploitation by establishing rules and guidelines for officials and personnel of the Department of Social Welfare and Development in the Philippines.
8. **DSWD AO No. 15, Series of 2018 or the Amendment of the Administrative Order 5, Series of 2012, on the DSWD Guidelines on GAD Mainstreaming.**
9. **DSWD MC No. 22, Series of 2019 or the Comprehensive Guidelines on the Implementation of the Sustainable Livelihood Program (SLP).** "Upholding the value of inclusivity, the Program is open to poor, marginalized, vulnerable, and/or disadvantaged households, building upon their strengths and understanding how they can use these to achieve positive livelihood outcomes.
10. **DSWD MC No. 6, Series of 2021 or the Enhanced Support Services Intervention (ESSI) Guidelines for the Pantawid Familyang Pilipino Program Beneficiaries.** "The Enhanced Support Services Intervention (ESSI) is one of the strategy of the CCT program to be inclusive, it targets the homeless families, IPs and other vulnerable groups within the 4Ps program beneficiaries who both have their unique dynamics and way of living in which having difficulty in complying with the standard guidelines thus needed support intervention for them to address their risk and vulnerabilities to be able to comply with the program conditionalities."
11. **DSWD MC No. 12, series of 2021 or the Amended Guidelines on the Implementation of Balik Probinsya, Bagong Pag-Asa (BP2) Program by the Department of Social Welfare and Development.** The BP2 program is one of the support measures that could lead to the decongestion of urban poor communities and contribute to the achievement of balanced regional development.
12. **Council for the Welfare Children (CWC) Resolution No. 12, Series of 2022 or Approving the Guidelines on the Strengthening of Protection Programs for Children, Families and IPs in Street Situations.** This

contains the policies and procedures to provide the National Government Agencies (NGAs), its Central Office and Field Offices, the LGUs and other stakeholders in establishing child protection mechanisms and strategies, profiling, managing cases, and providing holistic, long-term and sustainable programs and services for people, especially children, families, and IPs in street situations

13. **DSWD MC No. 16, Series of 2022 or the Revised Guidelines on the Implementation of the Assistance to Individuals in Crisis Situations.** The DSWD, as the leader in social protection, continuously implements the Assistance to Individuals in Crisis Situation (AICS) program to support government efforts in providing aid to individuals and families seeking assistance. The AICS Program serves as a stop-gap measure to support the recovery of individuals and families suffering from unexpected life events or crises.”
14. **DSWD MC No. 7, Series of 2023 or the Revised Guidelines for the Comprehensive Implementation of the Sustainable Livelihood Program.**
15. **DSWD MC No. 10, Series of 2023 or the Guidelines for the Pilot Implementation of Oplan Pag-abot Project (Reach Out) to Individuals and Families in Street Situation.**
16. **DSWD MC No. 11, Series of 2023 or the DSWD Data Privacy Manual.** The Manual Serves as a guide to ensure that all personal data collected by the Offices, Bureaus, Services, and Units follows the principles set out in collecting, storing, processing, and sharing personal data in accordance with the Data Privacy Act of 2012.

III. OPERATIONAL DEFINITION OF TERMS

- a. **Budget Parameters** - refers to the amount of assistance to be provided to qualified beneficiaries based on the assessment of the Pag-abot Program case managers.
- b. **Environmental scanning** - refers to the process where the ocular visits were conducted to the highly populated areas in the LGU shall be made to map out the location of children, individuals, and families in street situations.
- c. **Pag-abot beneficiary** - refers to the willing children, individuals, and families in street situations to be reached out by the Pag-abot Program during the reach out activity who were referred to CRCFs and/or LGUs for the provision of appropriate interventions.

- d. **Place of origin** - refers to the place where the Pag-abot beneficiary expressed his/her birthplace or originating province or city/municipality where he/she spent most of his/her life.
- e. **Profiled Client** - refers to the target clientele such as children, individuals, and families who are staying in the street who are at risk and vulnerable. They were profiled using the profiling tool.
- f. **Profiling** - refers to the process of gathering demographic data, expresses needs, and conditions of the target client using the prescribed tool. (*Manual of Operation of Comprehensive Program for Children, Families and IPs in Street Situations*)
- g. **Profiling tool** - refers to the tool used by the Pag-abot staff during the interview to gather data about the target clientele that includes background information of the profiled client, assessment and recommendation during the profiling activity.
- h. **Reach out** - refers to the process where profiled and unprofiled children, families, and individuals in street situations who are willing to be reached out from the streets and hazardous environment to protect them from harm or abuse, and brought to the identified processing center for further assessment using the reach out tool. (*Manual of Operation of Comprehensive Program for Children, Families and IP's in Street Situations*)
- i. **Receiving region** - refers to the region where the individuals and families were endorsed for reintegration.
- j. **Reintegration** - refers to the process of integrating the individuals and families reached out back into their place of origin and participating in community affairs and activities.
- k. **Sending region** - refers to the region where the individuals and families were processed for reintegration.
- l. **Service Delivery** - refers to the process of assessment and provision of packages of services to the qualified program beneficiaries based on set budget parameters.
- m. **Services components** - refers to the packages of services being provided to the program beneficiaries to aid the successful reintegration of the program beneficiaries.

- n. **Social Work Case Management** - refers to the process used by the case managers to enable the beneficiaries to improve their status and well-being to keep off the streets, the children, individuals, and families in street situations. It involves the systematic process of identifying, assessing, planning, coordinating, implementing, monitoring, and evaluating services and resources to meet the complex needs of individuals, families, or groups. It integrates social work principles and practices with management techniques to ensure effective and efficient delivery of services.⁴
- o. **Unprofiled client** - refers to the person who is unwilling to be interviewed using the profiling tool during the profiling activity.

IV. OBJECTIVE

This guideline institutionalizes the Pag-abot Program for Children, Individuals, and Families in Street Situations (CIFSS) as a regular program of the Department along with the provision of component assistance packages. Specifically, this institutionalization guidelines aims to:

- a. Delineate the functions of the different bureaus and offices that will play key roles in the institutionalization of the Pag-abot Program;
- b. Provide procedures for the implementation of the program, especially in implementing the identified components of the program; and
- c. Define the roles and responsibilities of all the stakeholders involved in the implementation of the program.

V. PROGRAM DESCRIPTION

"Pag-abot," is a Tagalog word which means "reach out" in English. The program will reach out to vulnerable and disadvantaged individuals, children, and families in street situations, as implied by its name. Then they will then be welcomed to: a) place of their origin or residences in provinces, municipalities or cities near Metro Manila; b) temporary shelter or placement to long-term residential facilities; or c) Permanent placement to a foster family or adoption for those children who may have been abandoned. The reach out operation is considered as the start of holistic intervention using a multidisciplinary approach to case management to keep off the streets children, individuals, and families in street situations."

The program aims to reduce the risk and vulnerabilities of children, individuals, and families in street situations and improve their social well being through the provision of social welfare protection services, various interventions, and opportunities to improve social status, and fulfill fundamental rights for them to live productively in a safe, supportive, and enabling environment.

⁴ Mendoza, Thelma Lee. (2022) .Social Welfare and Social Work (7th ed.) . Central Book Supply, Inc.

Through these services/activities, children, individuals, and families in street situations can access their rights to food, health, education, life skills, recreational activities, employment opportunities, and housing among others towards the attainment of a decent and dignified life.

Goal: The program aims to reduce the risk and vulnerabilities of children, individuals, and families in street situations through the provision of various interventions, services, and opportunities, improve social status, and fulfill fundamental rights for them to live productively in a safe, supportive, and enabling environment.

Objectives:

- a. Establish partnership with the NGAs, CSOs, and LGUs for holistic and comprehensive implementation of the program.
- b. Install systems and procedures of reaching out the target beneficiaries anchored on social justice and basic human rights.
- c. Facilitate the provision of component assistance, services and other interventions based on assessed needs.
- d. Capacitate program implementers and partners on the implementation of the program.
- e. Establish mechanisms that will foster community engagement and involvement to respond immediately to the needs of homeless, street dwellers or individuals and families in street situations.

Target Clientele: The target beneficiaries of the program are children, individuals, and families in street situations, specifically the following:

- **Children in street situations** which includes the following: (a) children who depend on the streets to live and/or work, whether alone, with peers or with family; and (b) a wider population of children who have formed strong connections with public spaces and for whom the street plays a vital role in their everyday lives and identities;⁵
- **Children below 18 years old** who are found on the streets due to issues on abandonment, neglect, orphaned, or those over but are unable to fully take care of themselves or protect themselves from abuse, neglect, cruelty, exploitation or discrimination because of a physical or mental disability or condition;

⁵ United Nations – Office of the High Commissioner for Human Rights, *General comment No. 21 (2017) on children in street situations*, available at <https://www.ohchr.org/en/documents/general-comments-and-recommendations/general-comment-no-21-2017-children-street> (last visited 18 March 2024).

- **Unattached adults and elderly on the streets**, parks, or other public areas who are found to be vagrants, mendicants, depend on the streets to live and/or suffering from mental disability or illness; and
- **Homeless street families** pertaining to the displaced families, either by fire, demolition, family crisis, or false hopes on an improved life in the Metropolitan who had no choice but to go to the street. They reside in sidewalks and pavements where they also sleep, eat, play, take a bath, etc.

Components: To realize the goal of the program, the following components shall be implemented:

1. Partnership Building

The implementation of the program shall use the “whole of nation approach” in order to facilitate the comprehensive intervention and holistic delivery of service to the target beneficiaries. Consultation meetings and dialogue with the concerned NGAs, CSOs, Faith-Based Organization, and LGUs shall be conducted. Signing of Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) between and among concerned parties shall be done as necessary to formalize partnership and collaboration. Further, continuous dialogue and consultation among project partners shall be conducted on a regular basis. Areas for partnership and collaborations may focus but not limited on the following:

- 1) Logistics needs such as vehicle during reach out activity, venue for the processing center, and equipment/materials needed during reach out activities;
- 2) Possible temporary shelter for the reached-out clientele while the appropriate intervention is being processed;
- 3) Shelter assistance to qualified beneficiaries of the program;
- 4) Food and non-food items that will benefit the target clientele; and
- 5) Other services which will facilitate access to basic social services among clients such as identification cards among others.

2. Reach Out Operation

Reaching out of beneficiaries is considered as the start of the helping process or the case management. This component comprises the following steps, to wit: 1) Environmental Scanning, 2) Profiling and Data processing, 3) Actual reach out activity, 4) Assessment, Service Delivery, and Reintegration, and 5) Monitoring and Aftercare Services.

3. Case Management and Service Delivery

Following the social case management process, appropriate interventions based on assessment shall be provided to the target beneficiaries. The CRCFs and other identified temporary shelters shall also provide necessary

services while the beneficiaries are being prepared for reintegration in their place of origin. Other assistance may be provided through the members of the inter-agency committee such as but not limited to housing, food, health, education, life skills, recreational activities, and employment opportunities, among others.

An information system/database which will capture biometrics and photos of beneficiaries shall serve as a repository of beneficiary's information for case management and monitoring of client status including the comprehensive package of social protection services comprising the grants provided to beneficiary.

4. Capacity Building

Pag-abot program implementers/service providers including project partners shall be capacitated to further improve the system and implementation of the program. This may include a series of orientations pertaining to various tools and protocols of actual reach out, dynamics of CIFSS among others. Other relevant capacity building activities shall be implemented pertaining to case management process and application of child-friendly and rights-based approaches.

5. Strengthening Local Mechanism

The program shall involve the general public, CSOs, Faith Based Organizations, private enterprise and barangay leaders in addressing the needs of CIFSS. This is to be done by providing them with access to the program as a source of referral and in obtaining information about the program through the established hotline and created social media accounts. Further, Advocacy activities about the program, such as stakeholder forum, advocacy forum, distribution of Social and Behavior Change Communication (SBCC) materials among others shall be conducted for promotion and awareness raising about the program among stakeholders.

The Pag-abot Hotlines installed at the DSWD Central Office (CO) has a designated focal person from the Oplan Pag-abot National Program Management Office (NPMO) who shall respond to calls from the general public on a rotational basis during business hours from 8:00 am to 5:00 pm from Monday to Friday.

The local community through the LGUs shall also be assisted to support various initiatives that can further improve the living conditions of the reintegrated individuals and families.

VI. GUIDING PRINCIPLES AND APPROACHES

In the course of the program implementation of the Pag-abot, program

implementers shall be guided by the following principles:

- 1) **Rights-based** - This means giving people greater opportunities to participate in shaping the decisions that impact their human rights. It also means increasing the ability of those with responsibility for fulfilling rights to recognize and know how to respect those rights, and make sure they can be held to account.⁶ The program and its implementers shall uphold the basic human rights of all children, individuals, and families throughout the entire process of the helping relationship which make the program unique from other similar initiatives and activities of the government.

- 2) **Culture Sensitive**- having an understanding of another person's set of beliefs or values that is attributed to the person's ethnic or racial background.⁷ The program shall value individual beliefs, ethnicity and values in all processes of the project.

- 3) **Self Determination**- defined as the ability of the client to make their own decisions and engage in any actions they want to, provided that those actions aren't harmful to the client or others.⁸ The Pag-abot staff shall rely on the readiness of the client to participate in the program except in situations where the clients are at great risk.

- 4) **Gender- responsive approach**- shall adequately respond to the gender-differentiated needs, issues and priorities of women and men, as well as girls and boys in street situations, in all their diversity, leading to social equality and advancing the rights of women and girls. The Pag-abot Program shall at all times deliver appropriate interventions that are founded on the principles of gender equality and gender justice.

- 5) **Whole-of-Nation Approach** - Enabling the government to partner with individuals, community, CSOs, and the private sector to engage in meaningful and relevant developmental activities or programs and services to address societal ills and promote individuals and social protection. The program shall establish partnerships with other government agencies and CSOs to provide holistic intervention to the target beneficiaries.

⁶ Scottish Human Rights Commission, *What is human rights based approach?*, available at <https://careaboutrights.scottishhumanrights.com/whatisahumanrightsbasedapproach.html> (last visited 18 March 2024).

⁷ Janelle Barowski, *Cultural Sensitivity | Definition, Importance & Examples*, available at <https://study.com/academy/lesson/what-is-cultural-sensitivity-definition-examples-importance.html> (last visited 18 March 2024).

⁸ Reed Hepler, *Balancing Client Self-Determination & Risk in Social Work*, available at <https://study.com/academy/lesson/balancing-client-self-determination-risk-in-social-work.html> (last visited 18 March 2024).

- 6) **Multidisciplinary approach-** Involving other disciplines in the program specifically in the process of planning, coordinating, managing, and reviewing its implementation.

VII. GENERAL POLICIES

- 1) During the profiling of beneficiaries, actual reach-out can be done depending on the urgency of case/s. Proper coordination to the concerned LGUs shall be done to provide immediate intervention to clients, specifically on health-related concerns and other logistical needs.
- 2) DSWD Center and Residential Care Facilities (CRCF) and designated facilities will serve as temporary shelters as applicable depending on the assessment and/or case of the reached-out beneficiaries while they are being prepared for reintegration. The LGUs shall identify processing centers during the conduct of reach-out operations.
- 3) Information gathered from the client shall be treated as confidential in compliance with the DSWD Data Privacy Manual, Data Privacy Act of 2012, and National Privacy Commission (NPC) Issuances. Personal Data of the client should not be disclosed to unauthorized people, either within the organization or externally, and shall be used for case management purposes only. During the profiling process, the prescribed consent form from the client shall be secured by the interviewee.
- 4) The Pag-abot Case Manager in the regions shall act as the case manager of all cases referred to the region by the NPMO. The case manager shall facilitate case conferences with the regional Technical Working Group (TWG) and concerned LGUs. Appropriate intervention based on assessment shall be provided in the course of the case management process.
- 5) Field Offices (FOs) shall establish a TWG composed of concerned divisions, sections, and units that shall be responsible for the implementation of the program. Hired program staff in the FOs shall act as the TWG secretariat.
- 6) Travel expenses and communication allowance shall be provided to the program staff both at the NPMO and its counterpart to the FOs based on the DSWD's existing accounting and auditing policies and guidelines.

- 7) FO staff who shall be involved in the program implementation in the FOs shall also be entitled to travel allowance and overtime pay charged to the program funds if applicable subject to the existing guidelines of the Department.
- 8) Periodic Program Review and Evaluation shall be conducted to review, assess, and evaluate the performance of the program and determine the extent of its efficiency and functionality.

VIII. IMPLEMENTING PROCEDURES

The implementation of the program shall be done through the following phases, to wit:

A. Pre-Implementation Phase

1. The RPMO shall conduct consultation meetings with the target pilot LGUs to orient and establish partnerships to determine areas for convergence of interventions. The signing of the Memorandum of Agreement shall be done as a result of the partnership meetings.
2. As part of partnership building with the concerned NGAs and members of the CSOs, consultation and exploratory meetings shall be conducted by the NPMO for leveling the expectation and identification of possible areas for collaboration.
3. A TWG shall be created at the FO which will serve as a technical assistance provider and advisory committee in the implementation of the program at the regional level. A Regional Order on the creation of the said TWG shall be signed by the Regional Director.

B. Implementation Phase

1. The program team shall conduct the reach out in the identified target areas/sites within the LGUs. Preparatory meetings among team members shall be conducted. A team shall be composed of NPMO case managers and other disciplines in partnership with concerned LGUs and partners from various NGAs.
2. Ocular visits to highly populated areas in the LGU shall be made by the Pag-abot staff to map out the location of children, individuals, and families in street situations. This activity shall be conducted in preparation for the profiling of clients.
3. Before conducting the profiling activity, an orientation shall be conducted among program implementers and program partners to provide guidance

on the activity and discuss tools that will be used during the profiling of clients.

4. Profiling of clients shall commence after the ocular visit using the automated profiling tool and shall secure consent from the respondent through the use of a consent form (See Annex A). Cluster Team shall perform the profiling of clients and shall follow the profiling process for the activity.
5. After the profiling activity, a planned reach out activities shall be done together with the LGUs in two (2) shifts as follows: a) morning to afternoon shift for the first shift and b) afternoon to late evening for the second shift. Team leaders are expected to have a turnover of cases at the end of every shift. Emergency reach out can be done in close coordination with concerned LGUs.
6. As part of the safety net, during the reach-out, the members of the program team shall wear body cameras to record the entire process/activity. The representatives from the Commission on Human Rights (CHR) are ensured to observe the entire reach out process.
7. Intake interviews shall be done to determine the initial intervention to be provided to the clients. Referral to DSWD-CRCFs shall be done when necessary. While processing the appropriate intervention for the client/s, he/she/they shall be referred to the appropriate CRCF for temporary shelter. A maximum of twenty (20) working days shall be observed to facilitate all necessary requirements for reintegration to the place of origin. All necessary coordination activities with the receiving LGUs shall be conducted through the FOs within the above-mentioned period. Stay in the CRCFs or other identified temporary shelters may be prolonged depending on the assessed needs of the clients.
8. Reach out to unattached children and high-priority cases shall follow the existing CWC Guidelines on the Strengthening of Protection Programs for Children, Families, and IPs in Street Situations.
9. Actual reach out for protective custody shall also follow DSWD AO 8, series of 2009 and the DSWD-DILG-CWC Joint Memorandum on the Protocol to Reach Out to Street Children.
10. In the course of profiling, indications and/or manifestations of child abuse or exploitation, must be well noted by the case manager and psychologist for proper intervention and immediate action. High-priority cases will be

subjected to immediate reach out for proper disposition and intervention. This includes children, women, and persons with disability needing urgent medical attention, who are likely to be seriously harmed or injured or subjected to immediate and ongoing sexual abuse, be permanently disabled, trafficked, or die if left in his/her present circumstances without the provision of protective intervention.

11. Clients manifesting violent behavior shall be handled together with the law enforcement personnel and the barangay. Team Leaders shall always prioritize the safety of the staff during the conduct of reach-out activity and other related activities.
12. The Protocol for the Case Management of Child Victims of Abuse, Neglect, and Exploitation issued by the Committee on the Special Protection of Children shall also be followed for the cases of child abuse. The following protocols shall be observed in reaching out to unattached children:
 - a) If the child is taken into protective custody, he/she must be treated in the most humane and dignified way possible. The use of weapons, chasing, violence, unnecessary force, vulgar words, and sexual harassment is strictly prohibited.
 - b) Child is only taken into protective custody in daylight hours except in emergency cases.
 - c) The use of vehicles with bars or padlocks or any other fixtures indicating that a child is being detained or arrested is avoided.
 - d) Social worker shall immediately commence court proceedings for involuntary commitment in the following situations:
 - 1) child's parents or guardians cannot be located, or
 - 2) there is evidence that a child has been abandoned, substantially, continuously, or repeatedly neglected, or the parents/guardians are incompetent to discharge their parental responsibilities, and the parent/guardian refuses to voluntarily commit the child to protective custody.
13. Reach out to unattached persons or children with disability specifically those with related mental health challenges individuals shall be treated with utmost care and attention. The client shall be immediately reached out and shall be referred to DSWD facilities with specialized services to cater to the needs of the client or other government mental health facilities such as the Department of Health National Center for Mental Health.
14. If the client manifests aggressive behavior, the case manager may seek security assistance from the PNP representatives until such time that the

client is admitted to a CRCF for immediate intervention. The psychologist in the CRCFs shall conduct further psychological assessment and provide immediate interventions prior to referral to appropriate mental health facilities.

15. Operation of temporary shelters apart from CRCFs shall follow the Department Order No. 13, series of 2000 or the Guidelines on Street Children Program of the Department.
16. Case conferences either face-to-face or online shall be conducted to discuss the situation and condition of each family or individual reached out and determine the appropriate interventions and actions. Pag-abot case managers or the social workers from the CRCFs (while beneficiaries are admitted to the center) shall act as case managers using the multidisciplinary approach in case management. Further, case conferences between the NPMO and Regional Program Management Office (RPMO) together with the concerned LGU social worker shall be done once the beneficiaries are reintegrated into their place of origin.
17. All services and assistance to be provided to the Pag-abot beneficiaries using the Pag-abot Intake Sheet for Social Protection Services shall follow the budget parameters below:

Types of Comprehensive Package of Social Protection Services	Budget Parameter per Services Components	Documentary Requirements
Financial Assistance (FA)	Computation of assistance shall follow the DSWD's cost parameter for food assistance provided in the AICS guidelines (Annex B) per day per person including the number of days while they are in transit from their current residence to the place of origin where they will be relocated or while they are waiting for their original dispatch schedule or new schedule in case of cancellation or postponement due to cause or caused beyond their control.	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. Copy of One (1) Valid ID or Barangay Certificate or Certification from CRCF where the beneficiary is admitted

<p>Transportation/ Relocation Assistance (TRA) (Land/Sea/Air Travel)</p>	<p>Actual cost based on ticket quotation and/or other travel expenses including the hauling of properties from their current residence to the place where they will be relocated.</p>	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. One (1) Valid ID or Barangay Certificate or Certification from CRCF 3. Ticket Quotation signed by the social worker in the CRCF where the beneficiary is admitted
<p>Transitory Shelter Assistance (TSA)</p>	<p>This covers the assistance from the DSWD CRCFs that serve as temporary shelters for beneficiaries pending the processing of their return from the National Capital Region and other highly urbanized cities to their respective localities where they will be relocated.</p> <p>Beneficiaries may be provided with rental subsidies in favor of those who wish to get a decent home but does not have provinces to go back to or does not want to return to their place of origin due to some reason but not limited to armed conflict.</p> <p>A beneficiary may be provided with a maximum amount of Six Thousand Five Hundred Pesos (Php 6,500.00) per month for six months to one year subject to the assessment of the Pag-abot NPMO staff, RPMO staff, and assigned CRCF social worker. Program beneficiaries may access other interventions that will support the reintegration aside from house rental to have a stable source of income.</p>	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. One (1) Valid ID or Barangay Certificate or Certification from CRCF where the beneficiary is admitted 3. Notarized and duly signed lease/rental agreement with the landlord and beneficiary with specific amount and duration of rent 4. Certification from the ca in RPMO stating that the beneficiary is recommending to avail TSA
<p>Livelihood Assistance</p>	<p>Livelihood assistance shall be provided by the Pag-abot program to each eligible family or individual beneficiary reintegrated in the region for a maximum amount of Eighty Thousand Pesos (Php 80,000.00) in two tranches or depending on the assessed needs of beneficiaries for the establishment or continuity of their livelihood or economic activities in the community where the beneficiary will be reintegrated. The second tranche will be based</p>	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. One (1) Valid ID or Barangay Certificate 3. Copy of Livelihood Assistance Project Proposal to be prepared by the eligible family or individual to

	<p>on the assessment of the assigned worker as to the timeline of release. Monthly monitoring of the RPMO with the beneficiary is essential to provide further technical assistance to ensure sustainability of the economic activity.</p>	<p>be approved by the Regional Director.</p>
<p>Employment Assistance (EA)</p>	<p>The unattached beneficiary or any adult member of the family beneficiary (maximum of two) who prefers to be employed instead of setting up a micro-enterprise, he/she shall receive necessary assistance for a maximum amount of Ten Thousand Pesos (PhP 10,000.00) that will cover his/her pre-employment requirements as well as his/her first month at work.</p>	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. Copy of the signed employment contract or agreement
<p>Psychosocial Support (PS)</p>	<p>In preparation for the reintegration process of beneficiaries in the place where they will be relocated, a series of dialogues and specialized sessions for individuals and families from the center case manager shall be provided. Once they are reintegrated, the beneficiaries may be provided a maximum amount of Five Thousand Pesos (PhP 5,000.00) for three (3) to six (6) months based on the assessment of the RPMO case manager. Continued family case management and monitoring must be undertaken, and family development sessions shall be conducted and sustained until they are fully recovered. This intervention shall be in coordination and complementation with local health facilities.</p>	<ol style="list-style-type: none"> 1. Copy of Duly Signed Pag-abot ID 2. Copy of Duly Signed Social Case Study Report (with assessment and recommendation on the need to avail PS)
<p>Capability Building of Communities (CBC)</p>	<p>This type of assistance can be accessed following existing guidelines of the Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services. This pertains to various needs-based capacity-building interventions which shall be conducted to strengthen the capacity and competency of community volunteers in community infrastructure, community procurement, community finance, audit and inventory,</p>	<p>Based on the existing KALAHI-CIDSS Guidelines</p>

	environmental and social safeguards, and organizational management, among others.	
Capacity Building of LGUs (CBLGU)	This includes various capacity-building interventions which shall be conducted to strengthen the capacity and competency of LGUs towards the attainment of livable communities and strengthened social protection systems using the community-driven development approach of the Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services.	Based on the existing KALAHI-CIDSS Guidelines
Community Assistance (CA)	Subject to existing laws, rules, and regulations, a support mechanism in the form of community grants may be provided to LGUs to assist them with projects needed for the development or rehabilitation of their respective areas, increase their access to basic services towards a more equitable distribution of opportunities for balanced development, and ensure an adequate and suitable resettlement/relocation area for beneficiaries. Community Assistance grants shall be identified using the community-driven development approach of the Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services.	Based on the existing KALAHI-CIDSS Guidelines

The beneficiary may avail of the above-mentioned comprehensive package of social protection services for the following based on the place of reintegration of the Pag-abot beneficiaries, including their families in the receiving region to wit;

Beneficiary	Comprehensive Package of Social Protection Services
Individual beneficiary	<ul style="list-style-type: none"> ● Financial Assistance ● Transportation/ Relocation Assistance ● Transitory Shelter Assistance (<i>Note: If the beneficiaries will be reintegrated in the same region where they were reached out, transitory shelter assistance would be limited to CRCFs services only</i>) ● Livelihood Assistance ● Employment Assistance ● Psychosocial Support
Family beneficiary	

18. Pag-abot beneficiaries who were reached out for the second time shall be assisted in terms of transportation expenses from the Pag-abot package of social protection services and shall be assessed by the Pag-abot case worker to avail other assistance from the Department or other services from the member of Pag-abot Inter-agency Committee. The FO together with the concerned LGU should have a close monitoring of the case and shall provide a monthly status report to the NPMO. On the other hand, the beneficiaries who will be reached out for the third time will no longer be provided any assistance and services from the Pag-abot Program.
19. If the reached out beneficiaries are validated as active members of Pantawid Pamilya Pilipino Program (4Ps) they shall be endorsed to the 4Ps-NPMO for further case management and referral to other programs and services of the Department. They shall be assisted in terms of transportation expenses from the Pag-abot package of social protection services in returning to their respective regions.
20. Pag-abot Information System shall serve as a repository of the beneficiary's information, services provided, updates, and status among others. Said information system shall also capture the biometrics of beneficiaries served by the project. Said information system shall be shared with the RPMO designated staff who shall provide updates on the beneficiaries status. All concerned staff at the NPMO and RPMO who are involved in the data collection, storage, use, and disposal should sign a Non-Disclosure Agreement (NDA) in compliance with the Data Privacy Act of 2012 and the DSWD Data Privacy Manual.
21. The communication plan developed for the program shall be the basis for advocacy and promotion to generate support from the project partners and stakeholders on the implementation of the program.

Referral of Cases

1. Team Leader and concerned program case managers shall prepare referral of beneficiaries to CRCFs for temporary shelter using the Pag-abot referral form. (See Annex C) While the beneficiary is in the CRCFs, the beneficiary shall be subjected to its existing rules and regulations. The Pag-abot staff shall be in constant coordination with the center/facility case manager to know the status of beneficiaries.
2. While the beneficiaries are being processed for reintegration, the NPMO staff shall coordinate with the RPMO to communicate and prepare the receiving LGU for the reintegration of reached out individuals and families. The program staff

in the region shall do necessary preparation including documentation requirements needed by the LGU.

3. The NPMO in collaboration with the RPMO shall follow the referral pathway both at the national level and local level to facilitate fast and timely provision of interventions to beneficiaries. (See Annex D)
4. Individuals and families who are verified resident by an LGU where the reached out was conducted shall be turned over to the Local Social Welfare And Development Office for proper intervention and monitoring (See Annex E).

Documentation and Monitoring of Cases

1. The RPMO shall submit a monthly status report of beneficiaries turned over to the FO using the prescribed template (See annex F). Said report shall be the basis of the NPMO in preparing a status report to the Secretary.
2. The RPMO shall submit quarterly, semestral and annual program accomplishment reports using the prescribed template (See Annex G). Said reports shall be one of the references in preparing and submitting periodic reports to the members of the Pag-abot Inter-Agency Committee.
3. The NPMO and RPMO shall document all good practices related to the implementation of the program which can be replicated in other regions. Documentation of Good Practices shall follow the DSWD Administrative Order No.05, series of 2006 or the Good Practices Documentation Guideline.

Organizational Structure and Human Resource

1. The NPMO at the DSWD CO shall be supervised by the Department Secretary and Undersecretary for Innovations and is to be headed by the Program Manager (Director IV) to be assisted by the Deputy Program Manager (Director III). Further, the NPMO shall be composed of two (2) Divisions namely: Program Support Division to be supervised by a Project Development Officer V and and Program Implementation Division to be supervised by a Social Welfare Officer V (See Annex H). Terms of Reference shall be crafted to stipulate the specific roles and functions of the Divisions. Further, a separate Administrative Order shall be issued to this effect.
2. Social Welfare Officers and Project Development Officers including other support staff who are assigned in the operation shall perform the environmental

scanning, profiling, reach out, referral, case management and monitoring of reached-out beneficiaries of the program.

3. Technical and Administration staff shall be hired at the FOs who will form part of the Regional Program Management Office (RPMO). The RPMO shall oversee and supervise the program implementation at the regional level. The RPMO shall be composed of the following: a) Regional Project Coordinator, b) Social Welfare Officer, c) Project Development Officer and c) Administrative Assistant. Additional staff such as, Information Officer, and Information Technology Officer shall be hired during the expansion of the program at the regional level. Further, the number of staff at the RPMO may vary depending on the number of individuals and families endorsed and reintegrated and the number of highly urbanized cities and municipalities in the region.
4. The Head of the Division or Unit where the program is lodged in the FOs shall act as the program Special Disbursing Officer (SDO) who shall be responsible for the disbursement of funds allocated for the program.
5. Grievance Redress Management Section will also be created under the NPMO to address areas of concern pertaining to the delivery of the DSWD's programs and services.

IX. INSTITUTIONAL ARRANGEMENTS

A. INTER-AGENCY COMMITTEE (IAC)

The Pag-Abot Inter-Agency Committee which was composed of various NGAs as stipulated in Executive Order No. 52 shall ensure the alignment of the program objectives and complementation of activities. Specifically, the following shall be the powers and and functions of the committee:

- a) Provide complimentary services or assistance packages based on referrals of the Pag-abot NPMO;
- b) Provide overall direction for the implementation of the Pag-abot Program, including guidance and technical assistance to government agencies and LGUs;
- c) Ensure compliance of relevant government agencies involved in the implementation of, and complementation of services to, the Pag-abot Program;
- d) Develop a strategic communications plan to educate the people and advocate for supportive policies at the local level, in coordination with the Presidential Communications Office;
- e) Engage, consult, and coordinate with LGUs in the formulation of policies, as well as the implementation, of the Pag-abot Program that will allow for resource-sharing arrangements such as co-financing mechanisms with

- development partners, among others;
- f) Enlist the support and assistance of other government agencies, instrumentalities, government-owned or -controlled corporations, and state universities and colleges, as well as consult and provide avenues for the private sector, relevant stakeholders, advocacy groups, and non-government organizations to participate in the attainment of the program's goal;
 - g) Develop an integrated monitoring framework and monitoring system which measure and capture the status of all set deliverable outputs and indicators; and
 - h) Submit to the office of the President, through the Office of the Executive Secretary, a bi-annual report on the implementation of the Pag-abot Program.

B. IMPLEMENTING BUREAUS AND OFFICES

The roles and responsibilities of all concerned Offices, Bureaus, and Services as well as the FOs relative to the WiSUPPORT implementation shall be as follows:

B.1 DSWD Central Office

Pag-abot National Program Management Office (Pag-abot NPMO)

1. Lead and manage the full implementation of the program in the Department and ensure delivery of the program outputs;
2. Prepare Work and Financial Report and ensure timely utilization of fund;
3. Manage the human resource of the program and facilitate the recruitment, selection and hiring of needed personnel;
4. Conduct capacity building activity for the program staff, project partners and members of the Inter-agency Committee;
5. Convene for a regular meetings the members of the Inter-agency Committee and act as a Committee Secretariat
6. Prepare periodic accomplishment/implementation reports including status report of the reintegrated clients;
7. Establish and maintain the Referral Network (external partners) based on the referral pathways developed;
8. Facilitate the periodic review and evaluation of the program as a basis for improvement of operational procedures;
9. Coordinate, conduct monitoring and provide technical assistance to the RPMO relative to the implementation of the program; and
10. Submit reports and other documents to the members of the Inter-agency Committee pertaining to the program implementation;

Social Technology Bureau (STB)

1. Provide technical assistance during implementation of activities relative to program components implementation; and
2. Assist in the program enhancement per result of program evaluation/assessment or other related initiatives as needed

Program Management Bureau (PMB)

1. Assist in the provision of services through DSWD CRCFs and other assistance from Assistance to Individuals in Crisis Situations (AICS); and
2. Provide technical assistance relative to the implementation of the program.

Pantawid Pamilyang Pilipino Program (4Ps)-NPMO

1. Provide technical assistance in the enhancement of the profiling tool which is being utilized during the conduct of reached out activity; and
2. Assist in the case management of reached out clients who are member/s of the Pantawid Pamilyang Pilipino Program.

KALAHI CIDSS NPMO

1. Provide technical assistance to identified LGUs on the implementation of community driven development subprojects following the Community Empowerment Activity Cycle.

Information and Communications Technology Management Service (ICTMS)

1. Responsible in the maintenance, maintaining the server, and enhancement of Pag-abot Information System;
2. Provide technical assistance in procurement of ICT equipments for the program; and
3. RICTMS to provide technical support/ assistance while ICTMS for staff augmentation during conduct of reach out related activities.
4. Responsible for developing, maintaining, and enforcing security protocols required to safeguard the privacy of individuals within its data center.

Sustainable Livelihood Program National Program Management Office

Provide technical assistance to Pag-abot NPMO regarding:

- a.) the facilitation of livelihood assistance to eligible Pag-abot families or individuals;
- b.) Direct the SLP-RPMO to provide technical assistance to the Pag-abot RPMO on the facilitation of livelihood assistance to eligible Pag-abot families or individuals; and
- c.) Technical Assistance to Pag-abot NPMO in the monitoring of the livelihood projects provided to Pag-abot clients.

Standards Bureau (SB)

1. Provide technical assistance on the implementation of the program specifically on the establishment and regulation of processing centers and CRCFs.

Social Welfare Institutional Development Bureau (SWIDB)

1. Provide technical assistance on the development of training manual and other knowledge product;
2. Provide technical assistance in the conduct of capability building activities related to the project; and
3. Assist in disseminating information about the project and its knowledge products through the DSWD Academy

Policy Development and Planning Bureau (PDPB)

1. Lead in the development of Monitoring and Evaluation tool and results framework for the project;
2. Ensure alignment of the program with the national and sectoral priorities; and
3. Assist in the conduct of impact evaluation of the program.

B.2 Regional Program Management Office

1. Oversee the implementation of the program at the regional level;
2. Coordinate with the concerned offices/unit/section and LGUs for the case management of services to reintegrated FISS, ISSS;
3. Coordinate with concerned LGUs on the Pag-Abot implementation including the monitoring of the referred clients;
4. Provide update on the Pag-abot information system at the regional level;
5. Facilitate the case management of clients at the regional level with the concerned communities;
6. Monitoring of fund utilization and prepare catch-up plan when needed;
7. Establish Regional TWG for the implementation of the Program and act as the secretariat;
8. Submission of monthly report on the status to client's served; and
9. Submission of accomplishment report of all activities conducted including fund utilization status.

B.3 Local Government Unit (LGU)

1. Monitor and provide updates to DSWD FO on the status of reintegrated clients;
2. Provide further intervention based on the assessed needs of the clients;
3. Forging of Memorandum of Agreement (MOA) with the DSWD FO to formalize partnership in the implementation of the program;
4. Identify venue that will serve as processing center during conduct of reach out center;
5. Promote the program to local communities and encourage their participation and support; and
6. Prepare and submit needed reports to the FO.

B. 4 Partner Agencies and Civil Society Organizations

1. Provide technical assistance and logistics support during conduct of reach out operations and other related activities
2. Provide security personnel during conduct of profiling and reach out;
3. Provide recommendations for improved implementation for the project; and
4. Provide assistance to beneficiaries when needed.

X. SEPARABILITY PROVISION

If any provision or part of this Circular the application thereof to any person or circumstance, is held invalid, the other provisions not otherwise affected shall remain in full force and effect.

XI. AMENDMENT

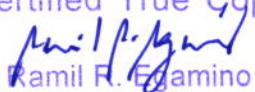
The Pag-abot NPMO may amend or supplement this guideline as may be necessary. The Pag-abot NPMO may issue a Manual of Operations, additional guidelines, guidance notes, and/or other advisories in relation to the implementation of these guidelines.

XII. EFFECTIVITY

This issuance shall take effect immediately upon approval.

Let copies of this Order be issued to the Central Office and concerned Field Offices for their information and guidance.

Issued this 18th day of March at Quezon City.

Certified True Copy

Ramil R. Ejamino
Administrative Officer V
Records and Archives Mgt. Division

21 MAR 2024


REX GATCHALIAN
Secretary

ANNEXES

Annex A	Consent Form	A- Consent.docx - Google Docs
Annex B	AICS Budget Parameters	Annex - Google Drive
Annex C	Endorsement of Client to CRCF Form	Annex C -Endorsement Form for CRCF.docx - Google Docs
Annex D	Referral Pathway	https://docs.google.com/drawings/d/1a23QgMNCCjwIT-Y4vqm3ckJ4vXHhuzP3ciUcMFw69C0/edit
Annex E	Endorsement of Client to Barangay/LGU Form	https://docs.google.com/spreadsheets/d/117iRWFSe0eid7uP4jmbUwAYII8dy5D7y/edit?rtopf=true
Annex F	Clients Monthly Status Report Template	Annex F- Endorsement to Barangay and LGU.docx - Google Docs
Annex G	Accomplishment Report Template	https://docs.google.com/document/d/1DuZfnR-0266blscAhDQSc8CKIzA0Lf3g/edit?rtopf=true
Annex H	Organizational Structure	https://docs.google.com/drawings/d/1Rt9sqrqkFgya7Ki0QW4HuhlrURoqdSKQNmq_WC3LIEg/edit
Other Annexes	Environmental Scanning Tool (Ocular Visit)	https://docs.google.com/document/d/1DuZfnR-0266blscAhDQSc8CKIzA0Lf3g/edit?rtopf=true
	Profiling Tool	https://docs.google.com/document/d/1CxETPcTA-UOc4j3chCa8YW85Mtdc6A8/edit?usp=sharing&oid=109676053577994322643&rtopf=true&sd=true
	Reach Out Tool	https://docs.google.com/document/d/1Q2BaUA0qcNve_XIXnpt8NIIcExhSH6Qv/edit?us

		p=sharing&oid=109676053577994322643&rtpof=true&sd=true
	CRCF Status Report Form Template	https://docs.google.com/document/d/12cixV4dz3JRBFXqcNoVQZpuh-I25td_o/edit?rtpof=true
	Pag-abot Program Intake Sheet (for social protection services)	https://docs.google.com/spreadsheets/d/1YQYL9WY8z-kX12w_h8QWJChKiordE1zObgz7I6Ue62g/edit?usp=sharing

Petsa: _____

PAG SANG-AYON SA PAGKALIHIM NG DATOS
(Data Privacy Consent Form)

Alinsunod sa Batas Republika Blg. 10173, o ang "Pagkalahim ng Datos ng 2012", at ang panata na mapangalagaan at galangin ang pagkalahim ng datos ng mga KLIYENTE at BENEPISYARYO, ang pag sang-ayon sa pagkalahim ng datos na ito ay inihanda upang ibigay ang LAYUNIN, URI at ang PAMPROSESO ng personal na impormasyon na kinokolekta. Sa pamamagitan ng paglagda sa dokumento na ito ikaw ay sumasangayon sa mga tuntunin at mga kundisyon na itinakda dito at sa naaangkop na Patakaran sa Patakaran ng Pagsangayon ng Kagawaran.

PARA SA KLIYENTE: Ang kliyente ay nagbigay ng garantiya na siya ay pinahihintulutan ng benepisyaryo-na ibigay ang kanyang mga impormasyon at pirmahan ang pahintulot na ito sa kanyang ngalan.

URI NG IMPORMASYONG IKOKOLEKTA

Ang DSWD ay titipunin ang inyong pangunahing impormasyon at iba pang karagdagang detalye upang matasa ng manggagawang panlipunan ang inyong kalagayan at makapagbigay ng angkop na tulong base sa inyong pangangailangan.

PAGIIMBAK, PAGKUHA AT PAGBABAHAGI NG IYONG IMPORMASYON

Lahat ng nakalap na impormasyon ay isasailalim sa maayos at ligtas na pag-iimbak sa pangangalaga ng Kagawaran. Ang inyong impormasyon ay maaaring gamitin lamang ng mga awtorisadong kawani ng Kagawaran upang maproseso ang serbisyo sa ilalim ng programa.

PAGKAKILALA

Sa pamamagitan ng paglagda, pinapatunayan ko na ang lahat ng nakasaad dito ay totoo at tama, at aking pinahihintulutan ang DSWD na magproseso ng aking impormasyon. Naiintindihan ko rin na ang dokumentong ito ay naipaliwanag nang malinaw at maayos, at aking naintindihan ang lahat ng nakasaad dito. Boluntaryo akong lumagda sa kasunduang ito.

Sinasangayunan ni: _____

Kliyente/Benepisyaryo: _____

Lagda

PAGE 1 of 1

DSWD Central/Field Office __, (address), Philippines (Zip Code)
Website: <http://www.dswd.gov.ph> Tel Nos.: _____ Telefax: _____



Petsa: _____

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Lagda

PAGE 1 of 1

DSWD Central/Field Office __, (address), Philippines (Zip Code)
Website: <http://www.dswd.gov.ph> Tel Nos.: _____ Telefax: _____





MEMORANDUM CIRCULAR
NO. 06
SERIES OF 2023

AMENDMENT TO THE M.C 16 s 2022 "REVISED GUIDELINES ON THE IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION"

In the exigency of service and after due consultation from the Joint Executive and Management Committee the following provisions are amended as follows:

On Section IV. DEFINITION OF TERMS

A. Authorized Representative

1. **Immediate family member** - for the purpose of this guidelines, immediate family member refers to:
 - i. Spouse of the beneficiary;
 - ii. Son or daughter of legal age of the beneficiary;
 - iii. Either parent of the beneficiary;
 - iv. Brother or sister of legal age of the beneficiary

B. Beneficiaries - refer to the person who actually needs the assistance, or on whose assistance is being sought from the DSWD.

M. Individuals in Crisis - refers to individuals who are indigent, vulnerable, disadvantaged or are otherwise in crisis situations based on the assessment of the Social Workers.

N. Groups of individuals - refers to the cluster of two or more individuals who are assessed as in crisis due to natural or man made disaster or catastrophic events.

On Section V. PROGRAM COVERAGE

A. Financial Assistance-

XXX



- a. **Medical Assistance** - This assistance shall cover hospitalization expenses and professional fees¹, cost of medicines and other medical treatment or procedures such as implants, common laboratory tests and diagnostic imaging procedures for any illness or ailment and also provision of assistive devices.

Other health care expenses such as immunization, birthing (except for birth delivery with complications, and postpartum complications), purchase of vitamins and other supplements which are not related to medical treatment or aftercare shall not be covered by this assistance.

xxx

- f. **Cash Relief Assistance** - This assistance is an outright cash provided to individuals and families that are currently in extremely difficult circumstances such as victims of calamities/disasters, crimes, victims of violence against women and their children, trafficking and repatriated overseas Filipino workers and other similar circumstances.

xxx

B. Material Assistance

xxx

- a. **Family Food Packs/Other Food items** - refers to food packs, hot/ready-to-eat/precooked/prepacked meals, or food voucher or individual food items such as rice, grocery items or whatever is available at the CIU/CIS/SWAD Office. It may be given to individuals and families who are in need such as, but not limited to, persons with disabilities, homeless/street dwellers or fire victims and other disaster situations.

Xxx

- d. **Other items In-Kind** - refers to any other items not specified above and not in the form of cash. Whatever is available in the CIS/CIU/SWAD. It may be given to individuals and families who are in need or in crisis.

¹ Provided that the professional fees are included in the same statement of account and payable to the account of the Hospital/Service Provider.

B. DOCUMENTARY REQUIREMENTS

The person who is acting as an authorized representative of the beneficiary shall be required to present an *authorization letter* signed by the beneficiary and *photocopy of the beneficiary ID*, except when the;

1. *Client is an immediate family member of the beneficiary; or*
2. *Beneficiary is a minor; or*
3. *Beneficiary has no capacity to act².*

The following documentary requirements for each type of assistance shall be submitted in original/certified true copies to wit:

Type	Documents
Cash Relief assistance	<ol style="list-style-type: none"> 1. Any identification document 2. <i>Any of the following, as may be applicable:</i> <ul style="list-style-type: none"> • Police Report/Blotter; or • BFP Report/Certification for fire victims; or • Passport, Travel Document(s), Certification from OWWA/POLO/Department of Migrant Workers or the Barangay or any proof of repatriation by the OF; or • Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children issued by the LSWDO; or • Referral letter/endorsement (e.g. from the DOJ//NGOs, LGU/s or other concerned agency); or • <i>Declaration of a State of Calamity by the National Government or LGU, whenever applicable; or</i> • <i>Recommendation from Disaster Response Management Group (DRMG/DRMD/DRMS) for Augmentation Support from AICS; or</i> • Incident report of the LGU; or • Spot report from the AFP or PNP; or • Certification of death; or • Certificate from the LDRMO; or • Disaster Assistance Family Access Card (DAFAC); or • Joint AFP RDs-PNP Intelligence Committee (JAPIC) certificate; or • Medico-legal certification; • Barangay Certification

² As defined in the Civil Code of the Philippines

In exceptional circumstances where a document listed above, including the authorization letter, cannot be reasonably produced, but the facts can be verified or provided during the assessment, the DSWD SWO may provide a justification to support the provision of assistance to the client. Provided that such justification shall be approved by the CIU Head/CID Chief/CIS head/SWAD team Leader. *Further, in certain documentary requirements where the client could not submit the original copy the certified true copy may suffice in accordance with the existing accounting and auditing rules and policies.*

For auditing purposes, the CE and all other supporting documents shall be submitted to the Finance and Management service/unit (FMS/U), except for *General Intake Sheet (GIS) and the Social Case Study report and other documents that may be declared confidential in accordance with the R.A 10173 or the Data Privacy Act.*

On Section VIII. IMPLEMENTING PROCEDURES

A. ONSITE IMPLEMENTATION or Assessment of individual clients within the DSWD Offices (CIU/CIS/SWAD Offices)

STEP 1: Screening

- a. DSWD personnel shall check the validity and completeness of the required documents presented by the client.

If the documents are found to be incomplete, invalid and inaccurate to support the request, the client will be requested to complete the documentary requirements needed as listed in the compliance slip or refer to the corresponding program concerned.

If documents are found to be complete, valid and accurate, the client will be subjected to crossmatching to check the previous availments of the assistance.

If found to have availed assistance beyond the allowed frequency of availment, the client will be advised of the limitations on the provisions based on the guidelines as stipulated herein. Otherwise, proceed to STEP 2.

STEP 2: Interview and Assessment

- a. The DSWD Social Worker shall interview and assess the client as well as the documentary requirements presented, and determine the following:

- i. Identify the actual need of the client and the accuracy and authenticity of the documents presented during the interview assessment; and
 - ii. Fill out the information in the GIS and the CE.
- b. If determined to be eligible to receive assistance, the SWO shall recommend the appropriateness of assistance.
 - i. For financial assistance amounting to P10,000.00 and below which does not require GL, the assistance shall be provided in cash. In this case, the client will be advised to proceed to Step 4 releasing.
 - ii. For assistance amounting to more than P 10,000.00, a GL shall be prepared by a DSWD personnel and will be subjected for review and approval together with the GIS, CE and justification.
 - iii. For material assistance depending on the availability, the client will be advised to proceed to Step 4 releasing.
 - iv. If there is a need for further intervention, a referral letter to another agency shall be prepared by the SWO and to be reviewed and approved by the head of CID/CIS/SWAD or his/her duly authorized representative.
- c. If determined to be ineligible, the client will be advised to comply with the appropriate and correct documentary requirements or shall be referred to the appropriate office for assistance.

STEP 3: Review and Approval of Assistance

If the authorized official finds the request valid and complete, the request shall be approved, otherwise the case will be referred back to the attending SWO.

For the level of approval, refer to Item XI. Approving Authority.

STEP 4: Releasing of Assistance

- a. All approved requests shall be forwarded to the SDO/RDO/DSWD personnel for releasing depending on the mode of assistance:
 - i. **Financial Assistance** will be released by the Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash, or to the CIU/CIS/SWAD Office for the GL, or ticket booking, if transportation assistance;

ii. **Material Assistance** will be released by the CIU/CIS/SWAD personnel after having accomplished and signed the appropriate accountable forms.

B. OFFSITE IMPLEMENTATION or Assessment of individual clients outside DSWD offices (CIU/CIS/SWAD Offices)

A group of individuals identified or endorsed to DSWD shall undergo cross matching prior to the date of the implementation to avoid duplication while the assessment and provision of assistance shall be based on the provisions of the MC 16 s 2022 and its corresponding Amendments.

The venue for the distribution of assistance is preferably held in public halls such as, but not limited to, public schools, barangays halls, development centers, multi-purpose halls and covered courts. In selecting the venue, primary consideration shall be the safety, security and wellbeing of the beneficiaries and the DSWD personnel.

The implementation shall be conducted by schedule and in the case of extension of service beyond office hours, the DSWD management may provide overtime pay, meals and transportation costs in accordance with the existing rules and policies. These incentives will be provided subject to availability of funds.

Planning and implementation shall be in coordination with appropriate offices/authorities, as applicable, before, during and after the activities.

During the implementation proper, the following process shall be followed:

i. STEP 1: Validation

The assigned personnel shall check the validity and completeness of required documents presented by the client.

ii. STEP 2: Interview and Assessment

The assigned personnel shall fill-out the identifying information of the client in the GIS; the SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.

The pre-approved project proposal shall serve as the main basis for the grant of assistance.

iii. STEP 3: Review and Release of Assistance

The assistance shall be released upon the establishment of the correctness and completeness of documents which shall serve as the basis for the eligibility of the client.

C. MALASAKIT CENTERS IMPLEMENTATION

The CO-CID and all FOs shall ensure the presence of the DSWD representatives in established Malasakit Centers.

The roles of DSWD in Malasakit Centers remain those stipulated under the Joint Administrative Order (JAO) No. 1, series of 2020 providing for non medical assistance in support of the Department with the Department of Health (DOH), Philippine Charity Sweepstakes Office (PCSO) and the Philippine Health Insurance Corporation (PHIC) entitled the *“Operational Guidelines for the Implementation of the Medical and Financial Assistance to Indigent and Financially-Incapacitated patients pursuant to Republic Act No. 11463 also known as “Malasakit Centers Act of 2019”.*

Further, the adjustments set in these Guidelines shall also be made applicable in handling client-patients in Malasakit Centers provided that the assistance is within the parameters stated under the JAO.

The approving authorities for assistance provided in Malasakit Centers shall be the CIU/CIS/SWAD Team Leader, as applicable.

On Section X. RATES AND FREQUENCY OF ASSISTANCE

The rates and frequency of availing assistance shall be as follows:

Type	Particulars	Cost of Assistance		Frequency of Availment
		Minimum	Maximum	
Medical Assistance	Hospital Bill	1,000.00	150,000.00	Once every Hospital admission

	Medicine	1,000.00	150,000.00	Once every three months
	Laboratory Procedures			
	Other Special Treatment such as, but not limited to dialysis, chemotherapy, implant, and pre operation procedures			
Funeral Assistance	Funeral Expenses	1,000.00	50,000.00	General Rule: Per beneficiary/incident of death
	Transfer of Cadaver			
	Casualties during disaster/calamity			10,000.00
Educational Assistance *In coordination with the DepEd/CHED/ TESDA	Elementary including SPED	1,000.00	5,000.00	Once every school year
	Highschool			
	Senior High	1,000.00	10,000.00	Once every semester (Varies per region) preferably done offsite
	College and Vocational			
Food Assistance	Food subsidy for individuals/families	1,000.00	10,000.00	General Rule : Once every quarter Exception/s : Patients - once every admission
Cash relief Assistance	Other needs	1,000.00	10,000.00	Once for every applicable incident

XXX

Recommending a higher amount, subject to his/her assessment and justification of the client's circumstances. Provided that in such cases, there shall be a SCSR/case summary to support the provision of a higher amount. Further, the kind of assistance shall be validated by the Supervising Social Worker in the CIU/CIS Head/SWAD Team Leader and approved by the proper authority.

XXX

On Section XI. Approving Authority

Amount	Field Office	Central Office	Release Period
Up to P50,000.00	CIS Head/SWAD Team Leader or the designated official or alternate based on succession order	CIU Head or the designated official or alternate based on succession order	Within 1-2 days
Up to P75,000.00	Division Chief or the designated official or alternate based on succession order	Division Chief or the designated official or alternate based on succession order	
Up to P100,000.00	Assistant Regional Director for Operations (ARDO) or the designated/ authorized representative or alternate based on succession order	Assistant Bureau Director of PMB/Designated Office or the designated official or alternate based on succession order	
Up to P150,000.00	Regional Director or the designated official or alternate based on succession order	Bureau Director of PMB/Designated Office or the designated official or alternate based on succession order	
Above P150,000.00	Secretary or the designated official	Secretary or the designated official	

	or alternate based on succession order in the FO <i>*Refer to the Special Order</i>	or alternate based on succession order in the CO <i>*Refer to the Special Order</i>	
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On Section XIV. INSTITUTIONAL SUPPORT

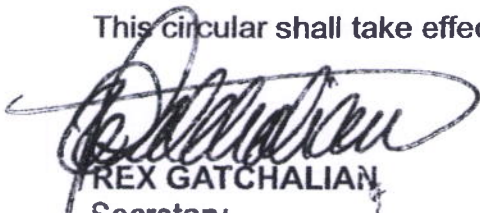
C. Legal Service (LS) , in coordination with the Administrative Service , shall assist in handling erring DSWD personnel as well as clients who would attempt to present fraudulent documents to avail assistance from the AICS program. The LS shall refer the matter to the appropriate law enforcement agency or file the necessary complaint as representative/plaintiff for the Department to the proper authorities/forum, for investigation, prosecution, or final resolution.

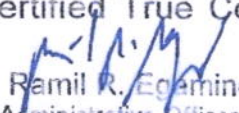
E. Agency Operations Center (AOC), shall provide augmentation support for handling and monitoring grievances either through phone call, email and face to face clients of the AICS program.

XVIII. EFFECTIVITY

All other provisions not covered in this circular shall remain in force in part or in whole.

This circular shall take effect immediately upon signing hereof.


REX GATCHALIAN
 Secretary
 Date: MAR 29 2023

Certified True Copy

 Ramil R. Edemino
 Administrative Officer V
 04 APR 2023
 Records and Archives Mgt. Division



ANNEX C

TO : _____

FROM : _____

SUBJECT : **ENDORSEMENT OF PAG-ABOT PROGRAM BENEFICIARIES TO DSWD CENTERS AND RESIDENTIAL CARE FACILITIES**

DATE : _____

This is to confirm the endorsement of the following beneficiaries of the Pag-abot Program to

(name of receiving CRCF) located at _____
(Lot # & Street, Barangay, City/Municipality)

This is in reference to the recently conducted Reach Out activity at _____
(name of LGU) on _____ (date and time of reach out)

Name of Primary Beneficiary	No. Family Members (if applicable)	Age	Sector	Specific Address of Reach Out	Problem Presented	Initial Assessment	Remarks (other data pertinent to the client)

--	--	--	--	--	--	--	--

**Please use another sheet if needed*

Total Number of Endorsed Beneficiaries:

Date and Time of Endorsement: _____

- Individuals: _____
- Families: _____

INTERVIEWED BY:

ENDORSED BY:

Name and Signature over Printed Name

Name and Signature over Printed Name

NOTED BY:

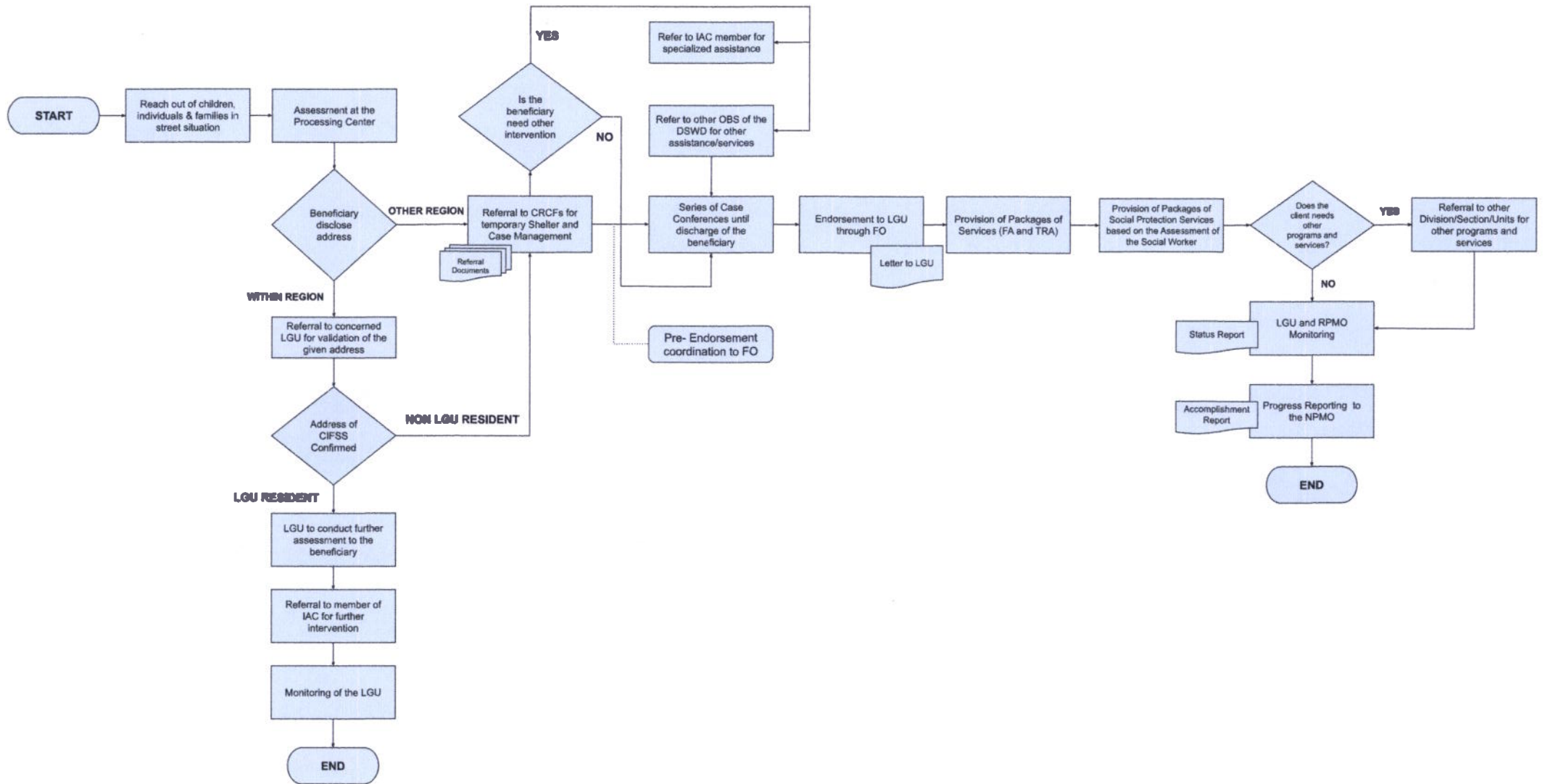
RECEIVED BY:

Name and Signature over Printed Name
of Shift Team Leader

Name and Signature of Center Social
Worker
Contact Details:

(email address & mobile/phone number)

ANNEX D



ANNEX E

TO :
FROM :
SUBJECT : **ENDORSEMENT OF PAG-ABOT PROGRAM BENEFICIARIES TO LOCAL GOVERNMENT UNIT/BARANGAY**
DATE :

This is to confirm the endorsement of the following beneficiaries of the Pag-abot Program to _____,
 (Lot #/ Street, Barangay, City/Municipality). This is in reference to the recently conducted
 Reach Out activity at _____ on _____.
 (Street, Barangay, City/Municipality) (date and time of reach out)

Name of Beneficiary	No. Family Members (if applicable)	Age	Sector	Specific Address of Reach Out	Problem Presented	Initial Assessment	Remarks (other data pertinent to the client)

--	--	--	--	--	--	--	--

**Please use another sheet if needed*

Total Number of Endorsed Beneficiaries: **Date and Time of Endorsement:** _____

- Individuals: _____
- Families: _____

INTERVIEWED BY:

ENDORSED BY:

Name and Signature over Printed Name

Name and Signature over Printed Name

NOTED BY:

RECEIVED BY:

Name and Signature over Printed Name
of Shift Team Leader

Name and Signature of LGU/ Barangay
Personnel
Contact Details:

(email address & mobile/phone number)



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
CENTRAL OFFICE
PAG-ABOT PROGRAM
As of (dd/mm/yyyy)

Assigned Cluster: _____
Name of LGU: _____

Table with 28 columns: No. (including), Number of Families, Case No. (if any), Date of Birth, First Name, Middle Name, Last Name, Sex, Birthdate, Birthplace, Job (if any), Sex, Date of Birth, Educational Attainment, Place of Birth, Religion, Ethnicity, City, Province, Including Party, AICD, AICB, AICD, Family Goals, Service Provided, Service Provided, Case Category, Sub-Category, Initial Assessment, Reporting Family, Responsibility, Case Register, Monitored by, Assessed by, Assigned BPO, Remarks.



**Department of Social Welfare and Development
 Pag-abot (Reach Out) to Individuals and Families in Street Situations**

IMPLEMENTATION REPORT OF PAG- ABOT PROGRAM

I. Introduction

II. Statistical Accomplishment Report

A. Status of profiled and reach-out clients

Local Government Units	Profiled		Reach-out	
	Individuals	Families	Individuals	Families
Caloocan				
Las Piñas				
Makati				
Malabon				
Mandaluyong				
Manila				
Marikina				
Muntinlupa				
Navotas				
Parañaque				
Pasay				
Pasig				
Pateros				
Quezon City				
San Juan				
Taguig				
Total:				
Grand Total:				

B. Status of Pag-abot Beneficiary Endorsed to the following Regions.

Regions	Number of clients Endorsed (individuals)	Number of clients Endorsed (families)
NCR		
Region I		
Region II		
Region III		
Region IV		
Region V		
Region VI		
Region VII		
Region VIII		
Region IX		
Region X		
Region XI		
Region XII		
Region XIII		
BARMM		
Total:		

C. Comprehensive Service package served to Pag-abot Beneficiary.

Pag-abot Program Services	Number of Individuals Provided	Amount
Financial Assistance		
Transportation/Relocation Assistance		
Transitory Shelter Assistance		
Livelihood Assistance		
Employment Assistance		
Psychosocial Support		

V. Issues/Challenges

VI. Analysis/ Findings

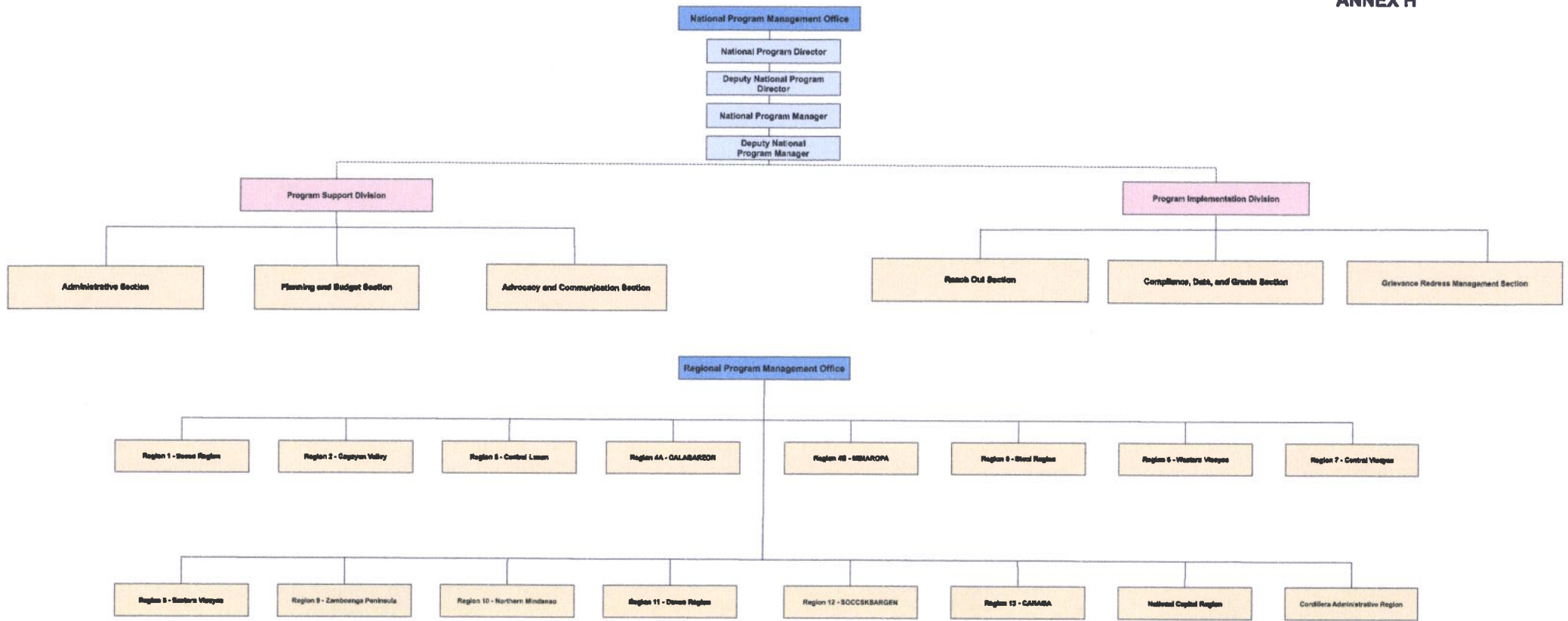
V. Recommendations

Prepared by:

Recommended by:

STU Head

Regional Director



SUMMARY	
Total Number of Adult (Male)	
Total Number of Adult (Female)	
Total Number of Elderly (Male)	
Total Number of Elderly (Female)	
Total Number of PWD (Male)	
Total Number of PWD (Female)	
Total Number of Mentally Challenged (Male)	
Total Number of Mentally Challenged (Female)	
Total Number of Children (Male)	
Total Number of Children (Female)	
Total Number of Youth (Male)	
Total Number of Youth (Female)	
Total Number of IP (Male Adult)	
Total Number of IP (Female Adult)	
Total Number of IP (Male Children)	
Total Number of IP (Female Children)	
Total Number of Family	

OTHER SIGNIFICANT FINDINGS AND/OR RECOMMENDATIONS:

**PAG-ABOT PROGRAM
PROFILING TOOL**

Control No. _____

CLIENT'S NAME:

FIRST NAME	MIDDLE NAME	LAST NAME	Ext. NAME	ALIAS <i>(nickname)</i>

BIRTHDATE <i>(numerical)</i>			CURRENT AGE	SEX <i>(M or F)</i>	RELIGION
DATE	MONTH	YEAR			

PLACE OF BIRTH		CIVIL STATUS: <i>(encircle)</i>	<ul style="list-style-type: none"> • SINGLE • MARRIED • IN COMMON LAW RELATIONSHIP • WIDOWED
-----------------------	--	---	--

STATUS IN THE FAMILY	<ul style="list-style-type: none"> • Head of the family • Others: _____ 	HIGHEST EDUCATIONAL ATTAINMENT <i>(encircle)</i>	<ul style="list-style-type: none"> • ELEMENTARY • HIGH SCHOOL • COLLEGE • VOCATIONAL (please specify) _____ • OTHERS (please specify) _____
-----------------------------	---	--	--

PLACE OF ORIGIN: <i>(a place where the client wants to reunite with family or where he/she wants to stay)</i>	Street: Barangay: Municipality/City: Province: Region:
---	--

CURRENT LOCATION: <i>(specify the landmark) (where the client usually stays and where the client was interviewed)</i>	
---	--

SECTOR: <i>(encircle)</i>	<ul style="list-style-type: none"> • Indigenous People (Affiliation : _____) • Senior Citizen: OSCA ID #: _____ Social Pensioner: <input type="checkbox"/> YES <input type="checkbox"/> NO LGU: _____ • Person with Disability (PWD) • Solo Parent
-------------------------------------	--

CATEGORY: <i>(encircle)</i>	<ul style="list-style-type: none"> • Family in Street Situations (FISS) • Children in Street Situations (CISS) • Individual in Street Situations (ISS) Suspected Mentally Challenged: <input type="checkbox"/> YES <input type="checkbox"/> NO
---------------------------------------	---

FAMILY COMPOSITION

NAME				BIRTHDATE <i>(numerical)</i>			AGE	SEX	HIGHEST EDUCATIONAL ATTAINMENT	RELATIONSHIP TO THE RESPONDENT	IN STREET SITUATIONS		WHEREABOUTS/ REMARKS	SECTOR
FIRST	MIDDLE NAME	LAST NAME	EXT. NAME	DAY	MONTH	YEAR					YES	NO		
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	
													<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____ 	

NAME				BIRTHDATE <i>(numerical)</i>			AGE	SEX	EDUCATIONAL ATTAINMENT	RELATIONSHIP TO THE RESPONDENT	STREET SITUATION		WHEREABOUTS/ REMARKS	SECTOR
FIRST	MIDDLE NAME	LAST NAME	EXT. NAME	DATE	MONTH	YEAR					YES (✓)	NO (✓)		
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
														<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____

ACTIVITY IN THE STREET	<input type="checkbox"/> Begging <i>Daily Earnings:</i> _____ <input type="checkbox"/> Sleeping <input type="checkbox"/> Scavenging <input type="checkbox"/> Bystanding <input type="checkbox"/> Selling <input type="checkbox"/> Cleaning Car Windows <input type="checkbox"/> Sniffing Rugby/Solvent <input type="checkbox"/> Others (<i>please specify</i>) _____	LENGTH OF STAY IN THE STREETS
INITIAL ASSESSMENT <i>(client's bio, psycho, social and cultural aspects)</i>		

WILLING OR UNWILLING TO BE REACHED OUT?

YES

NO

If not, please state the reason/s.

RECOMMENDATIONS
(intervention needed for the target beneficiary)

INTERVIEWED BY:

Signature over Printed Name: _____ Date: _____
Position: _____ Time: _____

ENCODED BY:

Signature over Printed Name: _____ Date: _____
Position: _____ Time: _____

PAG-ABOT PROGRAM

REACH OUT TOOL

Control No. _____

BENEFICIARY NAME			
FIRST NAME	MIDDLE NAME	LAST NAME	Ext. NAME
CONTACT NUMBER: <i>(if available)</i>			

BIRTHDATE <i>(numerical)</i>			AGE	PLACE OF BIRTH	SEX
DAY	MONTH	YEAR			
					<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE

CIVIL STATUS	HIGHEST EDUCATIONAL ATTAINMENT
<input type="checkbox"/> SINGLE <input type="checkbox"/> MARRIED <input type="checkbox"/> IN COMMON LAW RELATIONSHIP <input type="checkbox"/> SEPARATED <input type="checkbox"/> WIDOWED <input type="checkbox"/> SOLO PARENT	<input type="checkbox"/> ELEMENTARY LEVEL <input type="checkbox"/> ELEMENTARY GRADUATE <input type="checkbox"/> HIGH SCHOOL LEVEL <input type="checkbox"/> HIGH SCHOOL GRADUATE <input type="checkbox"/> SENIOR HIGH LEVEL <input type="checkbox"/> COLLEGE LEVEL <input type="checkbox"/> COLLEGE GRADUATE <input type="checkbox"/> VOCATIONAL COURSE <i>(please specify)</i> _____ <input type="checkbox"/> OTHERS <i>(please specify)</i> _____ <input type="checkbox"/> NO EDUCATION

CURRENT LOCATION
LENGTH OF STAY IN THE STREETS: _____ SAME LOCATION DURING PROFILING: <input type="checkbox"/> YES <input type="checkbox"/> NO IF NOT, PLEASE SPECIFY: _____ LANDMARK: _____ STREET: _____ BARANGAY: _____ MUNICIPALITY/CITY: _____ REGION: _____

PLACE OF ORIGIN
SAME PLACE OF ORIGIN DURING PROFILING: <input type="checkbox"/> YES <input type="checkbox"/> NO IF NOT, PLEASE SPECIFY: _____

LANDMARK: _____
 STREET: _____
 BARANGAY: _____
 MUNICIPALITY/CITY: _____
 PROVINCE: _____
 REGION: _____

SECTOR

Indigenous People (affiliation: _____)
 Senior Citizen; OSCA ID #: _____ Social Pensioner: YES NO LGU: _____
 Person with Disability (PWD): Type of Disability: _____; with PWD ID? YES NO
 Solo Parent

CATEGORY

Children in Street Situations (CISS)
 Family in Street Situations (FISS)
 Individual in Street Situations (ISS) Suspected Mentally Challenged: YES NO
 Others (please specify) _____

FAMILY COMPOSITION (in street situations)

NO	NAME				BIRTH DATE (numerical)			AGE	RELATIONSHIP TO THE RESPONDENT	REMARKS	SECTOR
	FIRST	MIDDLE	LAST	EXT. NAME	DAY	MONTH	YEAR				
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____
											<ul style="list-style-type: none"> • IP (affiliation: _____) • Senior Citizen • Minor • PWD • Mentally Challenged • Others specify: _____

RECEIVING FAMILY/PERSON
NAME: _____
ADDRESS Street: _____ Barangay: _____ Municipality/City: _____ Province: _____ Region: _____
RELATIONSHIP: _____
CONTACT NUMBER: _____
FACEBOOK ACCOUNT: _____
OTHER DETAILS: _____

RECOMMENDATIONS <i>(intervention needed)</i>										
<input type="checkbox"/> Pag-abot Package of Comprehensive Social Protection Services <table style="width: 100%; margin-left: 20px;"> <tr> <td><input type="checkbox"/> Financial Assistance</td> <td><input type="checkbox"/> Psychosocial Support</td> </tr> <tr> <td><input type="checkbox"/> Transportation/Relocation Assistance</td> <td><input type="checkbox"/> Capability Building of Communities</td> </tr> <tr> <td><input type="checkbox"/> Transitory Shelter Assistance</td> <td><input type="checkbox"/> Capacity Building of LGUs</td> </tr> <tr> <td><input type="checkbox"/> Livelihood Assistance</td> <td><input type="checkbox"/> Community Assistance</td> </tr> <tr> <td><input type="checkbox"/> Employment Assistance</td> <td></td> </tr> </table> <input type="checkbox"/> Protective Custody or Temporary Shelter <input type="checkbox"/> Inter-Agency Assistance <i>(please specify)</i> _____ <input type="checkbox"/> Others _____	<input type="checkbox"/> Financial Assistance	<input type="checkbox"/> Psychosocial Support	<input type="checkbox"/> Transportation/Relocation Assistance	<input type="checkbox"/> Capability Building of Communities	<input type="checkbox"/> Transitory Shelter Assistance	<input type="checkbox"/> Capacity Building of LGUs	<input type="checkbox"/> Livelihood Assistance	<input type="checkbox"/> Community Assistance	<input type="checkbox"/> Employment Assistance	
<input type="checkbox"/> Financial Assistance	<input type="checkbox"/> Psychosocial Support									
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<input type="checkbox"/> Transitory Shelter Assistance	<input type="checkbox"/> Capacity Building of LGUs									
<input type="checkbox"/> Livelihood Assistance	<input type="checkbox"/> Community Assistance									
<input type="checkbox"/> Employment Assistance										

REFERRED TO																	
Temporary Shelter: <input type="checkbox"/> Bahay Silungan <input type="checkbox"/> Jose Fabella Center (JFC) <input type="checkbox"/> GRACES <input type="checkbox"/> Haven for Women <input type="checkbox"/> Haven for Children <input type="checkbox"/> Nayon ng Kabataan <input type="checkbox"/> Elsie Gatches Village <input type="checkbox"/> Marillac Hills <input type="checkbox"/> Reception and Study Center for Children (RSCC) <input type="checkbox"/> Others <i>(please specify)</i> : _____	Local Government Unit: <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Quezon City</td> <td><input type="checkbox"/> Caloocan</td> </tr> <tr> <td><input type="checkbox"/> Marikina</td> <td><input type="checkbox"/> Manila</td> </tr> <tr> <td><input type="checkbox"/> Pasig</td> <td><input type="checkbox"/> Paranaque</td> </tr> <tr> <td><input type="checkbox"/> Mandaluyong</td> <td><input type="checkbox"/> Navotas</td> </tr> <tr> <td><input type="checkbox"/> San Juan</td> <td><input type="checkbox"/> Malabon</td> </tr> <tr> <td><input type="checkbox"/> Taguig</td> <td><input type="checkbox"/> Las Pinas</td> </tr> <tr> <td><input type="checkbox"/> Makati</td> <td><input type="checkbox"/> Muntinlupa</td> </tr> <tr> <td><input type="checkbox"/> Pateros</td> <td><input type="checkbox"/> Pasay</td> </tr> </table> Others: Street: _____ Barangay: _____ Municipality/City: _____ Province: _____ Region: _____	<input type="checkbox"/> Quezon City	<input type="checkbox"/> Caloocan	<input type="checkbox"/> Marikina	<input type="checkbox"/> Manila	<input type="checkbox"/> Pasig	<input type="checkbox"/> Paranaque	<input type="checkbox"/> Mandaluyong	<input type="checkbox"/> Navotas	<input type="checkbox"/> San Juan	<input type="checkbox"/> Malabon	<input type="checkbox"/> Taguig	<input type="checkbox"/> Las Pinas	<input type="checkbox"/> Makati	<input type="checkbox"/> Muntinlupa	<input type="checkbox"/> Pateros	<input type="checkbox"/> Pasay
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<input type="checkbox"/> Pateros	<input type="checkbox"/> Pasay																

INTERVIEWED BY:
 Signature over Printed Name: _____ Date: _____
 Position: _____ Time: _____

ENCODED BY:
 Signature over Printed Name: _____ Date: _____
 Position: _____ Time: _____

Status Report of Referred Cases from the Pag-abot Program

Name of Facility _____

As of (dd/mm/yyyy)

I. Summary

Bed Capacity	Available Beds	Reintegrated	Active Cases

II. Clients served with complete details:

Name of Facility:

Regional Office:

No.	Case No.	Date of Admission	Date of Reach Out (dd/mm/yyyy)	LGU Reach Out	First Name	Middle Name	Last Name	Ext. Name	Date of Birth (dd/mm/yyyy)	Birthplace	Age	Sex	Civil Status	Educational Attainment	Place of Reach Out (please complete el. landmark, street, barangay, municipality)	Area / City / Province (complete address of place of origin/ address of receiving family)	Referring Party (office who conducted reach out)	AICS (transportation, medical or financial assistance, etc.)	Amount Received	Family Grants (current status, on-process or for assessment)	Services Provided (CRCF's services)	Case Status (active or discharge)	Date of Discharge	Form of Discharge	Name of Custodian	Relationship	

Other Findings:

Recommendations:

4. LIVELIHOOD NEEDS ASSESSMENT

	JOB/BUSINESS	LOCATION	NUMBER OF YEARS IN YOUR JOB	MONTHLY INCOME
1. What is your current and previous job or business?				
2. What are the skills you want to learn or to improve?	1	2	3	

3. If livelihood assistance were given, where do you plan to utilize it? Business Employment

LIST OF QUESTIONS	BUSINESS	EMPLOYMENT
Type of business or employment?		
Why do you choose this business or employment?		
What are the trainings / seminars that you have attended in line with your chosen business/employment?		
How much will be the start capital for your chosen job or business?		

5. RECOMMENDATIONS/ACTION TAKEN

Pag-abot Program Packages of Comprehensive Social Protection and Services:

- Financial Assistance Amount: _____
- Transitory Shelter Assistance
- Employment Assistance
- Transportation/Relocation Assistance
- Livelihood Assistance Amount: _____
- Psychosocial Support

Interagency Assistance (please specify): _____

Services Provided:

- CIU : _____
- LGU : _____
- Other agency/ies : _____
- Other: _____
- SLP : _____

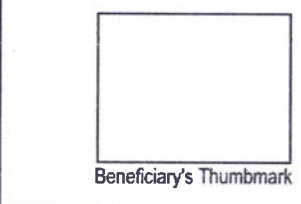
INTERVIEW CONSENT

Ako, na may lagda, ay nagpapatunay na ang mga impormasyon na nakasaad sa dokumentong ito ay totoo at kusang loob ko na ibinahagi at nauunawaan ko na ito ay mahalaga bilang benepisyaryo ng Pag-abot Program. Nauunawaan ko din na ang mga impormasyon na nakapaloob sa dokumentong ito, kasama ang aking personal na datos ay maipo-proseso ng manwal o elektroniko at mapapangasiwaan at mapananatili sa isang ligtas na lugar ng Pag-abot Program Council at iba pang ahensiyang makakatulong sa akin. Bilang karagdagan, pinahihintulutan ko ang kontroladong pagbabahagi ng aking personal na impormasyon sa ibang mga ahensyang pambansa at sangay ng pamahalaan, mga development partners, evaluation firms, academe at iba pang mga stakeholders alinsunod sa patakaran sa Data Privacy Policy and Sharing Protocol ng Programa at mga probisyon at mga seksyon sa ilalim ng Data Privacy Act (DPA) ng 2012 o RA 10173.

Beneficiary: _____ Interviewed by: _____

Signature over Printed Name of Beneficiary _____ Social Welfare Officer II _____ Social Welfare Officer III _____

Date _____ Approved by: _____



Social Welfare Officer IV/V



PAG-ABOT PROGRAM INTAKE SHEET

INDIVIDUAL IN STREET SITUATIONS

Pag-abot ID No: _____

Date: _____

Please fill out the needed information below:

Beneficiary's Identifying Information

NAME	LAST NAME	FIRST NAME	MIDDLE NAME	Ext. (Jr., Sr., II, III, etc.)	
NAME OF GUARDIAN (if minor)	LAST NAME	FIRST NAME	MIDDLE NAME	Relationship to the Beneficiary	
PLACE OF REACH OUT	HOUSE NO./SITIO/PUROK	BARANGAY	CITY/MUNICIPALITY	PROVINCE	REGION
PRESENT ADDRESS	HOUSE NO./SITIO/PUROK	BARANGAY	CITY/MUNICIPALITY	PROVINCE	REGION

DATE OF BIRTH	AGE	CIVIL STATUS	SECTOR	BENEFICIARY CATEGORY	Other government programs availed:
		<input type="checkbox"/> SINGLE <input type="checkbox"/> COMMON LAW <input type="checkbox"/> MARRIED <input type="checkbox"/> WIDOW/WIDOWER <input type="checkbox"/> SEPARATED <input type="checkbox"/> OTHERS PLS SPECIFY	<input type="checkbox"/> PWD <input type="checkbox"/> SOLO PARENT <input type="checkbox"/> SENIOR CITIZEN <input type="checkbox"/> PREGNANT <input type="checkbox"/> IP : _____ REMARKS _____	<input type="checkbox"/> CISS <input type="checkbox"/> FISS <input type="checkbox"/> ISS	<input type="checkbox"/> 4Ps Remarks _____ <input type="checkbox"/> SENIOR SOCIAL PENSION <input type="checkbox"/> OTHERS PLS SPECIFY
EDUCATIONAL ATTAINMENT	SEX				

FAMILY COMPOSITION

NAME	RELATIONSHIP	DATE OF BIRTH	AGE	EDUCATIONAL ATTAINMENT	ON / OFF THE STREET	JOB DESCRIPTION	MONTHLY INCOME	REMARKS

1. PROBLEM/S PRESENTED**2. BENEFICIARY'S BACKGROUND INFORMATION****3. SOCIAL WORKER'S ASSESSMENT**

4. LIVELIHOOD NEEDS ASSESSMENT

	JOB/BUSINESS	LOCATION	NUMBER OF YEARS IN YOUR JOB	MONTHLY INCOME
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5. RECOMMENDATIONS/ACTION TAKEN

- Pag-abot Program Packages of Comprehensive Social Protection and Services:
- | | | |
|--|---|--|
| <input type="checkbox"/> Financial Assistance <i>Amount:</i> _____ | <input type="checkbox"/> Transitory Shelter Assistance | <input type="checkbox"/> Employment Assistance |
| <input type="checkbox"/> Transportation/Relocation Assistance | <input type="checkbox"/> Livelihood Assistance <i>Amount:</i> _____ | <input type="checkbox"/> Psychosocial Support |
- Interagency Assistance (please specify): _____
- Services Provided:
- | | |
|---|--------------------------------------|
| <input type="checkbox"/> CIU : _____ | <input type="checkbox"/> SLP : _____ |
| <input type="checkbox"/> LGU : _____ | |
| <input type="checkbox"/> Other agency/ies : _____ | |
- Other: _____

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Beneficiary:

Interviewed by:

Signature over Printed Name of Beneficiary/Guardian

Social Welfare Officer II

Social Welfare Officer III

Date

Approved by:

Social Welfare Officer IV/V

