

**Memorandum Circular**  
**No. 18**  
**Series of 2024**

**SUBJECT: OMNIBUS GUIDELINES ON THE REGULATION OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAs) AND THEIR SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES**

**I. RATIONALE**

Given the directive of the Marcos administration to digitalize government transactions and the directive of the Anti-Red Tape Authority (ARTA) to streamline work processes, the Department of Social Welfare and Development (DSWD) reviewed the guidelines related to its regulatory services and conducted various workshops to re-engineer its internal and external processes.

After several meetings with stakeholders and experts, the DSWD through the Standards Bureau (SB) developed these guidelines with the intention of streamlining, centralizing and digitalizing the processes related to the regulation of SWDAs and their programs and services.

Under these guidelines, all applications for registration and licensing of SWDAs and accreditation of their SWD programs and services will be processed in the DSWD Central Office through an online platform called the DSWD Harmonized Electronic License and Permit System (HELPS). This is one of the many new features developed by the DSWD and its streamlining team.

Although certain steps have been removed from the original process, thereby making the application process easier for the SWDA applicant, the DSWD now has stricter monitoring and enforcement mechanisms in place to ensure that SWDAs continually deliver quality social protection and poverty reduction measures to those in need, especially the poor, vulnerable and disadvantaged sectors of the community.

Further, the DSWD recognizes that the delivery of quality services by the SWDAs is contingent on their personnel that deliver the services to the disadvantaged. Considering the difficulty of hiring qualified social workers in the country, the DSWD would like to assist these agencies in upgrading their services by setting qualification standards for SWDA personnel and worker-beneficiary ratios. This will ensure that there are enough qualified social workers that would address the needs of the beneficiaries being supported by licensed SWDAs.

These guidelines serve as a comprehensive guide for the proper operation of a SWDA. It covers the following topics: registration and licensing of a SWDA;

accreditation of SWD programs and services; monitoring of SWDAs; and the handling of complaints against a SWDA.

## **II. COVERAGE**

These guidelines shall cover all private and public agencies engaged and planning to engage in providing direct or indirect SWD programs and services in the Philippines.

## **III. OBJECTIVES**

These guidelines aim to:

1. Guide SWDAs on the streamlined, centralized and digitalized processes of registration and licensing, and accreditation of their programs and services;
2. Recognize the vital contributions of SWDAs by granting incentives to those compliant with the conditions set under these guidelines;
3. Prescribe the staffing requirements of SWDAs to ensure the quality of services provided to beneficiaries; and
4. Protect beneficiaries against possible abuse, exploitation, and negligence by conducting consistent monitoring visits and by enforcing the DSWD's regulatory power.

## **IV. LEGAL BASES**

1. Implementing Rules and Regulations of Republic Act (RA) No. 11642 otherwise known as "Domestic Administrative Adoption and Alternative Child Care Act";
2. Section 2 (a) of RA No. 11517 otherwise known as "An Act Authorizing the President to Expedite the Processing and Issuance of National and Local Permits, Licenses and Certifications in times of National Emergency";
3. Administrative Order No. 23, series of 2020 issued by the Office of the President, otherwise known as "Eliminating Overregulation to Promote Efficiency of Government Processes";
4. Sections 2, 3, 7, 10, and 15 of RA No. 11032 otherwise known as "The Ease of Doing Business and Efficient Government Service Delivery Act of 2018";
5. Section 26, Rule V of the Professional Regulatory Board for Social Workers Resolution No. 3, series of 2017, otherwise known as the "Implementing Rules and Regulations of Republic Act No. 4373, Otherwise Known as An Act to Regulate the Practice of Social Work and the Operation of Social Work



Agencies in the Philippines and for Other Purposes, as Amended by Republic Act Nos. 5175 and 10847.”;

6. Section 4 of RA No. 10847 otherwise known as “An Act Lowering The Age Requirement for Applicants Taking the Board Examination for Social Workers, Providing for Continuing Social Work Education, and Upgrading the Sundry Provisions Relative to the Practice of Social Work”;
7. Articles 118 and 120 of Presidential Decree No. 603, as amended, otherwise known as “The Child and Youth Welfare Code”;
8. Section 3 of RA No. 5416 otherwise known as the “Social Welfare Act of 1968”; and
9. Sections 24 and 25, Article IV of RA No. 4373, as amended, otherwise known as “An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies in the Philippines and for Other Purposes”.

## V. DEFINITION OF TERMS

1. **Accreditation** - The process of assessing a Social Work Agency (SWA) if their SWD programs and services are compliant with the DSWD standards.
2. **Adoption** - The socio-legal process of providing a permanent family to a child whose parents had voluntarily or involuntarily given up their parental rights, permanently transferring all rights and responsibilities, along with filiation, making the child a legitimate child of the adoptive parents: *Provided*, that adult adoption shall be covered by the benefits of R.A. No. 11642.

In the interest of clarity, the adoption shall cease to be part of alternative child care and shall become parental care as soon as the process is completed.

3. **Alternative child care** - The provision of planned substitute parental care by a child-caring or child-placing agency to a child who is orphaned, abandoned, neglected, or surrendered. This may include foster care, kinship care, family-like care, and residential care. Alternative child care will also be provided to abused and exploited children, children with disabilities, children living with HIV/AIDS, victims of trafficking, physical, psychological and sexual abuse, offline and online sexual exploitation, children at risk, children in conflict with the law and children in situations of emergency or crisis and armed conflicts.
4. **Area-Based Standards Network (ABSNet)** - An organization of DSWD registered/licensed/accredited SWDAs that assist the DSWD in the implementation and monitoring of SWD programs and services, provision of technical assistance and conduct of advocacy activities.
5. **Area/s of operation** - Either direct or indirect implementation of SWD programs and services by the SWDA within a specified geographical

coverage or place over a period of time using its own or tapped resource conduits.

For private SWA, either its principal office where it conducts its administrative and communications or a presence of an established branch, office, or facility with a core staff complement that implements the SWD programs and services may be considered as its areas of operations. Core staff complement for program implementation is not required for offices intended for administrative operations only.

In cases where a community-based private SWA's particular office or branch covers more than one regional operations, one (1) office or branch may be considered as the areas of operations as long both regions are adjacent and within a 50-kilometer radius.

For auxiliary SWDA, area of operation refers to an office or organized group or community which has staff and/or written agreement or partnership, or cooperation to implement or take part in the implementation of the SWDA's SWD programs and services in the specified area/s.

6. **Child-caring Agency (CCA)** - An agency that the DSWD registers, licenses and accredits to provide alternative child care (or the provision of planned substitute parental care), through twenty-four (24) hour residential care.
7. **Child-placing Agency (CPA)** - A private non-stock, non-profit agency that the DSWD registers, licenses and accredits to provide alternative child care (or the provision of planned substitute parental care), through comprehensive child welfare services including receiving and processing petitions for adoption and foster care, evaluating the prospective adoptive parents or foster parents, preparing the child case study report and home study report.
8. **Direct program** - Type of program or service that uses social work methods such as casework, group work, and community organizing.
9. **DSWD Harmonized Electronic License and Permit System (HELPS)** - refers to the online system of the DSWD where applicants of its regulatory services may submit applications.
10. **Engaged** - Organizations, agencies and/or SWDAs that are already operating and providing SWD programs and services.
11. **Imminent danger** - A situation caused by a condition or practice in any place of employment that could reasonably be expected to cause death or serious physical harm.
12. **Indirect program** - Type of program or service that uses policy, fund or material or in-kind support, advocacy, capacity building, and other management methods employed by the SWDA, without using social work methods.



- 13. **Licensing** - The process of assessing the qualifications of a private agency or organization and authorizing it to operate as a SWDA, after determining that it has the capacity to operate administratively, technically, and financially.
- 14. **Planning to engage** - Organizations and/or agencies that intend to operate as a SWDA and intend to provide, directly or indirectly, SWD programs and services.
- 15. **Public knowledge** - Information that is known generally in the scientific, research, and healthcare communities, or which is easily obtained through lawful, non-confidential sources such as publications or news.
- 16. **Registration** - The process of assessing the applicant agency and determining whether its intended purpose is within the purview of SWD.
- 17. **SWD Activities** - Programs, initiatives, and interventions aimed at improving and promoting the social conditions of the poor, vulnerable and disadvantaged sectors of society.
- 18. **SWDA** - A non-stock, nonprofit corporation, organization or association engaged in providing, directly or indirectly, SWD programs and services, and obtains its finances, from any government agency or instrumentality, other fund generating activities, as authorized by law.

**VI. CLASSIFICATIONS OF SWDAs**

As used in these guidelines, the SWDAs shall be classified according to the following:

- 1. **Social Work Agency (SWA)** - An entity, corporation or organization, private or governmental, that engages mainly and generally, or represents itself to engage in social welfare work, whether case work, group work, or community work, and obtains its finances, either totally or in part, from any agency or instrumentality of the government and/or from the community by direct or indirect solicitations and/or fund drives, and/or private endowment.
  - A. **Public SWA** - An organization managed by the National Government Agencies (NGAs) or Local Government Units (LGUs). This includes:
    - a.1. **Residential-Based** - An alternative form of family care providing 24-hour group living on a temporary basis to poor, vulnerable, disadvantaged, and/or in crisis individuals and families whose basic needs cannot be met by their families and/or relatives or by any other form of alternative family care for a period of time.
    - a.2. **Center-Based** - Non-residential psychosocial services rendered in physical facilities, referred to as "centers", on a

daily basis or during part of the day addressing crisis or developmental concern of an individual, group or family. Beneficiaries in center-based services have families to return to after each segment of the brief treatment or developmental program, rendered up to a maximum of three weeks.

B. **Private SWA** - A non-stock, non-profit non-government organization duly established and/or recognized under the Philippine laws performing SWD activities. The classification of private SWAs are listed below:

- b.1. **Residential-Based** as defined above under Public SWA;
- b.2. **Center-Based** as defined above under Public SWA; and
- b.3. **Community-Based** - Programs and services rendered in the community while they remain in their homes and/or with their families, e.g. CPAs.

2. **Auxiliary SWDA** - A SWDA which provides indirect SWD programs and services. It is classified into:

- a. **People's Organization** - A bona-fide association of citizens with demonstrated capacity to promote public interest and with identifiable leadership, membership, and structure, which provide SWD services beyond its members;
- b. **Resource Agency** - An Auxiliary SWDA that provides cash and/or in-kind assistance such as food, clothing, medicines, education, shelter, and programs and services like technical assistance, training, research, and advocacy to other implementing SWDAs or directly to the beneficiaries; and
- c. **SWD Network** - A group of SWDAs who organized themselves for a common goal of promoting social protection of the poor, the vulnerable, and disadvantaged beneficiaries.

## VII. GENERAL POLICIES

1. All applications for registration and licensing of SWDAs and accreditation of their SWD programs and services will be processed in the DSWD Central Office through an online platform called the DSWD HELPS. The DSWD Field Offices will no longer accept manually submitted applications for registration and licensing. Amendments of certificates will likewise be processed through the DSWD HELPS.
2. In case the DSWD HELPS is unavailable, an official announcement from the DSWD regarding the downtime shall be issued. During this period, applicants can still submit their duly accomplished application form and requirements to



the SB's official email address. The application form and templates can be downloaded from the DSWD website or by requesting a copy from the SB/FO.

3. Applications for registration and licensing shall be combined in one process resulting in the issuance of one certificate called the DSWD Certificate of Registration and License to Operate (CRLTO). This new procedure deviates from the previous process where SWDAs are required to separately apply for a Certificate of Registration and a License to Operate.
4. The minimum qualification standards and worker-beneficiary ratios for different types of SWDAs are reflected in Annexes A and B to assist SWDAs in providing quality service to its beneficiaries.
5. The programs and services of all private SWAs under DSWD HELPS shall be assessed by DSWD for accreditation without the need for a separate application. The schedule for the assessment visit will depend on the type of SWA and can be arranged online using DSWD HELPS after the issuance of the CRLTO.
6. Monitoring visits will be conducted every six (6) months for residential-based SWDAs, and annually for non-residential-based SWDAs to ensure that the SWDA's case and program management are in compliance with the set standards.
7. To better address the complaints of SWDAs and beneficiaries, the DSWD has simplified the procedures for resolving complaints. Complaints against SWDAs shall be investigated and resolved by the DSWD Central Office through duly constituted fact-finding committees and the DSWD Review Committee (RC). Thus, all pending fact-finding investigations and FORC cases will be endorsed to the SB within one (1) month after these guidelines take effect. However, for cases with pending MRs and appeals, the concerned FORC shall facilitate until the resolution of the case.
8. In the evaluation of applications pertaining to the accreditation of adoption and alternative child care programs of CCAs and CPAs, the National Authority for Child Care (NACC) shall join and assist SB during its assessment visits. Thereafter, the NACC may provide its recommendations, if any, to SB for the latter's guidance and consideration in evaluating the applications pertaining to the accreditation of adoption and alternative child care programs of SWDAs/CCAs/CPAs by DSWD. The NACC shall establish and issue its own policy and criteria necessary for its evaluation of applications pertaining to the accreditation of adoption and alternative child care programs of CCAs and CPAs applying for DSWD Certificate of Accreditation.

## **VIII. REGISTRATION AND LICENSING**

### **1. Coverage and Applicability**

All non-stock and non-profit private organizations ("agencies") that are planning to engage in SWD activities shall apply for a CRLTO within six (6)

months upon the issuance of their Certificate of Incorporation by the Securities and Exchange Commission (SEC).

Unregistered and unlicensed agencies that are already engaged and providing SWD programs and services shall immediately apply for a CRLTO upon the effectivity date of these guidelines.

## 2. Criteria

Applicant agencies must meet the following criteria, as per RA No. 10847:

- a. They must be engaged mainly or generally in SWD activities;
- b. They must have employed a sufficient number of duly qualified staff and/or registered social workers who have at least two (2) years work experience in the field of SWD to supervise and take charge of its SWD activities and/or social work interventions in accordance with the set standards;
- c. They must show in a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services; and
- d. They must keep a record of all social development and/or welfare activities they handle.

## 3. Procedure, Processing Time and Documentary Requirements

### 3.1. First-time/New Applicant for CRLTO under DSWD HELPS (Applicant Planning to Engage and Applicant Engaged Prior its Application)

#### A. Procedures:

- i. The applicant agency must first create a user account through the DSWD HELPS. The applicant may refer to the Frequently Asked Questions (FAQs) and/or chatbot feature of the DSWD HELPS for the process of account creation.
- ii. After creating an account and/or logging onto DSWD HELPS, the applicant agency must fill out the necessary information in the online application form and must submit the documentary requirements.
- iii. When filling out the online application form, the applicant agency has the option to either input the data or submit an excel file containing the required information.
- iv. The applicant agency must then pay a processing fee of Php 2,000.00 through online modes such as but not limited to Paymaya, Landbank Link.biz, Gcash, etc. A confirmation shall



be received by the applicant agency through email if the payment is successful.

- v. The applicant agency shall be assessed based on the set criteria and documentary requirements.
- vi. If assessed to be compliant, a CRLTO with a unique QR code and system-generated license number signed by the Undersecretary supervising the SB will be issued. The CRLTO shall be valid for three (3) years and shall indicate the applicant agency's classification as either a SWA, auxiliary SWDA or both.
- vii. The applicant agency may simultaneously apply for CRLTO and public solicitation permit through DSWD HELPS. However, such application for a public solicitation permit shall only be processed upon issuance of the CRLTO. As a policy, only a SWDA with valid CRLTO shall be processed and issued with a solicitation permit.
- viii. Upon issuance of the CRLTO to private SWAs through email or DSWD HELPS, a link of a calendar will likewise be sent asking them to choose their preferred schedule for the assessment visit. The assessment visit will be conducted for a minimum period of one (1) day, and will be done either face-to-face or virtually. The scope of the assessment visit will be based on the accreditation tools reflected in the annexes of these guidelines.

**B. Processing Time**

The processing time of each application is seven (7) working days<sup>1</sup> counted from the submission of complete and compliant documents.

**C. Documentary Requirements**

**C.1. For applicants planning to engage**

<b>Requirements</b>	<b>Type of Applicant</b>	
	<b>Social Work Agency</b>	<b>Auxiliary SWDA</b>
<b>A. Legal Entity</b>		
1. Copy of Certificate of Incorporation with the Securities and Exchange Commission (SEC)	✓	✓

<sup>1</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes

<b>Requirements</b>	<b>Type of Applicant</b>	
	<b>Social Work Agency</b>	<b>Auxiliary SWDA</b>
2. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities	✓	✓
3. For SWAs: Barangay Certification as proof of the existence of SWDA  For Auxiliary SWDAs: Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA	✓	✓
<b>B. Organizational Structure/Policies &amp; Procedures</b>		
4. Manual of Operations containing the minimum prescribed content of the DSWD (Annex C)  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i>	✓	✓
<b>C. Financial Requirement</b>		
5. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D)	✓	✓
6. RLA Notarized Declaration Form Template (Annex N)	✓	✓

### **C.2. For applicants engaged prior its application**

<b>Requirements</b>	<b>Type of Applicant</b>	
	<b>Social Work Agency</b>	<b>Auxiliary SWDA</b>
<b>A. Legal Entity</b>		
1. Copy of Certificate of Incorporation with the SEC	✓	✓
2. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities	✓	✓
3. For SWAs: Barangay Certification as the proof of the existence of SWDA	✓	



Requirements	Type of Applicant	
	Social Work Agency	Auxiliary SWDA
For Auxiliary SWDAs: Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA		✓
<b>B. Organizational Structure/Policies &amp; Procedures</b>		
4. Manual of Operation (MOO) containing the minimum prescribed content per Annex C.  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i>	✓	✓
<b>C. Financial Requirement</b>		
5. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D)	✓	✓
6. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency.  Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.	✓	✓
<b>E. Facility Standard</b>		
7. Facility Standard  7.1 For Residential-Based and Center-Based: <ul style="list-style-type: none"> <li>● Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> <li>● Water Potability Certificate valid for the past three (3) months or valid Sanitary Permit</li> <li>● Valid or updated Fire Safety Inspection Certificate (FSIC)</li> </ul> 7.2 For Community-Based <ul style="list-style-type: none"> <li>● Valid or updated FSIC</li> </ul> <i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i>	✓ ✓ ✓ ✓	
<b>F. Service Delivery &amp; Standard</b>		
8. Updated Caseload Inventory using DSWD template (Annex F)	✓	

Requirements	Type of Applicant	
	Social Work Agency	Auxiliary SWDA
<b>G. Reporting &amp; Documentation</b>		
9. Annual Accomplishment Report of the previous year using DSWD template (Annex G)	✓	✓
10. RLA Notarized Declaration Form Template (Annex N)	✓	✓

**3.2. Applicant for Renewal of CRLTO and Accreditation (as applicable)**

**A. Procedures**

- i. The SWDAs must apply for renewal of their CRLTO and Accreditation (as applicable) within twenty-one (21) working days prior to its expiration through the DSWD HELPS.
- ii. After logging onto DSWD HELPS, the applicant agency must fill out the necessary information in the online application form and must submit the documentary requirements for CRLTO and Accreditation.
- iii. When filling out the online application form, the applicant agency has the option to either input the data or submit an excel file containing the required information.
- iv. If there are no changes or updates on the documents previously submitted, the applicant agency need not submit the same documents but it shall be subject to verification during the scheduled assessment visit.
- v. The applicant agency must then pay a processing fee of Php 2,000.00 for the processing of CRLTO through online modes such as but not limited to Paymaya, Landbank Link.biz, Gcash, etc. A confirmation shall be received by the applicant agency through email if the payment is successful.
- vi. The applicant agency shall be assessed based on the set criteria and documentary requirements for CRLTO.
- vii. If assessed to be compliant, a CRLTO with a unique QR code and system-generated license number signed by the Undersecretary supervising the SB, will be issued.
- viii. Upon the issuance of the CRLTO to Private SWAs via email and DSWD HELPS, a link of a calendar shall be sent asking them to choose their preferred schedule for the accreditation



assessment visit. The assessment visit will be conducted for a minimum period of one (1) day, and will be done either face-to-face or virtually. The scope of the assessment visit will be based on the accreditation tools reflected in the annexes of these guidelines.

- ix. The applicant agency must pay a processing fee for accreditation through online modes such as but not limited to Paymaya, Landbank Link.biz, Gcash, etc. A confirmation shall be received by the applicant agency through email if the payment is successful. The processing fees are as follows:
  - For residential-based and center-based SWDAs: Php 1,000.00 per facility
  - For community-based SWDAs: Php 1,000.00 per area of operation of the program. The accreditation of the child placement program has a separate accreditation fee of Php 1,000.00 per area of operation.
- x. If the assessor determines, after assessing the online application form and submitted documents and after conducting the assessment visit, that the applicant agency has met the set standards based on the accreditation tools, an electronic Certificate of Accreditation with a synchronized validity with its issued CRLTO signed by the Undersecretary supervising the SB shall be issued. The electronic Certificate of Accreditation will itemize each accredited program and service of the applicant agency.
- xi. If the applicant is applying for a **perpetual validity** of its CRLTO, conditions must be met along with additional requirements.
- xii. The stated perpetual validity period of the applicant's issued SEC Certificate of Incorporation will be the basis of the validity of the perpetual DSWD CRLTO. If the SEC-issued certificate is not perpetual but more than 3 years, the SB will adopt the specific validity period stated in the SEC certificate.

## B. Processing Time<sup>2</sup>

For the renewal of CRLTO, the processing time is seven (7) working days counted from the submission of complete and compliant documents.

For renewal of Certificate of Accreditation, the processing time is seven (7) working days counted from the date of the assessment visit.

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<sup>2</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes

## C. Documentary Requirements

### C.1. For renewal of CRLTO and Accreditation (as applicable)

Requirements	Type of Applicant	
	Private SWA	Auxiliary SWDA
<b>A. Legal Entity</b>		
1. Copy of Certificate of Incorporation with the SEC	✓	✓
2. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities*	✓	✓
3. Certification of No Derogatory Information (CNDI) issued by the SEC, issued within six (6) months from the time of filing of the application  In case the CNDI is not yet available, the latest submission of General Information Sheet (GIS) to the SEC shall be accepted, provided that: <ul style="list-style-type: none"> <li>• There is a proof that the GIS has been received by the SEC; and</li> <li>• The CNDI will still be submitted on the next monitoring visit of the DSWD to the SWDA.</li> </ul>	✓	
4. For SWAs: Barangay Certification as the proof of the existence of SWDA  For Auxiliary SWDAs: Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA	✓	✓
<b>B. Organizational Structure/Policies &amp; Procedures</b>		
5. Manual of Operation containing the minimum prescribed content per DSWD template (Annex C)*	✓	✓
<b>C. Financial Requirement</b>		
6. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D)	✓	✓



Requirements	Type of Applicant	
	Private SWA	Auxiliary SWDA
<p>7. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency.</p> <p>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</p>	✓	✓
<b>D. Facility Standard</b>		
<p>8. Facility Standard</p> <p>8.1 For Residential-Based and Center-Based:</p> <ul style="list-style-type: none"> <li>• Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> <li>• Water Potability Certificate valid for the past three (3) months or Valid Sanitary Permit</li> <li>• Valid or updated FSIC</li> </ul> <p>8.2 For Community-Based</p> <ul style="list-style-type: none"> <li>• Valid or updated FSIC</li> </ul> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i></p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<b>E. Service Delivery &amp; Standard</b>		
9. Updated Caseload Inventory using DSWD template (Annex F)	✓	
<b>F. Reporting &amp; Documentation</b>		
10. Annual Accomplishment Report of the previous year using DSWD template (Annex G)	✓	✓
11. RLA Notarized Declaration Form Template (Annex N)	✓	✓
<p><i>*No need to submit if there have been no updates since the last submission. Documents shall be validated instead during assessment and/or monitoring visits.</i></p>		

**C.2. Additional criteria and requirements if applying for perpetual validity of CRLTO**

CRITERIA	Modes of Verification
1. The SWDA has received positive findings from all the monitoring visits conducted by the DSWD from the time it was issued with the CRLTO.	Confirmation Report from the DSWD
2. The SWDA received an award/recognition in the form of a Plaque of Recognition/ Center of Excellence from DSWD, government agencies, LGUs, and other entities within the validity of its current CRLTO.	Scanned copy or photo of the award/recognition given within the validity period of the CRLTO
3. The SWDA has good financial management with 80/20 financial utilization.	Accomplished financial report using DSWD template (Annex E) covering the previous 2-year operations of the SWDA
4. The SWDA has received a positive public rating as reflected in at least two (2) of their public pages via online platforms (e.g. official website or social media accounts). A favorable public rating garners at least four (4) points/stars out of five (5), with five (5) as the highest.	Screenshot/photo of the SWDAs online platforms with favorable ratings
5. The SWDA's core staff has received at least five (5) trainings within the three (3) year validity of its CRLTO.	Scanned copy of training certificates issued within the specified period
6. The SWDA has documented at least one good practice in its agency, implemented within the validity period of its CRLTO, with the following content: <ul style="list-style-type: none"> <li>● Title</li> <li>● Date and venue</li> <li>● Objectives, outcomes, and target</li> <li>● Why is this activity regarded as a best practice?</li> <li>● Impact, outcome, or result of the strategy on the target beneficiaries</li> <li>● How did the strategy contribute to the achievement of the overall targets or goals of the program?</li> <li>● What elements or aspects of the activity are replicable?</li> </ul>	Scanned copy of the documentation
7. The SWDA has established partnerships through a Memorandum of Understanding/ Agreement (MOU/A) to support its programs and services.	At least one (1) scanned copy of the MOU/A valid during the time of renewal.



#### 4. Procedure for Non-Compliance with RL Requirements

- A. **For Newly-Established SWDAs** - If the applicant agency fails to comply with the RL requirements upon assessment, its application will be disapproved. The applicant will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee.
- B. **For Engaged SWDAs** - If the concerned SWDA fails to comply with the RL requirements upon assessment, its application will be disapproved. The concerned SWDA will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee. During this period, the operations of the SWDA will be suspended and the SWDA will not be allowed to accept new beneficiaries. A suspension order to this effect will be signed by the SB Director.

The SWDA that complied with the unmet RL requirements within the said period will merit the issuance of the CRLTO and lifting of the suspension of the SWDA's operation.

Non-compliance of the SWDA within the said period will prompt the DSWD to proceed with the arrangements for the closure of the SWDA and management of beneficiaries.

If the SWDA is found operating despite not having CRLTO, the appropriate criminal case for violation of RA No. 10847 and other actions/suits for violation of other pertinent laws shall be filed by the DSWD, to be led by the SB in coordination with SEC, concerned FO, and LGU that has jurisdiction over the SWDA. Meanwhile, the DSWD Legal Service or the respective Field Office-Legal Unit shall provide necessary technical assistance in the drafting of complaint, judicial affidavit, affidavits of witnesses, and other pleadings and legal documents required for the filing of appropriate actions against the non-compliant SWDA.

### IX. ACCREDITATION OF SWD PROGRAMS AND SERVICES PROCEDURE

#### 1. Coverage and Applicability

All SWD programs and services of public and private SWAs must be accredited by DSWD. Under these guidelines, after the issuance of the CRLTO to private SWAs, the first assessment visit for accreditation will automatically follow per prescribed schedule.

**2. Assessment visit schedule**

Type of SWA	Schedule of Assessment Visit
1. SWAs that are already engaged (residential-based and CPAs)	Within twenty-one (21) working days after the issuance of CRLTO.
2. SWAs that are planning to engage	Six (6) months after the issuance of the CRLTO
3. SWAs that are already engaged (community-based and center-based)	

**3. Procedure, Processing Time and Documentary Requirements**

**3.1. Private SWA with issued CRLTO under DSWD HELPS (First Accreditation)**

**A. Procedure**

- i. Private SWAs issued with CRLTO need not apply for accreditation, as they have already filled up the online application form, submitted the documents and chose their assessment visit schedule.
- ii. Private SWAs issued with CRLTO and for first-time accreditation need not pay any processing fee.
- iii. If the assessor determines, after assessing the online application form and submitted documents and after conducting the assessment visit, that the applicant agency has met the set standards based on the accreditation tools, an electronic Certificate of Accreditation signed by the Undersecretary supervising SB shall be issued. The electronic Certificate of Accreditation will itemize each accredited program and service of the applicant agency.
- iv. The validity of the electronic Certificate of Accreditation shall be synchronized with the validity of its CRLTO, unless earlier revoked.

**B. Processing Time**

The processing time of each application is seven (7) working days<sup>3</sup> counted from the date of the assessment visit.

**C. Documentary Requirements**

<sup>3</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes



The submitted requirements for application for CRLTO will suffice.

### 3.2. Private SWA for Renewal

#### A. Procedure

- i. Since the validity of the issued Certificate of Accreditation under DSWD HELPS shall be synchronized with the SWA's CRLTO, the SWA must apply for a renewal of CRLTO and Accreditation twenty-one (21) working days prior its expiration following the procedure and requirements for the renewal of CRLTO.
- ii. Upon the issuance of the CRLTO to private SWAs via email and DSWD HELPS, a link of a calendar shall be sent asking them to choose their preferred schedule for the accreditation assessment visit. The assessment visit will be conducted for a minimum period of one (1) day, and will be done either face-to-face or virtually. The scope of the assessment visit will be based on the accreditation tools reflected in the annexes of these guidelines.
- iii. The applicant agency must pay a processing fee for accreditation through online modes such as but not limited to Paymaya, Landbank Link.biz, Gcash, etc. A confirmation shall be received by the applicant agency through email if the payment is successful. The processing fees are as follows:
  - For residential-based and center-based SWDAs: Php 1,000.00 per facility
  - For community-based SWDAs: P1,000 per area of operation of the program (1 regional coverage is considered as 1 filing), provided that all community-based programs and services validated for accreditation are reflected in the accreditation certificate.

Child Placement programs and services shall be considered as a separate filing of accreditation.
- iv. If the assessor determines, after assessing the online application form and submitted documents and after conducting the assessment visit, that the applicant agency has met the set standards based on the accreditation tools, an electronic Certificate of Accreditation with a synchronized validity with its issued CRLTO signed by the Undersecretary supervising the SB shall be issued. The electronic Certificate of Accreditation will itemize each accredited program and service of the applicant agency.
- v. If the SWAs' validity of CRLTO is perpetual, the validity of the issued Certificate of Accreditation shall still be for three (3) years.

**B. Processing Time**

The processing time for Certificate of Accreditation is seven (7) working days<sup>4</sup> counted from the date of the assessment visit.

**C. Documentary Requirements**

The submitted requirements for the renewal of CRLTO will suffice.

**3.3. Private SWA with valid DSWD Certificate from previous guidelines****A. Procedure**

- i. Private SWAs with valid RL shall file an application for Certificate of Accreditation through the DSWD HELPS twenty-one (21) days upon effectivity of these guidelines.
- ii. The applicant agency must first create a user account through the DSWD HELPS. The applicant may refer to the FAQs and/or chatbot feature of the DSWD HELPS for the process of account creation.
- iii. After creating an account and/or logging onto DSWD HELPS, the applicant agency must fill out the necessary information in the online application form and submit the documentary requirements.
- iv. The applicant agency must then choose their preferred schedule for the assessment visit. The assessment visit will be conducted for a minimum period of one (1) day, and will be done either face-to-face or virtually. The scope of the assessment visit will be based on the accreditation tools reflected in the annexes of these guidelines.
- v. The applicant agency must pay a processing fee for accreditation through online modes such as but not limited to Paymaya, Landbank Link.biz, Gcash, etc. A confirmation shall be received by the applicant agency through email if the payment is successful. The processing fees are as follows:
  - For residential-based and center-based SWDAs: Php 1,000.00 per facility
  - For community-based SWDAs: P1,000 per area of operation of the program (1 regional coverage is

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<sup>4</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes



considered as 1 filing), provided that all community-based programs and services validated for accreditation are reflected in the accreditation certificate.

Child Placement programs and services shall be considered as a separate filing of accreditation.

- vi. If the assessor determines, after assessing the online application form and submitted documents and after conducting the assessment visit, that the applicant agency has met the set standards based on the accreditation tools, an electronic Certificate of Accreditation with a synchronized validity with its issued RL certificates, signed by the Undersecretary supervising SB shall be issued. The electronic Certificate of Accreditation will itemize each accredited program and service of the applicant agency.

**B. Processing Time**

The processing time for Certificate of Accreditation is seven (7) working days<sup>5</sup> counted from the receipt of the complete and compliant requirement.

**C. Documentary Requirements**

<b>A. Legal Entity</b>
1. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities
2. CNDI issued by the SEC, issued within six (6) months from the time of filing of the application (except those in operation for less than six (6) months upon filing of the application).  In case the CNDI is not yet available, the latest submission of General Information Sheet (GIS) to the SEC shall be accepted, provided that: <ul style="list-style-type: none"> <li>• There is a proof that the GIS has been received by the SEC;</li> <li>• The CNDI will still be submitted on the next monitoring visit of the DSWD to the SWDA.</li> </ul>
3. Barangay Certification as the proof of the existence of SWDA
<b>B. Organizational Structure/Policies &amp; Procedures</b>
4. Manual of Operation containing the minimum prescribed content per Annex C.
<b>C. Financial Requirement</b>
5. Duly signed Work and Financial Plan for at least two (2) years by the Head of Agency using the DSWD template (Annex D)

<sup>5</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes

6. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency.

Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.

**D. Facility Standard**

7. Facility Standard

7.1 For Residential-Based and Center-Based:

- Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)
- Water Potability Certificate valid for the past three (3) months or Valid Sanitary Permit
- Valid or updated FSIC

7.2 For Community-Based

- Valid or updated FSIC

*Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.*

**E. Service Delivery & Standard**

8. Updated Caseload Inventory using DSWD template (Annex F)

9. RLA Notarized Declaration Form Template (Annex N)

**3.4. Public SWA - New/Renewal**

**A. Procedure**

- i. The applicant agency must first create a user account through the DSWD HELPS. The applicant may refer to the FAQs and/or chatbot feature of the DSWD HELPS for the process of account creation.
- ii. A newly established public SWA shall create an account and apply for accreditation through the DSWD HELPS within twenty-one (21) working days from the start of their operations.

Public SWAs that are already engaged and/or with expired certificates from the old guidelines must also create an account and apply for accreditation within twenty-one (21) working days from the effectivity date of these guidelines.

Public SWAs with issued Certificate of Accreditation under DSWD HELPS shall apply for renewal twenty-one (21) working days prior to the expiration of its certificate.



- iii. After creating an account and/or logging onto DSWD HELPS, the applicant agency must fill out the necessary information in the online application form and submit the documentary requirements.

For renewal, if there are no changes or updates on the documents previously submitted, the applicant agency need not submit the same documents but it shall be subject to verification during the scheduled assessment visit;

- iv. The applicant agency must then choose their preferred schedule for the assessment visit. The assessment visit will be conducted for a minimum period of one (1) day, and will be done either face-to-face or virtually. The scope of the assessment visit will be based on the accreditation tools reflected in the annexes of these guidelines.
- v. Public SWAs are exempted from paying the processing fee for accreditation;
- vi. If the assessor determines, after assessing the online application form and submitted documents and after conducting the assessment visit, that the applicant agency has met the set standards based on the accreditation tools, an electronic Certificate of Accreditation valid for three (3) years, signed by the Undersecretary supervising SB shall be issued. The electronic Certificate of Accreditation will itemize each accredited program and service of the applicant agency.

**B. Processing Time**

The processing time shall be seven (7) working days<sup>6</sup> starting from the filing of the application.

**C. Documentary Requirements**

<b>A. Organizational Structure/Policies &amp; Procedures</b>
1. Manual of Operation containing the minimum prescribed content per DSWD template (Annex C)
<b>B. Financial Requirement</b>
2. Work and Financial Plan for at least one (1) year duly signed by the Head of Agency using the DSWD template (Annex D)
3. Signed strategic plan

<sup>6</sup> Section 9 (B) of Republic Act No. 11032 or An Act Promoting Ease Of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and For Other Purposes

4. Duly accomplished financial report of the past year using the DSWD template (Annex E) certified true and correct by the either supervising Department Head or Center Head of the Agency
<b>C. Facility Standard</b>
5. For Residential-Based and Center-Based: <ul style="list-style-type: none"> <li>• Valid or Updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> <li>• Water Potability Certificate valid for the past three (3) months or Valid or Updated Sanitary Permit</li> <li>• Valid or Updated FSIC</li> </ul> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is same with the applicant's declared address.</i></p>
<b>D. Service Delivery &amp; Standard</b>
6. Caseload inventory using Annex F.
7. RLA Notarized Declaration Form Template (Annex N)
<i>*No need to submit if there have been no updates since the last submission. Documents shall be validated instead during assessment and/or monitoring visits.</i>

#### 4. Non-Compliance with Accreditation Requirements

If the SWA is assessed to be non-compliant with the criteria for accreditation, its operations shall be suspended for thirty (30) calendar days wherein a suspension order shall be issued and signed by the SB Director. The SWA must comply with the unmet requirements during the thirty (30) day suspension period and it will not be allowed to accept new beneficiaries.

Compliance of the SWA with the unmet requirements during the thirty (30) day suspension period will merit the lifting of the suspension order and the issuance of the electronic Certificate of Accreditation.

**For private SWAs**, non compliance will prompt the DSWD to amend the CRLTO to remove the unaccredited program/service/facility, and update the registry accordingly. This means that if the private SWA has only one program/service/facility, its CRLTO will automatically be revoked and the private SWA will be delisted from the registry.

**For public SWAs**, failure to comply will result in the delisting of the public SWA from the DSWD registry.

If the SWA has beneficiaries residing in the facility, the DSWD will proceed with their transfer to other DSWD accredited facilities.



To resume its operations, the SWA must re-apply and comply with the accreditation requirements.

## **X. PROCEDURE FOR AMENDMENT OF CRLTO AND CERTIFICATE OF ACCREDITATION**

1. Applications for amendment shall be done through DSWD HELPS.
2. The following are the grounds for amendment:
  - i. Change of name;
  - ii. Change of client category;
  - iii. Typographical error;
  - iv. Voluntary cessation of some areas of operation and/or programs and services;
  - v. Expansion of operations and/or areas of coverage; and
  - vi. Transfer of operations and/or facilities.
3. The documentary requirements, processing fees and processing days are reflected in Annex H of these guidelines.

## **XI. REPORTORIAL REQUIREMENTS**

SWDAs with CRLTOs and accredited SWD programs and services are required to submit the following reports not later than March 31 of the succeeding year through the DSWD HELPS:

1. For all SWDAs:
  - a. Annual accomplishment report using the DSWD template (Annex G); and
  - b. Financial report using the DSWD template (Annex E)
2. Additional reportorial for residential-based and center-based SWAs:
  - a. Valid or Updated Certificate of Occupancy (for new buildings) or Annual Building Inspection Certificate (for old buildings);
  - b. Water Potability Certificate valid for the past three (3) months or Valid or Updated Sanitary Permit; and
  - c. Valid or updated FSIC
3. Additional reportorial for community-based SWA:
  - a. Valid or updated FSIC

If the SWDA fails to submit any of the reportorial within the set period, its CRLTO, Certificate of Accreditation and operations shall be suspended for thirty (30) calendar days. It will not be allowed to accept new beneficiaries. The suspension order will be signed by the SB Director.

Submission of the lacking reports within the suspension period will merit the lifting of the suspension order.

Failure to submit within the suspension period will result in the automatic revocation of the CRLTO and/or Certificate of Accreditation, the delisting of the SWDA from the DSWD registry, and the transfer of the beneficiaries residing in the facility to other DSWD accredited facilities.

## **XII. INCENTIVES FOR REGISTERED, LICENSED AND ACCREDITED SWDAs**

### **1. Registered and Licensed SWDA:**

- a. Automatic membership in the ABSNet;
- b. Lesser documentary requirements when applying for a public solicitation permit; and
- c. Other incentives as deemed appropriate by the DSWD.

### **2. SWDAs with Accredited SWD Programs and Services**

In addition to the incentives of a registered and licensed SWDA, SWDAs with accredited SWD programs and services are entitled to the following:

- a. Eligibility for a certification for duty-exempt importation of foreign donations;
- b. Networks and linkages with other SWDAs;
- c. Participation in DSWD's capability building and skills enhancement;
- d. Recommendation for training programs provided by the DSWD Academy;
- e. Financial subsidy and cost of care, subject to availability of funds; and
- f. Other incentives as deemed appropriate by the DSWD.

## **XIII. MONITORING OF SWDAs**

### **1. Mode, Schedule and Scope**

The Standards Bureau and/or Standards Section staff shall conduct announced and/or spot monitoring visits based on the following schedule:

- a. Residential-based SWAs and CPAs: at least once on a semestral basis, focusing on case management
- b. Community-based, center-based SWAs and Auxiliary SWDAs: at least once annually, focusing on program implementation

### **2. Actual Monitoring Activity**

- a. SWDAs shall be monitored using the approved monitoring tool.
- b. If the SWDA fails to comply with the monitoring requirements for two (2) consecutive monitoring visits, their CRLTO, Certificate of Accreditation, if applicable, and their operations shall be suspended for thirty (30) calendar days. It will not be allowed to accept new beneficiaries. The suspension order will be signed by the SB Director.



Compliance with the unmet monitoring indicators within the thirty (30) day suspension period will merit the lifting of the suspension order.

Non-compliance with the unmet monitoring indicators within the thirty (30) day suspension period will prompt the DSWD to amend the CRLTO and/or Certificate of Accreditation and delete the non-compliant program or service.

If the SWDA has only one (1) program or service, its CRLTO and/or Certificate of Accreditation will be revoked. If the SWDA has beneficiaries residing in the facility, the DSWD will proceed with their transfer to other DSWD accredited facilities.

To resume its operations, the SWDA must reapply and comply with the requirements for registration, licensing and accreditation.

### **3. Post-Monitoring Visit**

A confirmation letter shall be sent to the SWDA within seven (7) working days from the monitoring visit.

## **XIV. MONITORING OF UNREGISTERED AND UNLICENSED AGENCIES**

1. Upon receipt of information that an unregistered and unlicensed agency is operating, the Standards staff will conduct a monitoring visit and provide technical assistance to the SWDA.
2. The agency has to apply for a CRLTO within thirty (30) days upon the provision of technical assistance by the DSWD.
3. During the said thirty-day period, the agency's operations will be suspended. It will not be allowed to accept new beneficiaries. A letter to this effect will be signed by the SB Director.
4. Non-application for a CRLTO will prompt the DSWD to proceed with the arrangements for the closure of the agency.

## **XV. HANDLING OF COMPLAINTS AGAINST SWDAS**

### **1. Complaint**

- A. Who may file a Complaint.** - Any of the following may file a complaint:
- a.1. The offended party;
  - a.2. The parent or legal guardian in behalf of the affected beneficiary;
  - a.3. An ascendant or collateral relative of the beneficiary within the third degree of affinity or consanguinity;
  - a.4. An employee of the DSWD or other government agency;
  - a.5. An employee of a SWDA;
  - a.6. A barangay chairperson; or
  - a.7. Any person who has personal knowledge of the act or omission being complained.

A complaint may also be filed by a Standards Bureau/Section staff in the form of an observation from an assessment or monitoring visit.

**B. Grounds for the Filing of Complaint.** – The following are the grounds to file a complaint against a SWDA:

- b.1. Mismanagement of funds;
- b.2. Improper case management;
- b.3. If the SWDA was proven guilty by an administrative agency or court, and such final judgment affects the operations of the SWDA and/or the welfare of the beneficiaries;
- b.4. Use of SWDA for immoral or illegal purposes (eg. trafficking, gambling, prostitution, money laundering, terrorist financing);
- b.5. Physical, verbal and/or sexual abuse cases are reported in the SWDA;
- b.6. Injury or death occurred to a SWDA beneficiary due to poor management;
- b.7. Falsification of documents submitted to the DSWD; and
- b.8. Presence of fire hazards and/or other similar imminent dangers as determined by the LGU Building Official or the Bureau of Fire Protection (BFP).

**C. Requisites of Valid Complaint.**

- c.1. For a complaint to be valid, **except for anonymous complaint**, it must meet the following requirements:
  - a. It shall be in **writing** and **subscribed** by the complainant and shall contain the following:
    - i. Full name, contact details of the complainant;
    - ii. Full name of the respondent SWDA, and where applicable, the full name and position of any personnel of such SWDA;
    - iii. A narration of the relevant and material facts that shows the act or omission allegedly committed by the respondent;
    - iv. Copies of documentary evidence and affidavits of witnesses, if any.
- c.2. The mere absence of any of the aforementioned requirements is a ground for the dismissal of the complaint without prejudice to its refile upon compliance with the same.

**D. Anonymous Complaint.** – Complaints may be filed anonymously provided that it must contain factual allegations and verifiable leads or accompanied by documentary evidence.

**E. Where to File a Complaint.** – Complaint shall be filed with the DSWD-Standards Bureau (SB), through any of the following means:

- e.1. Personal filing;
- e.2. Registered mail;
- e.3. Private courier; or



- e.4. Electronic mail (e-mail) at SB's official e-mail address, and the same shall be conditionally accepted, therefore, the original copy thereof must be submitted to the DSWD on or before the scheduled first Preliminary Conference. Failure to submit the original copy of the complaint shall be a ground for dismissal without prejudice to its refiling.

## F. Action on the Complaint

- f.1. The complaint, which is **sufficient in form and in substance**, shall be endorsed by the SB, within three (3) days from receipt, to the **DSWD-Review Committee (RC)**.

### f.2. Composition of the Review Committee

The RC shall consist of the following members, to be assisted by SB division in charge of enforcement and monitoring as secretariat:

- i. **Chairperson:** Assistant Secretary supervising the Standards Bureau
- ii. **Vice-Chairperson:** Director or Officer-in-Charge of the Legal Service
- iii. **Permanent Members:** Director or alternate representative with a plantilla position officer level from SB, Program Management Bureau (PMB), Financial Management Service (FMS), and one Area-Based Standard Network (ABSNET) representative.

The following shall be **disqualified** as part of the RC:

- i. Parties to the complaint, whether as complainant or respondent;
  - ii. Those with pecuniary or material interest in the case;
  - iii. Those related to any officer of the SWDA within the fourth degree of consanguinity or affinity; and
  - iv. Those who may have other conflict of interest.
- f.3. Upon receipt of the complaint from SB, the Review Committee (RC) shall conduct a **PRELIMINARY CONFERENCE** for a maximum two (2) hearings.

## 2. Rules on filing and service of pleadings, judgments and other papers

- A. **Filing and service, defined.** Filing is the act of submitting the pleading or other paper to the DSWD. Service is the act of providing a SWDA with a copy of the pleading or other DSWD submission. If a SWDA has appeared by counsel, service upon such SWDA shall be made upon its counsel or one of them.

### B. Filing shall be made by:

- a.1. Submitting personally the original thereof to the DSWD;
- a.2. Sending via registered mail to DSWD registered address;
- a.3. Transmitting via electronic mail to SB's official email.

- C. Service of pleadings, motions, notices, orders, judgments and other DSWD submissions shall be made by:
- a.1. Personal service: by personal delivery of a copy to the SWDA or its authorized representative, or by leaving it in its office with the clerk or with a person having charge thereof
  - a.2. Service by mail: by depositing the copy in the post office, in a sealed envelope, plainly addressed to the SWDA or its counsel
  - a.3. Service by electronic means: by sending an e-mail to the SWDA or its counsel's e-mail address
- D. Service of judgments, final orders or resolutions shall be done by serving it either personally or by registered mail.

### 3. Preliminary Conference

- A. **Notice of Preliminary Conference.** — Not later than fourteen (14) days after the complaint is filed, RC shall issue a **NOTICE OF PRELIMINARY CONFERENCE** which:

- a.1. Furnishes the respondent with a copy of the complaint and its attachments;
- a.2. Schedules the conferences for two (2) settings, provided that the first and second hearings are scheduled at least one (1) week apart; and
- a.3. Orders the respondent to submit its VERIFIED ANSWER before or during the first scheduled hearing of the preliminary conference.

- B. **Appearance of Parties.** — The failure of the complainant to appear in the preliminary conference shall be a cause for the dismissal of the complaint.

If the respondent SWDA fails or refuses to appear or not represented by authorized representative or counsel, the RC motu proprio shall render its Resolution as may be warranted by the facts alleged in the complaint and limited to what is prayed for therein.

- C. **Preliminary Conference.** During the preliminary conference, parties shall appear, consider and agree on the following matters, including but not limited to:

- c.1. The stipulations or admissions of the parties;
- c.2. Simplification of issues;
- c.3. A clear specification of material facts which remain controverted;
- c.4. Date for the second and final setting of preliminary conference, if necessary;
- c.5. Whether, on the basis of the complaint and the stipulations and admissions made by the parties, decision may be rendered without the need of further proceedings, in which case shall be submitted for decision;
- c.6. Compliance/s that the SWDA should undertake; and
- c.7. Such other matters intended to expedite the disposition of the case.



- D. **Order of Preliminary Conference, Compliance** — Immediately after the preliminary conference, the RC shall issue a Preliminary Conference Order stating therein the matters taken up and agreed upon during the conference/s and directing the parties to simultaneously file their respective verified position papers.

If during the Preliminary Conference, the RC finds that the complaint can be resolved through the compliance by SWDA to the required and established standards, the RC shall direct the SWDA to comply thereto within a certain period. Upon timely compliance of the SWDA, as validated by the Standards Bureau/Section, the RC shall submit the case for its Resolution. However, if the SWDA fails to comply within the prescribed period, the case shall proceed as provided in the succeeding sections.

- E. **Submission of position papers.** — Upon termination of Preliminary Conference or if SWDA fails to undertake the compliance mentioned in the preceding item, the RC shall order the parties to simultaneously submit their respective verified position papers not later than seven (7) days from the final date of conduct of preliminary conference. The position paper shall set forth the law and the facts relied upon by them, and shall include the affidavits of their witnesses and other evidence on the factual issues identified during the preliminary conference.
- F. **Nature of Proceedings before RC.** — The proceedings before the RC shall be non-litigious in nature. Subject to the requirements of due process, the technicalities of law and procedure and the rules obtaining in the courts of law shall not strictly apply thereto. The RC may avail themselves of all reasonable means to ascertain the facts of the controversy speedily, including ocular inspection and examination of well-informed persons. The RC shall take control of the proceedings, and shall limit the presentation of evidence to matters relevant to the issue(s) before them and necessary for a just and speedy disposition of the case.

#### 4. Rendition of Decision

- A. **Resolution of RC.** — Within thirty (30) calendar days from the receipt of the position papers, or upon the expiration of the period to file the same even if no position paper is filed, the RC shall submit its Resolution to the Secretary.
- B. **Rendition of Decision.** — Within thirty (30) days upon receipt of the Resolution of RC, the Secretary shall render a Decision.
- C. **Finality and Execution of Decision.** — The decision of the Secretary shall be final and executory within fifteen (15) days upon receipt, unless a motion for reconsideration is seasonably filed.

#### 5. Motion for Reconsideration

- A. **Filing of Motion for Reconsideration (MR).** — Except for decisions arrived from amicable settlement, the SWDA may file a Motion for Reconsideration before the Office of the Secretary (OSEC) within ten (10)



calendar days from receipt of the decision. The OSEC shall immediately endorse the MR to RC for Resolution.

- B. **Grounds.** — To perfect an MR, it must point out specifically the findings or conclusions of the decision which are not supported by evidence or which are contrary to law, making express reference to the testimonial or documentary evidence or to the provisions of guidelines or law alleged to be contrary to such findings or conclusions.
- C. **Resolution to MR.** — Within ten (10) calendar days from the receipt of MR, the RC shall submit its Resolution to the Secretary recommending whether the MR shall be granted or denied.
- D. **Failure to file MR.** — Failure to file an MR within the reglementary period shall render the decision final and executory.
- E. **Stay of the execution of decision.** — The pendency of on MR filed on time shall stay until the execution of the Decision sought to be reconsidered.

## 6. Cease and Desist Order (CDO)

- A. **Nature, Effectivity and Validity of Cease and Desist Order.** — A Cease and Desist Order is an order issued by the DSWD against a SWDA at any stage of the proceeding prior to decision when it is established that there exists an imminent danger to the beneficiaries of a resident facility. A CDO is a mere preventive measure pending resolution of the complaint. The CDO shall be immediately effective upon its service to the SWDA and the SWDA shall be ordered to cease and desist from further operations for a maximum period of thirty (30) days. The beneficiaries of the resident facility will be placed under the protective custody of the DSWD.
- B. **Conduct of Fact-Finding Investigation, Exception** — Upon receipt of the complaint and SB finds that there is reasonable ground to believe that based on the allegations therein, there exists an imminent danger to the beneficiaries of a resident facility, the SB shall immediately conduct a Fact-Finding Investigation which includes, but not limited to, ocular visits, inspection of documents, and interviews. The investigation must be completed not later than three (3) days from the receipt of the complaint.
- C. **Fact-Finding Investigation Report.** — Within two (2) days from the termination of Fact-Finding Investigation, SB shall submit its report to the Review Committee.
- D. **Issuance of the Cease and Desist Order (CDO).** — The RC shall issue, within twenty-four (24) hours upon receipt of the Fact-Finding Investigation Report, its Resolution limited to the issue of whether or not a Cease and Desist Order should be issued against the SWDA.

If the RC recommends for the issuance of CDO, the Resolution shall be forwarded to the Secretary for his/her issuance of a CDO, without the necessity of a prior hearing. The issuance of the CDO shall not affect the proceedings of the case as discussed above.



If the RC recommends otherwise, the proceedings shall proceed as discussed in the preceding sections.

- E. **Possibility of Injury or Loss of Life** — In case of imminent danger, i.e. where there is a clear possibility of injury or loss of life to the occupants of the SWDA, upon receiving the complaint, if the SB finds reasonable grounds to believe that the allegations warrant it, the Secretary of the DSWD may immediately issue a CDO.

## 7. Offenses subject to revocation of CRLTO and Certificate of Accreditation

- A. For deliberation of the RC: the Decision revoking the CRLTO and Certificate of Accreditation will be signed by the Secretary

- a.1. Mismanagement of funds;
- a.2. Improper case management;
- a.3. If the SWDA was proven guilty by an administrative agency or court, and such final judgment affects the operations of the SWDA and/or the welfare of the beneficiaries;
- a.4. Use of SWDA for immoral or illegal purposes (ex: trafficking, gambling, prostitution, money laundering, terrorist financing);
- a.5. Physical, verbal and/or sexual abuse cases are reported in the SWDA;
- a.6. Injury or death occurred to a SWDA beneficiary due to poor management; and
- a.7. Falsification of documents submitted to the DSWD.

- B. For automatic revocation: the Notice of Revocation will be signed by the Undersecretary supervising the SB

- b.1. Presence of fire hazards and/or other similar imminent dangers as determined by the LGU Building Official or the BFP;
- b.2. If the SWDA was found not operating upon its assessment or monitoring visit;
- b.3. Revocation of the SWDA's Certificate of Incorporation by the SEC or any regulatory agency that gives it juridical personality to operate within the Philippines;
- b.4. If the SWDA fails to comply with the accreditation standards after the given thirty (30) calendar day suspension period;
- b.5. If the SWDA fails to satisfy monitoring requirements after the given thirty (30) calendar day suspension period; and
- b.6. If the SWDA was found not operating mainly and generally within the purview of SWD, during monitoring visits.

## 8. Grounds for delisting from DSWD registry

- A. Voluntary decision of the SWDA to cease its operations: SWDA must submit a report to SB at least twenty one (21) working days prior to its closure. The report must indicate the reasons for its closure, the status of

cases and records of their beneficiaries, and its turnover and transition plan. Other records to be submitted are its statement of assets and liabilities, board resolution on dissolution, and its current financial status;

- B. SWAs with valid CRLTO but without valid Certificate of Accreditation;
- C. SWDAs without valid CRLTO and/or Certificate of Accreditation; and
- D. SWDAs with revoked CRLTO and/or Certificate of Accreditation.

## **9. Rules on blacklisting**

- A. Grounds for blacklisting applicant agency to apply for a CRLTO and Certificate of Accreditation, as ordered under the Decision signed by the Secretary or the Notice of Revocation signed by the Undersecretary supervising the SB:
  - a.1. Mismanagement of funds;
  - a.2. Improper case management;
  - a.3. If the SWDA was proven guilty by an administrative agency or court, and such final judgment affects the operations of the SWDA and/or the welfare of the beneficiaries;
  - a.4. Use of SWDA for immoral or illegal purposes (ex: trafficking, gambling, prostitution, money laundering, terrorist financing);
  - a.5. Physical, verbal and/or sexual abuse cases are reported in the SWDA;
  - a.6. Injury or death occurred to a SWDA beneficiary due to poor management;
  - a.7. Falsification of documents submitted to the DSWD; and
  - a.8. Presence of fire hazards and/or other similar imminent dangers as determined by the LGU Building Official or the BFP.
- B. Ground for disqualifying an applicant agency from applying for a CRLTO and Certificate of Accreditation: if fifty percent (50%) or more of its officials or key personnel have been officials or key personnel of a previously blacklisted SWDA.
- C. The applicant agency can apply for the lifting of the blacklisting or disqualification order by submitting a letter request, addressed to the Secretary, stating the following:
  - c.1. That fifty percent (50%) or more of its officials or key personnel have been replaced; and
  - c.2. The actions taken by the SWDA to resolve the reason for the revocation of its CRLTO and Certificate of Accreditation.

## **10. Institutional arrangements for closure and filing of court case against a SWDA**

- A. Standards Bureau



- a.1. Provide all pertinent documents needed for the official filing of the case against the concerned SWDA;
- a.2. Act as complainant against the concerned SWDA;
- a.3. Testify in court hearings/trials as the complainant, if deemed needed;
- a.4. Coordinate the closure of the SWDA with the Legal Service, PMB, Field Office, and the LGU; and
- a.5. Continually provide technical assistance to the SWDA.

B. Field Office

- b.1. Coordinate the closure of the SWDA with the SB, PMB and the LGU that has jurisdiction over the SWDA;
- b.2. Continually provide technical assistance to the SWDA;
- b.3. Transfer the beneficiaries of concerned SWDAs to be closed to DSWD facility/ies and extend assistance to the receiving SWDA for the continuity of the case management of the transferred beneficiaries; and
- b.4. Prepare the request for budget augmentation for transferred beneficiaries' cost of care.

C. Program Management Bureau (PMB)

- c.1. To be informed on the list of SWDAs for closure and beneficiaries for transfer to DSWD facility/ies as reference for the allocation of the cost of care.

D. Legal Service

- d.1. Provide technical assistance to SB in the filing of court cases against non-compliant SWDAs. Such technical assistance shall include preparation of the complaint-affidavit/s, affidavits of witnesses including the supporting documents as evidence to be provided by SB.
- d.2. Endorse the complaint to the Office of the Solicitor General (OSG) for the filing of appropriate case to court and for legal representation in court.

## 11. Penalties for SWDAs that operate without a license

Under Section 27, Rule V of the Implementing Rules and Regulations of RA No. 4373, as amended by RA No. 10847, any person, corporation or entity operating as a SWDA, without the corresponding valid Certificate of Registration and License to Operate issued by the DSWD shall be penalized with a fine of not less than one hundred thousand pesos (P100,000.00) but not more than five hundred thousand pesos (P500,000.00) and/or imprisonment for not less than one (1) year but not more than three (3) years, at the discretion of the court. These penalties shall be without prejudice to the seizure of equipment, instruments and other facilities of the SWDA.

## 12. Applicability of the Rules of Court

The Rules of Court shall apply in a suppletory character, insofar as they are not inconsistent herewith and whenever practicable and convenient.

## XVI. OTHER ACTIVITIES ON REGULATORY SERVICES

1. As delegated by the Secretary, the Undersecretary supervising SB shall have the authority to approve amendments to the annexes and to issue advisories or clarificatory memoranda related to the implementation of these guidelines.
2. SB and the field offices will provide orientations and technical assistance sessions to applicant agencies, and will inform them about the relevant training they can avail from the DSWD Academy.

## XVII. TRANSITORY PROVISIONS

Applications for registration, licensing, and accreditation (RLA) are set on the following schedules:

### A. For Public SWAs:

1. A newly established public SWA shall create an account and apply for accreditation through the DSWD HELPS within twenty-one (21) working days from the start of their operations.
2. Public SWAs that are already engaged and/or with expired certificates from the old guidelines must also create an account and apply for accreditation within twenty-one (21) working days from the effectivity date of these guidelines.
3. Public SWAs with issued Certificate of Accreditation under DSWD HELPS shall apply for renewal twenty-one (21) working days prior to the expiration of its certificate.

### B. For Private SWAs

1. SWDAs with valid License to Operate issued under DSWD AO 16, s. 2012, DSWD MC 17, s. 2018 and DSWD MC 21, s. 2022 are considered valid until the expiration date, as indicated in the DSWD-issued certificate, and shall continue to be recorded in the registry of SWDAs. However, on or before twenty-one (21) working days prior to the expiration of its DSWD-issued certificate, the SWDA must file for the application for RL through DSWD HELPS.
2. SWAs with valid RL certificates under the old guidelines but are not yet accredited shall file an application for Certificate of Accreditation through



the DSWD HELPS twenty-one (21) days after the effectivity of these guidelines.

Application for the accreditation of Senior Citizens Center shall be processed under MC No. 21 series of 2022 while awaiting the accreditation guidelines by the National Commission of Senior Citizens (NCSC).

All pending fact-finding investigations and FORC cases will be endorsed to the SB within one (1) month after these guidelines take effect. Cases with Motion for Reconsideration and/or with appeal in the FO level shall remain in the FO until such time it has been resolved.

### **XVIII. REPEALING CLAUSE**

These guidelines shall supersede the following DSWD issuances:

1. MC No. 17, series of 2010's provision on the monitoring of registered, licensed and accredited SWDAs;
2. MC No. 26, series of 2014;
3. MC No. 16, series of 2018;
4. MC No. 17, series of 2018;
5. MC No. 01, series of 2020;
6. MC No. 21, series of 2022; and
7. All other DSWD issuances which are inconsistent with the same.

### **XIX. EFFECTIVITY**


This Circular shall take effect after fifteen (15) days from the date of publication in the Official Gazette or in a newspaper of general circulation.

These guidelines shall also be published at the DSWD official website and certified true copy hereof shall be deposited with the University of the Philippines Law Center.

Issued in Quezon City, Metro Manila.

  
**REX GATCHALIAN**  
Secretary  
Date: 08 MAY 2024

**Certified True Copy**

  
**MYRNA H. REYES**  
Administrative Officer V  
Records and Archives Mgt. Division

**13 MAY 2024**

## LIST OF ANNEXES

- Annex A. Worker-Beneficiary Ratio
- Annex B. Minimum Staffing Requirements
- Annex C. Manual of Operations Prescribed Content
- Annex D. Work and Financial Plan Template
- Annex E. Financial Report Template
- Annex F. Caseload Inventory Template
- Annex G. Annual Accomplishment Report Template
- Annex H. Requirements for Amendment and/or Replacement of Certificates of Registration, License, and Accreditation
- Annex I. Application Form for Registration and Licensing
- Annex J. Application Form for Accreditation of SWD Programs and Services
- Annex K. Assessment Tool for Registration and Licensing of SWDAs
- Annex L. Profile of Employees Template
- Annex M. Profile of Clients/Beneficiaries Template
- Annex N. RLA Notarized Declaration Form Template
- Annex O. Process Flowchart for Registration and Licensing
- Annex P. Process Flowchart for Accreditation of SWD Programs and Services
- Annex Q. Process Flowchart for Monitoring of Registered, Licensed and/or Accredited SWDAs
- Annex R. Flowchart of Proceeding for Handling of Complaints



## WORKER-BENEFICIARY RATIO

### A. STANDARD RATIO OF FULL TIME RSW FOR RESIDENTIAL-BASED:

For individual casework:

- 1:25 children for placement (applicable to nursery homes, and reception and study centers)
- 1:20 Children in Need of Special Protection (CNSP) and persons in crisis needing case work
- 1:15 Children in Conflict with the Law (CICL)
- 1:60 children for independent living, education purposes, temporary residential care due to crisis circumstances at home
- 1:25 disadvantaged women/Internally Displaced Persons (IDPs)
- 1:15 women with dependents
- 1:25 senior citizens
- 1:15 persons with disabilities

For group work:

- 1:3 groups at a time (five (5) to seven (7) members - based on Social Work with Groups: Structural Properties of groups)

For work with families:

- 1:5 families at a time, either for casework or group work.

*Social Welfare Assistant (SW Assistant): In excess of at least 50% of the standard ratio for RSWs, the SW Assistant shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.*

### B. STANDARD RATIO OF FULL TIME RSW FOR CENTER-BASED:

- 1:30 beneficiaries for National Vocational Rehabilitation Center (NVRC), Area Vocational Rehabilitation Centers (AVRCS) and other Centers providing similar Programs and Services for persons with disabilities (PWDs)
- 1:30 beneficiaries for Stimulation and Therapeutic Activity Centers (STACS), Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services for children with disabilities
- 1:25 beneficiaries for Reception and Action Centers (RAC), Drop-In Centers and other centers providing similar Programs and Services for children in street situations (CISS)
- 1:25 at a time for Violence Against Women and Children (VAWC) and victim-survivors of trafficking

*SW Assistant: In excess of at least 50% of the standard ratio for RSWs, the SW Assistant shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.*

### C. STANDARD RATIO OF RSW / PROGRAM OFFICERS FOR COMMUNITY-BASED:

- I. A full-time RSW/Program Officer **OR** a part-time RSW/Program Officer, reporting for at least twenty-four (24) hours or not less than three (3) days a week, is assisted by an SW Assistant or appropriate number of trained volunteers shall simultaneously manage the following:
  - For agencies that implement generalist approach:

<ul style="list-style-type: none"> <li>○ 1:100 individuals for casework</li> <li>○ 1:5 groups with twenty-five (25) members each for group work</li> <li>○ 1:10 families with five (5) members each for family casework</li> <li>● For SWAs implementing Community Organizing / Community Development <ul style="list-style-type: none"> <li>○ 1:10 groups with a maximum of twenty-five (25) members each</li> <li>○ 1:4 communities of about one hundred (100) families each</li> </ul> </li> </ul> <p>II. A full-time RSW shall manage the following:</p> <ul style="list-style-type: none"> <li>● 1:20 beneficiaries for special cases, such as CNSP, CICL, Violence Against Women and Children (VAWC), survivors of trafficking, etc.</li> </ul> <p><i>SW Assistant: In excess of at least 50% of the standard ratio for RSWs/Program Officers, the SW Assistant shall assist in the case management of the excess caseload. However, only the RSW/Program Officer shall sign and submit pertinent documents.</i></p> <p>III. A full-time Adoption Social Worker<sup>1</sup> for Child Placement Agencies:</p> <ul style="list-style-type: none"> <li>a. 1:25 foster families with/without children placed in foster care program</li> <li>b. 1:25 Prospective Adoptive Parents for Adoption program</li> </ul>
<p><b>D. REQUIRED STAFF FOR AUXILIARY SWDA :</b></p> <ul style="list-style-type: none"> <li>□ At least one (1) full time Registered Social Worker/Community Development Worker/Community Organizer who is a graduate of BS Social Work, BS Community Development or other courses with similar course description.</li> </ul>

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<sup>1</sup> An Adoption Social Worker (ASW) is a person who is officially registered and licensed by the Professional Regulation Commission (PRC), as stated in Republic Act No. 9433, also known as the "Magna Carta for Public Social Workers." Ideally, this individual should have at least three years of experience dealing with alternative child care or adoption cases, or both. If the ASW is unavailable, an adoption para-social worker may be permitted to provide the necessary services. However, it is important to note that only duly registered and licensed social workers are authorized to sign and submit the relevant documents for child placement.



**MINIMUM STANDARDS, COMPETENCIES, AND QUALIFICATIONS REQUIRED FOR PERSONNEL/STAFF IN DIFFERENT SWDA SETTINGS**

<b>I. RESIDENTIAL-BASED SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES</b>	
<b>PERSONNEL / STAFF</b>	<b>COMPETENCIES AND QUALIFICATIONS STANDARDS</b>
Executive Director/Head of Agency	<p>One (1) per SWA with the following qualifications:</p> <ul style="list-style-type: none"> <li>• A graduate of any bachelor’s degree or four (4) year course or a registered social worker (RSW) with valid license;</li> <li>• At least eighty (80) hours of training on topics relevant to the services or skills needed to work with the beneficiaries of the agency</li> <li>• Three (3) years relevant experience on administration/management of social welfare agency or on area of major service delivery i.e. Children in Conflict with the Law (CICL), Children in Need of Special Protection (CNSP), and Women in Especially Difficult Situation (WEDC), livelihood management, etc. and</li> <li>• Three (3) years of general knowledge on facility management and the management of sector that they are catering</li> </ul>
Center Head	<p>For SWA with only one (1) facility, the Executive Director may also serve as the Center Head, following the required qualifications of the Executive Director.</p> <p>For SWA with two (2) or more facilities either in a different or the same locations, there should be one (1) Center Head for each center/facility.</p> <p>The Center Head shall have the following qualifications:</p>

\*Training from DSWD Academy - this requirement shall be implemented in the second (2nd) semester of 2025, in consideration of the transition period and absorptive capacity of the DSWD Academy. Hence, training earned from other service providers shall be accepted until the first (1st) Semester of 2025.

	<p><b>For Private SWA:</b></p> <ul style="list-style-type: none"> <li>● A RSW with valid license;</li> <li>● Attended at least two (2) days or sixteen (16) hours of relevant training; and</li> <li>● At least one (1) year supervisory/managerial experience or has earned units in SW or SW post-graduate studies with at least one (1) year experience in a related field.</li> </ul> <p><b>For Public SWA:</b></p> <ul style="list-style-type: none"> <li>● A RSW with valid license;</li> <li>● Three (3) years of relevant experience; and</li> <li>● Sixteen (16) hours of relevant training.</li> </ul> <p><b>For LGUs:</b></p> <ul style="list-style-type: none"> <li>● One (1) full-time personnel/staff per center/facility; and</li> <li>● At least a second-level position (supervisory) per EO 292 s. 1987</li> </ul>
Supervising Social Worker (as applicable)	<ul style="list-style-type: none"> <li>● A RSW with valid license;</li> <li>● At least eight (8) hours of relevant trainings;</li> <li>● Has at least one (1) year of supervisory experience in handling beneficiaries under care</li> </ul>
Social Workers (SWs) – number of SWs will depend on the type of beneficiaries and actual number of cases at any given time (refer to Annex A. Worker-Beneficiary Ratio and Other Staffing Requirements)	<ul style="list-style-type: none"> <li>● A RSW with valid license;</li> <li>● One (1) year of relevant experience; and</li> <li>● Four (4) hours of relevant training in handling cases/managing cases/casework etc.</li> </ul>
Social Welfare Assistant (SW Assistant)	<p><b>For Private SWA:</b></p> <ul style="list-style-type: none"> <li>● Completion of two (2) years of studies in college preferably B.S. Social Work;</li> <li>● One (1) year relevant experience; and</li> </ul>

\*Training from DSWD Academy - this requirement shall be implemented in the second (2nd) semester of 2025, in consideration of the transition period and absorptive capacity of the DSWD Academy. Hence, training earned from other service providers shall be accepted until the first (1st) Semester of 2025.



	<ul style="list-style-type: none"> <li>• Attended one (1) training in handling cases/managing cases/casework etc. from the DSWD Academy.*</li> </ul> <p><b>For Public SWAs:</b> Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees)</p> <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Adoption Para-social worker	<ul style="list-style-type: none"> <li>• At least two (2) years experience in the field of social work; and</li> <li>• Attended one (1) training in handling alternative child care/adoption from the DSWD Academy.*</li> </ul> <p>Note: In excess of at least 50% of the standard ratio for RSWs, the Adoption Para-social worker/SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Administrative Staff/ Supervisor and/or Supervising House parents (as applicable)	<p><b>For Private SWA:</b></p> <ul style="list-style-type: none"> <li>• Graduate of four (4) year course</li> <li>• At least one (1) year of relevant experience or supervisory experience; and</li> <li>• Eight (8) hours of relevant training</li> </ul> <p><b>For Public SWAs:</b> Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees)</p>
Houseparent (HPs)	<ul style="list-style-type: none"> <li>• High school graduate provided that he/she has training in house parenting from the DSWD Academy;* or</li> <li>• A high school level but has been employed with the SWA for more than two (2) years shall be considered, provided he/she has training on house parenting from the DSWD Academy* and has at least a very satisfactory rate on performance evaluation.</li> </ul>

\*Training from DSWD Academy - this requirement shall be implemented in the second (2nd) semester of 2025, in consideration of the transition period and absorptive capacity of the DSWD Academy. Hence, training earned from other service providers shall be accepted until the first (1st) Semester of 2025.

	<p>One per eight (8) hour shift, exclusive of time for work break. <i>(In compliance with Labor Law and CSC guidelines)</i></p> <p>In excess of a regular 40/48 working hours per week, for government/private SWA's respectively, a corresponding compensation or day-off shall be remunerated based on the actual number of hours served/rendered.</p> <p>Stay-in staff may be considered, provided that the core working hours per week are 40/48 hours only.</p> <p><b><u>Applicable only during national health / disaster emergencies:</u></b></p> <p>24-hour shift per HP may be allowed to prevent or lessen any threat of contagion or in the exigency of work. Further, HPs should not be on duty for two (2) consecutive days on a 24-hour shift of duty to ensure that they are rested and in good physical/mental condition for their next duty. Likewise, the corresponding compensation must be provided based on the number of hours served/rendered.</p> <p>Stay-in staff may be considered, provided that the core working hours per week are 40/48 hours only given the set-up.</p>
<p>Cook/s</p> <p>Most applicable to facilities catering to Child Care Agency (CCAs), Senior Citizens</p>	<p>At least Elementary School Graduate with at least one (1) year of experience.</p> <p>Note: At least one (1) per center/facility, except for those catering to older beneficiaries who are at the age of majority and can perform the tasks as part of their daily activities.</p>
<p>Security Guard/s (mandatory for facilities handling CACL with court cases)</p>	<ul style="list-style-type: none"> <li>● Licensed security guard with at least forty (40) hours of training/seminars in handling specific types of beneficiaries under care.</li> <li>● One (1) per 12-hour shift with one (1) reliever</li> <li>● He/she has a basic orientation on gender and development and Child/Client Protection Policy with conformity.</li> </ul>

\*Training from DSWD Academy - this requirement shall be implemented in the second (2nd) semester of 2025, in consideration of the transition period and absorptive capacity of the DSWD Academy. Hence, training earned from other service providers shall be accepted until the first (1st) Semester of 2025.



<p>Other program and administrative staff</p>	<p>Completed the required training, education, degree or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWA's written policies.</p> <p><b>For Nurse or Nursing Assistant:</b></p> <ul style="list-style-type: none"> <li>● At least part time/ in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs;</li> <li>● A graduate of Bachelor of Nursing with relevant experience; or a certificate of completion as Nursing Assistant or at least high school graduate with completed basic training course on health care.</li> </ul> <p>OR</p> <p><b>For Full time Nursing Assistant or Full-time Nurse:</b></p> <ul style="list-style-type: none"> <li>● With full time employed or in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs</li> <li>● A Registered Nurse (RN) with valid license with at least one (1) year relevant experience or A Certified Nursing Attendant (CNA) with at least one (1) year relevant experience</li> </ul> <p><b>For Psychologist and/or Psychometrician:</b></p> <ul style="list-style-type: none"> <li>● At least part-time/ in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs</li> <li>● Psychologist: A graduate of B.S. in Psychology with a valid license, has at least one (1) year relevant experience and four (4) hours relevant training</li> <li>● For Psychologist Position under public SWDA: A Master's Degree in Psychology (<i>per CSC MC 14 series of 2019</i>)</li> <li>● For Psychometrician: A graduate of B.S. in Psychology with valid license and has at least one (1) year relevant experience</li> </ul>
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\*Training from DSWD Academy - this requirement shall be implemented in the second (2nd) semester of 2025, in consideration of the transition period and absorptive capacity of the DSWD Academy. Hence, training earned from other service providers shall be accepted until the first (1st) Semester of 2025.

<b>II. CENTER-BASED SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES</b>	
<b>PERSONNEL/ STAFF</b>	<b>COMPETENCIES AND QUALIFICATION STANDARDS</b>
Executive Director/Center Head/ Head of the Agency	<p>For SWA with only one (1) facility, the Executive Director may also serve as the Center Head, following the required qualifications of the Executive Director.</p> <p>For SWA with two (2) or more facilities either in a different or same locations, there should be one (1) Center Head for each center/facility.</p> <ul style="list-style-type: none"> <li>● A graduate of any bachelor’s degree or 4-year course or a RSW with valid license;</li> <li>● At least eighty (80) hours of training on topics relevant to the services or skills needed to work with the beneficiaries of the agency;</li> <li>● Three (3) years relevant experience on administration/management of social welfare agency or on area of major service delivery i.e. CNSP, WEDC livelihood management, etc. providing center-based SWD programs and services; and</li> <li>● Three (3) years of general knowledge on facility management and the management of sector that they are catering</li> </ul> <p>For LGUs:</p> <ul style="list-style-type: none"> <li>● 1 full-time personnel/staff per center/facility; and</li> <li>● At least a second-level position (Supervisory) per EO 292 s. 1987</li> </ul> <p>However, specific qualifications shall apply on these types of centers:</p>

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	<ul style="list-style-type: none"> <li>• For Reception and Action Centers (RAC), Drop-In Centers and other centers providing similar programs and services, three (3) years relevant experience in social welfare administration or administration/management or on area of major service delivery i.e. crisis intervention, handling, processing and rehabilitation of victims of violence and abuse, trafficking and displacement, crisis management; etc.</li> <li>• For National Vocational Rehabilitation Center (NVRC), Area Vocational Rehabilitation Centers (AVRCS) and other centers providing similar programs and services, three (3) years experience as manager, administrator or head of a SWDA, center or institution.</li> </ul>
<p>Program or Administrative Head/ Supervisor</p>	<p><b>For Private SWA:</b></p> <p>Program Head or Supervisor, a RSW with valid license, with at least one (1) year of accumulated supervisory experience in social welfare and development; or</p> <p>The Administrative Supervisor must have at least one (1) year of relevant supervisory experience.</p> <p><b>For Public SWA:</b></p> <ul style="list-style-type: none"> <li>• Bachelor’s degree relevant to the job,</li> <li>• Two (2) years of relevant experience;</li> <li>• Eight (8) hours of relevant training;</li> <li>• Career service (professional)/2nd level eligibility, or if SW, an RSW with valid license.</li> </ul> <p>However, specific qualifications shall apply to these types of centers:</p> <ul style="list-style-type: none"> <li>• For RAC, Drop-In Centers and other centers providing similar programs and services, Program or Administrative Head/ Supervisor is a bachelor’s degree holder with at least three (3) years supervisory experience in social welfare and development.</li> <li>• For NVRC, AVRCS and other centers providing similar programs and services, Program or Administrative Head/ Supervisor is a bachelor’s degree holder with at</li> </ul>

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	least three (3) years supervisory experience in social welfare and development.
Program Officer/ Social Worker/Social Welfare Officer	<ul style="list-style-type: none"> <li>• The center’s social worker/program officer is a RSW with valid license;</li> <li>• Has one (1) year of experience in managing related cases; and</li> <li>• Four (4) hours of relevant training</li> </ul>
Social Welfare Assistant/s / Program Assistant/s	<p><b>For Private SWA:</b></p> <ul style="list-style-type: none"> <li>• Completion of two (2) years studies in College preferably B.S. Social Work;</li> <li>• One (1) year relevant experience; and</li> <li>• Attended one (1) training in handling cases/managing cases/casework etc. from the DSWD Academy.*</li> </ul> <p><b>For Public SWA:</b></p> <ul style="list-style-type: none"> <li>• Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees)</li> </ul> <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Manpower Development Officer/s	<p><b>For Private SWA:</b></p> <ul style="list-style-type: none"> <li>• A bachelor’s degree holder;</li> <li>• Has an existing TESDA License and Trainer’s Certificate</li> <li>• With one (1) year experience in the manpower development program or in centers like the NVRC, AVRC and other Centers providing similar programs and services.</li> </ul> <p><b>For Public SWA:</b></p> <ul style="list-style-type: none"> <li>• A bachelor’s degree holder;</li> <li>• With one (1) year relevant experience in centers like the NVRC, AVRC and other Centers providing similar programs and services.</li> <li>• With four (4) hours of relevant training; and</li> <li>• Career service (professional)/ 2nd level eligibility.</li> </ul>
Psychologist	As employed or accessed by the center, the psychologist is a Registered Psychologist (RPsy) with at least one (1) year of accumulated experience in handling the center’s cases.

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Psychometrician	As employed or accessed by the center, the psychometrician is a Registered Psychometrician (RPm) with at least one (1) year experience in the academe or handling cases similar to the center's cases.
Medical/ Dental Personnel	As employed or accessed by the center, the medical/dental personnel must have completed the required education/degree and obtained the appropriate license or eligibility as required by this position/function.
Physiatrist or Physical Medicine and Rehabilitation Physician	As needed, the center accesses the services of duly registered Physiatrist or Physical Medicine and Rehabilitation Physician for centers like the Stimulation and Therapeutic Activity Centers (STACS), Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Development Pediatrician	As needed, the center accesses the services of a duly registered Developmental Pediatrician for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Physical Therapist	As employed or accessed by the center, the Physical Therapist or other allied professionals has the required and valid license (e.g. Registered and Licensed Physical Therapist) with at least one (1) year of experience in providing therapy sessions. <ul style="list-style-type: none"> <li>• For STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services, the center engages the full-time services of a RPT with at least one (1) year experience in working with persons with physical/intellectual disabilities.</li> </ul>
Occupational Therapist	As needed, the center engages the services of a registered and licensed occupational therapist (OT) for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.

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Special Education Teacher	As needed, the center engages the services of a licensed Special Education Teacher (SPED) Teacher. Support staff have the required training or license necessary for their job/function (i.e. driver's license, TESDA certificate/s) for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Speech Therapist	As needed, the center engages the services of a licensed speech therapist for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Houseparent/s (as necessary)	<ul style="list-style-type: none"> <li>• High school graduate, provided that she/he has training in houseparenting from the DSWD Academy; or</li> <li>• A high school level but has been employed with the SWA for more than two (2) years shall be considered, provided he/she has training on house parenting and has at least a very satisfactory rate on performance evaluation.</li> </ul>
Cook/s (as applicable)  Most applicable to facilities catering to infants and toddlers- i.e Child Caring Agency (CCAs)	<p>As needed, the center engages the services of cook/s who is/are at least Elementary School Graduate with at least 1 year of experience.</p> <p>Note: One Cook (1) per Center/facility, except for those catering to older residents who are at the age of majority and can perform the tasks as part of their daily activities.</p>
Program and Administrative Support staff	<p>For Private SWA:</p> <p>Program and Administrative support staff must have completed the required education/degree as required by the position/function (i.e. Secretarial Science for clerk, B.S. Accounting, Banking or Finance for bookkeepers).</p> <p>For Public SWA:</p> <p>Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees).</p>
Other support staff	<p>For Private SWA:</p> <p>Must have the required training or license necessary for his/her job/function (i.e. driver's license, TESDA certificate/s).</p>

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	<p>For Public SWA: Compliant with the requirements for the position, as prescribed by the Civil Service Commission, e.g.:</p> <ol style="list-style-type: none"> <li>a. Manpower Development Assistant: Completion of 2 years studies in college; 1 year relevant experience; 4 hours relevant training; career service (sub-professional)/ 1st level eligibility.</li> <li>b. Handicraft Worker: Elementary School Graduate; experience none required; training none required; eligibility none required (MC 11, s. 96 Cat. III).</li> </ol>
Volunteers	As provided in the SWDA's Manual of Operation, volunteers, on-the-job trainees (OJTs) and student interns must have the necessary qualifications and be assigned to tasks according to their courses/specialization.

<b>III. COMMUNITY-BASED/ SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES</b>	
<b>PERSONNEL / STAFF</b>	<b>COMPETENCIES AND QUALIFICATIONS STANDARDS</b>
Executive Director/Head of Agency	<p>A graduate of social work or any behavioral science courses (i.e. psychology, anthropology, cognitive science, sociology, social science, applied behavioral science, etc.), or any bachelor's degree or 4-year course with the following additional qualification:</p> <ul style="list-style-type: none"> <li>● Three (3) year accumulated experience in managing a SWDA</li> <li>● At least eighty (80) hours of training on topics relevant to the services being provided to the beneficiaries of the agency</li> </ul>

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<p>Program or Administrative Head/ Supervisor</p>	<p><b>For Program Head or Supervisor:</b></p> <ul style="list-style-type: none"> <li>● A bachelor’s degree holder with at least three (3) years of supervisory experience in SWDA; or</li> <li>● A RSW with a valid license and at least three (3) years supervisory experience in a SWDA</li> </ul> <p><b>For Administrative Supervisor:</b></p> <ul style="list-style-type: none"> <li>● Must be a graduate of four (4) year course; and</li> <li>● Must have at least three (3) years of relevant supervisory experience</li> </ul>
<p>Program Officers / Social Welfare Officers</p>	<p>For agencies implementing programs and services requiring case management and catering to CNSP, Violence Against Children and their Children (VAWC), CICL and victim-survivors of trafficking:</p> <ul style="list-style-type: none"> <li>● A full time RSW with a valid license is hired and with at least two (2) years of experience in a generalist approach.</li> </ul> <p>For agencies that implement community organization/development (CO/CD), any of the following is hired on a full-time basis:</p> <ul style="list-style-type: none"> <li>● Graduate of a Bachelor’s Degree in Social Work or Community Development; or other professionals with at least two (2) years of experience in social welfare and development</li> </ul>
<p>Program Assistant / Social Welfare Assistant (SW Assistant)</p>	<p>For agencies implementing programs and services requiring case management and catering to CNSP, VAWC, CICL and trafficked persons and for agencies that implement community organization/development (CO/CD):</p> <ul style="list-style-type: none"> <li>● Completion of two (2) years studies in College preferably B.S. Social Work;</li> <li>● At least one (1) year relevant experience; and</li> <li>● Has attended one (1) training in handling cases/managing cases/casework etc/ social welfare and development from the DSWD Academy.*</li> </ul> <p>For Public SWAs:</p> <ul style="list-style-type: none"> <li>● In addition to first and second bulleted qualifications, preferably with career service (sub-professional)/ 1st level eligibility.</li> </ul>

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	Note: In excess of at least 50% of the standard ratio for RSWs, the SW / Program Assistant shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.
Program or Administrative Support Staff	Must have completed the required education/degree or obtained the appropriate license or eligibility as required by his position/function (i.e. Secretarial Science for clerk, B.S. Accounting or Banking and Finance for bookkeeper).
Other support staff	Completed the required training education, degree or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWA's written policies.

<b>IV. CHILD PLACEMENT SERVICES</b>	
<b>PERSONNEL / STAFF</b>	<b>COMPETENCIES AND QUALIFICATIONS STANDARDS</b>
Executive Director/Head of Agency	<p>One (1) per SWDA with the following qualifications:</p> <p>A graduate of any bachelor's degree or 4-year course or a Registered Social Worker (RSW) with valid license;</p> <ul style="list-style-type: none"> <li>• Three (3) years relevant experience on administration/management of SWA or on the area of major service delivery i.e. CICL, CNSP, and WEDC livelihood management, etc.;</li> <li>• At least eighty (80) hours of training on topics relevant to the services or skills of working with the clients of the agency, alternative child care programs and services; and</li> <li>• Three (3) years of general knowledge on facility management and the management of the sector that they are catering</li> </ul> <p>OR</p>

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	A RSW with two (2) years supervisory or managerial experience or its equivalent professional grade eligibility or relevant training.
Supervising Social Worker (as applicable)	<ul style="list-style-type: none"> <li>- RSW with valid license;</li> <li>- At least eight (8) hours of relevant training; and</li> <li>- Has at least one (1) year supervisory experience in handling adoption and alternative child care programs.</li> </ul>
Social Workers (SWs) – number of SWs will depend on the type of residents and actual number of cases at any given time (refer to caseload under III. Case Management)	<ul style="list-style-type: none"> <li>- A Registered Social Worker (RSW) with valid license;</li> <li>- One (1) year of relevant experience;</li> <li>- For adoption social workers, at least three (3) years of experience in handling alternative child care or adoption cases or one hundred eighty (180) hours of formal training in handling cases/managing cases/casework etc; and</li> <li>- Four (4) hours of relevant training in handling cases/managing cases/casework etc.</li> </ul> <p>Note: All SWs hired must be a RSW. Hiring of adoption Social Welfare Assistants may be applicable provided that only RSW shall sign and submit pertinent documents.</p>
Adoption Para-social worker/ Social Welfare Assistant (SW Assistant)	<ul style="list-style-type: none"> <li>• For Adoption Para-social worker, at least two (2) years experience in the field of social work; For SW Assistant, at least one (1) year of relevant experience; and</li> <li>• Has attended one (1) training in handling alternative child care/adoption from the DSWD Academy.*</li> </ul> <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Administrative Staff/ Supervisor	<ul style="list-style-type: none"> <li>-Graduate of a four (4) year course;</li> <li>-At least one (1) year of relevant experience or supervisory experience; and</li> <li>-Eight (8) hours of relevant training</li> </ul>
Other support staff	Completed the required training education, degree, or obtained appropriate license/ registration or eligibility for

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	the position as provided by law or as stipulated in the SWDA's written policies.
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<b>V. AUXILIARY SWDA</b>	
<b>PERSONNEL / STAFF</b>	<b>COMPETENCIES AND QUALIFICATIONS STANDARDS</b>
At least one (1) full time Registered Social Worker (RSW) /Community Development Worker (CDW)/ Community Organizer (CO)	Graduate of a Bachelor's Degree in Social Work or Community Development or other courses with similar course description.

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## MANUAL OF OPERATION (MOO) PRESCRIBED CONTENT

**Note:** SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B), should be submitted prior to the scheduled accreditation assessment visit.

### **A. Mandatory for SWDA applying for Registration and License to Operate:**

#### **I. Introduction/Rationale**

This shall include the following:

1. History and background of the establishment and operation of the SWDA;
2. Demographic situation of the target geographical coverage of operation; and
3. General description of the prevailing issues/challenges that the SWDA needs to address.

#### **II. Vision, Mission, and Goals/Objectives of the SWDA**

1. Explicitly state the Vision and the Missions of the SWDA
  - Vision - It refers to the statement that outlines where the SWDA wants to be in the future.
  - Mission – It refers to the statement that outlines how the SWDA will get to where they want to be. Its concern is the present leading to its future.
2. State the goal/s of the SWDA
  - Goal/s is/are broad statements of intent and desired long-term outcomes of programs in order to achieve the mission
3. State the objectives of the SWDA
  - The objective should be specific, measurable, attainable, result-oriented, and time-bounded
  - Objectives are desired short-term outcomes. These may express the immediate means towards which efforts are directed in order to attain the goals.

#### **III. Geographical Coverage of Operations**

Operation refers to either direct or indirect implementation of social welfare and development programs and services by a SWDA within a specified geographical coverage or place over a period of time using its own or tapped resources and conduits.

This shall indicate specific geographical area/s or place/s of operation where the SWDA shall implement its programs and services.

#### **IV. Beneficiaries**

This shall include the agency's type of beneficiaries. *(not applicable if the identified beneficiaries are particularly SWDAs.)* Beneficiaries refer to disadvantaged, marginalized,



or vulnerable individuals, families, groups, and communities availing services provided by SWDAs. They include but are not limited to, the following:

- i. Abandoned, neglected, orphaned, voluntarily committed, abused, and exploited children, and other children in need of special protection;
- ii. Out-of-school youth and other youth with special needs;
- iii. Women;
- iv. Families, such as dysfunctional families;
- v. Persons with disabilities (PWDs);
- vi. Senior citizens;
- vii. Internally Displaced Individuals and communities such as victims-survivors of natural or human-induced calamities or disasters; and
- viii. Indigenous peoples; and
- ix. Individuals or groups in crisis situation/s beneficiaries that intend to serve considering the SWDA's Vision, Mission, and Goals (VMG) and resources.

A Beneficiary Protection Policy should be in place to protect its beneficiaries from abandonment and any forms of neglect, abuse, and exploitation during their stay in the agency; and to establish a clear course of action for the agency's officials and personnel to avoid committing harm to a beneficiary. The policy should include but not be limited to, the following:

- Coverage and Scope
- Definition of Terms
- Policy Statement and Commitment
- Code of Conduct to Ensure Protection of Beneficiary
- Implementing Mechanisms

## **V. Programs and Services**

This shall present the procedures for implementing the agency's programs and services.

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

A service is a set of specific activities provided by the SWDA that must concretely answer the needs and problems of target beneficiaries:

1. The SWDA's programs and services must be designed to achieve SWDA objectives
2. The programs and services should be described in detail to include information on how beneficiaries shall be selected, accepted, and supported/accompanied by applicable forms and templates.
3. Specific procedures and implementing guidelines for each program and service should be stated.
4. For Private and Public SWAs, helping process/case management in providing services to the target beneficiaries from intake assessment to termination and follow-up shall also be indicated particularly to the SWDA that required being registered, licensed, and accredited.

## **VI. Reporting and Documentation**

The SWDA must keep records and prepare reports of all social development and/or welfare activities being handled. These records and reports provide important information to the organization especially where it has to make decisions about expanding, changing or terminating programs and services and for reporting to the community and donors on how funds have been utilized.

## **B. Additional Content for SWDAs applying for Accreditation of their Social Welfare and Development Programs and Services**

### **I. Monitoring and Evaluation**

1. Describe how the SWDA monitors the implementation of their programs and services;
2. Specify indicators to have a clear measure of its impact and output.
3. Specify periodic accomplishment reports prepared by whom and submitted to whom e.g. prepared by the Program Manager, submitted to the Executive Director quarterly.

### **II. Administration and Organization**

1. The organizational structure of the SWDA must be able to provide a clear definition of the responsibilities and duties of the governing body, its management personnel, and its service providers. The relationships between and among persons and functions must be described.
2. The organizational chart is a visual description outlining the chain of command within a SWDA. It clearly identifies the line of authority from the Board, management, and employees. The SWDA should complete the organizational chart that will clearly outline the SWDA's flow of work and other activities.
3. Policy-making Structure and Process refers to the policies and procedures on review and formulation of agency policies involving the Board and the executive side.

### **III. Personnel/ Human Resource Management/ Development**

4. Personnel/Human Resource Management/Development is the process of maximizing the human capital or the employees. This includes the (i) recruitment, selection, hiring, and retention system; (ii) separation and termination, compensation; (iii) evaluation and management performance; (iv) promotions; and (v) training and development.
  1. Enumerate each position, stating the job title, qualification standard, job description, and area/s of responsibility.
  2. State corresponding salaries, benefits, incentives, and honorarium as well as a retirement package, if any, to be received by each of the employees and/or volunteers and area of responsibilities.
  3. State the number of personnel per program or organizational functional function.

4. The number of personnel must be sufficient and qualified to supervise and take charge of its social welfare and development activities in accordance with the set standards.
5. The SWDA personnel may be composed of paid staff or volunteers. Availability of such must be indicated specifically in the manual.
6. Describe how the personnel in the organization are supervised; describe the system of supervision.

Ethical conduct – Written and clear policies governing conflict of interest and ethical standards in dealing with beneficiaries.

#### **IV. Grievance Redress Mechanism**

5. The Grievance Redress Mechanism is a set of arrangements that enable beneficiaries, personnel, and/or volunteers who wish to submit complaints and expect their concerns to be responded to. This is a general guide for the agency on how to handle and resolve the grievances that will invariably emerge. This aims to capture and resolve grievances effectively and expeditiously in a transparent manner. It also seeks to obtain data on program vulnerabilities with the effect of making refinements where necessary in program implementation.

#### **V. Financial Management**

6. Financial Management – refers to policies, systems, and procedures on how financial transactions will be carried out in a constant, timely, and accurate manner. This involves the acquisition, handling, and control of the funds of the SWDA. Internal controls and check and balances mechanisms are put in place to properly protect the assets entrusted to the SWDA for the benefit of its programs and beneficiaries.

#### **VI. Communication and Information System**

7. Communication and Information System – refers to the policies and procedures on communicating within the SWDA, with the beneficiaries and donors such as mail, and telephone, among others.

#### **VII. Data Privacy**

8. This shall indicate the Data Privacy Policy and Consent to ensure the security of beneficiaries', personnel, and/or volunteers' information disclosure pertaining to records management.

#### **VIII. Occupational Safety and Health**

9. This shall present Occupational Safety and Health (OSH) policies and/procedures to protect every working person against the dangers of injury, sickness, or death through safe and healthful working conditions, thereby assuring the conservation of valuable manpower resources and the prevention of loss or damage to lives and properties.



**IX. Property and Supplies Management**

**10.** Property and Supplies Management – refers to the policies and procedures on how the SWDA’s properties and supplies are acquired, utilized, and disposed of as well as a control system to safeguard the property against loss, damage, or theft. It also entails the regular inventory of the property and supplies of the SWDA.

**11.** This shall also include a written policy on securing, acknowledging, and distributing monetary and in-kind donations.

**C. Additional prescribed content for Residential and Center-based:**

**X. Disaster Preparedness and Response**

**Contingency Planning**

Analyze specific potential events or emerging situations that might threaten society or the environment and establish arrangements in advance to enable timely, effective and appropriate responses to such events and situations. It is essential that all beneficiaries and personnel are involved in order to contribute to the implementation of plans during times of disaster and calamity. Contingency plans should be simple, clear and concise.

**Note:** *As long as the minimum required content has been complied with, the SWDAs are without limitations to rearrange the information, indicate additional information, and/or present its existing manual of operations per area.*

**Annex D.**
**WORK AND FINANCIAL PLAN**

For CY/FY: \_\_\_\_\_

NAME OF APPLICANT ORGANIZATION: \_\_\_\_\_

ADDRESS : \_\_\_\_\_

Goals/ Objectives	Items	Activities	Targets and Financial Requirements								Grand Total	Sources of Funds (pls. specify both foreign & local donors)
			1st Qtr		2 <sup>nd</sup> Qtr		3 <sup>rd</sup> Qtr		4 <sup>th</sup> Qtr			
			Physical Target	Financial Target	Physical Target	Financial Target	Physical Target	Financial Target	Physical Target	Financial Target		
	Programs											
	Administrative											
	Grand Total											

**Annex D.**

Prepared by:	<u>Name and Signature of Agency Head or Authorized Representative</u>	<u>Designation</u>	<u>Date</u>
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**CERTIFICATION FROM THE FUNDING AGENCY**  
*(If the majority of funds are funded by a partner agency)*

*I, **(Name of Agency Head or Authorized Representative of the Partner Agency)**, do hereby certify that the operations of **(Name of SWDA)** shall be funded by our agency for the next two (2) succeeding years, either through direct funding or other financial arrangements. This certification is valid and binding and shall serve as a clear indication of the commitment of our agency to provide the necessary funds for the SWDA's operations for the above-mentioned period.*

<u>Name and Signature of Agency Head or Authorized Representative of the Partner Agency)</u>	<u>Designation</u>	<u>Date</u>
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Distribution of fund allocation and utilization in the implementation of social welfare and development programs and services of Social Welfare and Development Agencies (SWDAs) must be at least 70% of its funds are disbursed for direct social welfare services while 30% of the funds are disbursed for administrative services. The following are expenses considered for programs and administrative costs respectively:

1. **Program expenses** – refer to cost or valuation of items, goods and services that are directly consumed by/spent for the benefits of the beneficiaries such as:
  - a. **Basic Services** – refer to services addressing the basic needs of the beneficiaries such as food, clothing and shelter. This also include social services that contribute to the healing and rehabilitation of the beneficiaries and other support services such as legal, educational, socio-cultural health and nutrition, livelihood and referral services as well as salaries & benefits of program staff



**Annex D.**

- b. **Consumable Goods** – refer to goods that directly benefit the beneficiaries while at the residential facility such as: electricity, water and communications e.g. telephone, mails, internet, tri-media publications
2. **Administrative expenses** – refer to operational expenses of the agency or the organization enabling them to manage their day to day operation/transactions such as, but not limited to office rentals, repairs and maintenance of the office fixture and equipment, taxes, utilities, salaries and benefits of administrative staff.

If an item, good or service cannot be completely/predominantly considered as direct or indirect, a reasonable pro-rating should be employed to assign the cost to either administrative (indirect) or program (direct) expense.

## Financial Report Template

(Name of SWDA)

Financial Report for Fiscal/Calendar Year \_\_\_\_\_

### I. Resources Received

A. Balance of Previous Year ₱ \_\_\_\_\_

B. Income for the Current Year ₱ \_\_\_\_\_

#### B.1. Local (pls. specify the organization and individual donors)

Name of Donor	Address and Contact Numbers	Purpose/s of Donation/s	Nature of Donation	Reference	Amount
					₱
<b>Sub-total</b>					₱

#### B.2. International/Foreign (pls. specify the organization and individual donors)

Name of Donor	Address and Contact Numbers	Purpose/s of Donation/s	Nature of Donation	Reference	Amount
					₱
<b>Sub-total</b>					₱

#### B.3. Government (pls. specify)

Name of Donor	Address and Contact Numbers	Purpose/s of Donation/s	Nature of Donation	Reference	Amount
					₱
<b>Sub-total</b>					₱

#### B.4. Others e.g. interest income, service fees, etc. (pls. specify)

Name of Donor	Address and Contact Numbers	Purpose/s of Donation/s	Nature of Donation	Reference	Amount
					₱
<b>Sub-total</b>					₱

C. Grand Total Income ₱ \_\_\_\_\_

### II. Expenditures for the period covered (pls. itemized particular expenses):

Particulars	Amount	%
Administrative Expenses		

Particulars	Amount	%
<b>Sub-Total</b>	₱	
<b>Program Expenses</b>		
<b>Sub-Total</b>	₱	
<b>Grand Total Expenditures</b>	₱	

III. Balance as of fiscal/calendar year \_\_\_\_\_ : ₱ \_\_\_\_\_

**Noted by:**

**Prepared and Certified true and correct by:**

\_\_\_\_\_  
*Signature Over Printed Name of Agency Head or  
 Authorized Representative*

\_\_\_\_\_  
*Signature Over Printed Name of Internal  
 Accountant/Treasurer/Bookkeeper/Finance Officer*

---

(Please see instructions and reminders indicated at the back. Use additional sheets, if necessary, following recommended form)



### Instructions and Reminders:

1. The content of the **submitted financial report shall be based on the approved audited financial statement**. This financial report shall be subjected to verification during monitoring visits.
2. For identification, please indicate the name of the organization as it is registered with the Securities and Exchange Commission and Department of Social Welfare and Development and/or other government agencies that have jurisdiction over the organization.
3. Specify the period covered by the financial report either in fiscal or calendar year, whichever is applicable.
4. Identify specific resources received from various organizations and individuals whether local, international/foreign, government and/or other resource generation activities either through solicitation, fundraising project, etc. with the corresponding name of donor/s, address, contact numbers, purpose/s of donations received, nature of donations either cash or in kind, reference such as official receipt number and date or other pertinent documents evidencing receipt of donations/fund and amount of donations received.
5. To indicate the sub-total for each donor category and its grand total to summarize the revenue for the current year. The total revenue for the current year shall be added to the balance funds of the previous year to come up with a grand total revenue to be used for the current year's operations of the agency.
6. Donation/s in kind received by the agency should be monetized and included in the financial report indicating either in-program or administrative expenses depending on the purpose/s of its donation.
7. Expenditures for the period covered shall be itemized the particular expenses under administrative or program cost. Have a sub-total of all the expense categories with its corresponding percentage expenses and a grand total to summarize the expenditures for the period covered.
8. Distribution of fund allocation and utilization in the implementation of social welfare and development programs and services of organization must be at least 70% of its funds are disbursed for direct social welfare services while 30% of the funds are disbursed for administrative services. The following are expenses considered for programs and administrative cost respectively:
  - 8.1. **Program expenses** – refer to cost or valuation of items, goods and services that are directly consumed by/spent for the benefits of the beneficiaries such as:
    - a. **Basic Services** – refer to services addressing the basic needs of the beneficiaries such as food, clothing and shelter. This also include social services that contribute to the healing and rehabilitation of the beneficiaries and other support services such as legal, educational, socio-cultural health and nutrition, livelihood and referral services as well as salaries and benefits of the program staff.
    - b. **Consumable Goods** – refer to goods that directly benefit the beneficiaries while at the residential facility such as: electricity, water and communications e.g. telephone, mails, internet, tri-media publications
  - 8.2. **Administrative expenses** – refer to operational expenses of the agency or the organization enabling them to manage their day-to-day operation/transactions such as, but not limited to office rentals, repairs and maintenance of the office fixture and equipment, taxes, utilities, salaries, and benefits of administrative staff.

If an item, good or service cannot be completely/predominantly considered as direct or indirect, a reasonable pro-rating should be employed to assign the cost to either administrative (indirect) or program (direct) expense.
9. Balance as of fiscal year shall be determined by subtracting the total expenditures from the total resources received for period covered.
10. If in case the organization is covering more than one region and/or managing several residential facilities, one financial report shall be submitted by the agency. But the organization shall prepare also a breakdown of the financial report indicating the specific expenses for each facility.
11. Any fund-raising activities for public or charitable purposes shall require a corresponding permit. Hence, please be advised to apply for a solicitation permit or authority to conduct a national fundraising campaign with the DSWD Regional Office pursuant to PD 1564 otherwise known as the Solicitation Permit Law.

**CASELOAD INVENTORY MINIMUM PRESCRIBED CONTENT**

For Residential-Based/Center-Based/Community-Based, the SWA may use the table below:

<b>Case Control No.</b>	<b>Name</b>	<b>Sex</b>	<b>Sector/Case Category</b>	<b>Religion</b>	<b>Date of Birth</b>	<b>Place of Birth</b>	<b>Date of Admission</b>	<b>Age Upon Admission</b>
1	2	3	4	5	6	7	8	9

*Annex F. Caseload Inventory Prescribed Template*

Present Age (as of date of Reporting)	Length of Stay in the Facility/ Length Service Recipient	Source of Referral	Reason for Referral	Parenting Capability Assessment Report (PCAR	Initial Assessment/ Plan on the Case(Health/ Medical/ Developmental Condition	Programs/ Services Received	Remarks/ Case Progress)
10	11	12	13	14	15	16	17

For child-caring agencies (CCAs) and child-placing agencies (CPAs), to adopt the prescribed template from the National Authority for Child Care (NACC).

**Note:** *As long as the minimum required content has been complied with, the SWDAs are without limitations to rearrange the information, adopt their own reporting style/template, and/or indicate additional information.*

**Name, License, and Position of Social Worker**

**Date**



# ANNUAL ACCOMPLISHMENT REPORT

of

---

Name of SWDA and Address

For Year: \_\_\_\_\_

## I. Introduction

## II. Salient Accomplishment (Statistical and narrative)

1. In response to organizational objectives, programs implemented and services extended, corresponding activities and number of clients served per service during the year as compared to the targets

2. Statistical Accomplishment (*you may present this in landscape presentation*)

Program/ Service	Area of Coverage/ Location	Category of Beneficiaries	Sex of Beneficiaries Served		Total Number of Beneficiaries	Remarks (if any)
			Male	Female		

3. Other significant information

4. Photo documentation

- III. **Report on Human Resource Management and Development**
- IV. **Difficulties/problems encountered and solutions**
- V. **Significant changes in the SWDA** (e.g. organizational structure, workforce, policy-making body/board, programs, services, target beneficiaries, area/s of operation, etc.)
- V. **Plan of action for the succeeding year**

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Name and Signature of Agency  
Head or Authorized  
Representative

---

Designation

---

Date

**Note:** *As long as the minimum required content has been complied with, the SWDAs are without limitations to rearrange the information, adopt their own reporting style/template/packaging, and/or indicate additional information.*

**Annex H.**

**Requirements for Amendment of Certificate of Registration and License to Operate (CRLTO) and Certificate of Accreditation**

Amendments	Documentary Requirements	Processing Fee	Processing Days	Remarks
<b>A. Change of name and/or client category</b>	<ol style="list-style-type: none"> <li>1. Amended SEC Certificate or Articles of Incorporation, if applicable</li> <li>2. Amended Constitution and By-Laws, if applicable</li> <li>3. E-copy of the issued CRLTO or Certificate of Accreditation;</li> <li>4. Board resolution for change of name and/or client category, if applicable</li> </ol>	₱1,000.00	Three (3) working days upon receipt of complete and compliant documents	
<b>B. Typographical Error</b>	<ol style="list-style-type: none"> <li>1. E-copy of the issued CRLTO or Certificate of Accreditation</li> </ol>	None	Three (3) working days upon receipt of complete and compliant documents	
<b>C. Voluntary cessation of some areas of operation and/or programs and services</b>	<ol style="list-style-type: none"> <li>1. Copy of Board Resolution that contains the following information:               <ol style="list-style-type: none"> <li>a. Areas to be closed;</li> <li>b. Programs and Services;</li> <li>c. Beneficiary Category, Reason for Closure and Plan of Action for the Beneficiary;</li> </ol> </li> </ol>	₱1,000.00	<p>Seven (7) working days upon receipt of complete and compliant documents.</p> <p>The DSWD SB shall conduct a validation assessment visit to</p>	<ul style="list-style-type: none"> <li>• Applicable for those SWDAs operating in more than one (1) region.</li> <li>• The DSWD SB shall conduct a validation assessment visit</li> </ul>



Amendments	Documentary Requirements	Processing Fee	Processing Days	Remarks
	2. E-copy of the Issued Certificate of RLTO and Accreditation.		the area/s to be closed.	to the area/s to be closed.
<b>D. Expansion of Operation and/or Areas of Coverage</b>	Documentary requirements for registration and licensing set under this guidelines	Php 2,000.00	Seven (7) working days upon receipt of complete and compliant documents.	Public SWAs must apply for a certificate of accreditation for its new facility/ operations.
<b>E. Transfer of Operation or Facility</b>				
<b>1. Transfer of Facilities / Operations within One (1) Region</b>	Documentary requirements for registration and licensing set under this guidelines	Php 2,000.00	Seven (7) working days upon receipt of complete and compliant documents.	Public SWAs must apply for a certificate of accreditation for its new facility/ operations.
<b>2. Transfer of Operation from One (1) Region to Another Region</b>	1. Documentary requirements for registration and licensing set under this guidelines 2. E-copy of the CRLTO	Php 2,000.00.	Seven (7) working days upon receipt of complete and compliant documents	For the Private Residential-Based and Center-Based, no inter-regional transfer of operation of their beneficiaries shall take place. Transfer of operation, if ever, must be done within the region.  However, if there is no available facility within the region, the SWDA

Amendments	Documentary Requirements	Processing Fee	Processing Days	Remarks
				must provide a notarized self-certification that they have exhausted all efforts to transfer the residents within the region.

**Annex I.**

**APPLICATION FORM FOR REGISTRATION AND LICENSING OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAs)**

**TO BE FILLED UP BY DSWD**

Date of Receipt of Application (mm/dd/yy): \_\_\_\_\_ Time of Receipt of Application: \_\_\_\_\_  
 Date of Release of Certificate (mm/dd/yy): \_\_\_\_\_ Time of Release of Certificate: \_\_\_\_\_  
 Tracking No.: \_\_\_\_\_

**A. APPLICANT INFORMATION**

**Type of Application:**

- New
- Renewal
  - 3-year validity
  - Perpetual validity

**Scope/Coverage:**

- More than one Region
- Within one Region

**Type of SWDA:**

(Please check the appropriate box)

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Social Work Agency (SWA)                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Residential-Based                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> Child Caring Agency</li> <li><input type="checkbox"/> Others: _____</li> </ul> </li> <li><input type="checkbox"/> Center-Based</li> <li><input type="checkbox"/> Community-based Services                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> Child-placing Agencies</li> <li><input type="checkbox"/> Others: _____</li> </ul> </li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Auxiliary SWDA                             <ul style="list-style-type: none"> <li><input type="checkbox"/> People's Organization</li> <li><input type="checkbox"/> Resource Agency</li> <li><input type="checkbox"/> SWD Network</li> </ul> </li> </ul> |
|--|---|

Is your SWDA already engaged in providing SWD programs and services?  NO  YES

If yes, how many years has the agency been operating? \_\_\_\_\_

Name of the SWDA (as indicated in Articles of Incorporation):

<b>Other Names (e.g., Acronym, short name, previous name) (If applicable):</b>					
<b>Main Office Address (based on the updated General Intake Sheet from SEC)</b>					
House/Bldg. No. _____ Name of Building _____ Lot No. _____ Block No. _____					
Street _____ Barangay _____					
Subdivision _____ City/Municipality _____					
Province _____ ZIP Code _____					
<b>Telephone No.:</b>		<b>Mobile No.:</b>		<b>Email Address:</b>	
<b>Name of Executive Director / Agency Head</b>	Surname	Given Name	Middle Name	Suffix	Position/Designation
<b>Contact Details of the Executive Director / Agency Head:</b>					
House/Bldg. No. _____ Name of Building _____ Lot No. _____ Block No. _____					
Street _____ Barangay _____					
Subdivision _____ City/Municipality _____ Province _____					
_____ ZIP Code _____					
<b>Telephone No.:</b>		<b>Mobile No</b>		<b>Email Address:</b>	
<b>Satellite/Branch Office 1 Address (if applicable)</b>					
House/Bldg. No. _____ Name of Building _____ Lot No. _____					
Block No. _____ Street _____ Barangay _____					
Subdivision _____ City/Municipality _____					
Province _____ ZIP Code _____					
<b>Telephone No.:</b>		<b>Mobile No.:</b>		<b>Email Address:</b>	
<b>Satellite/Branch Office 2 Address (if applicable)</b>					
House/Bldg. No. _____ Name of Building _____ Lot No. _____					
Block No. _____ Street _____ Barangay _____					
Subdivision _____ City/Municipality _____					
Province _____ ZIP Code _____					
<b>Telephone No.:</b>		<b>Mobile No.:</b>		<b>Email Address:</b>	



*(If there are more than 2 satellite offices, please attach a separate page to indicate the address of each satellite office)*

**B. PROGRAM PROFILE**

**Program Profile** (Please indicate all the programs and services for implementation/operation and/or being implemented/operated by the applying organization):

<b>Name of Programs/Services</b> (Include bed capacity if residential-based)	<b>Area Coverage</b> (Specify the Region, Province, City, and Municipality)	<b>Target Beneficiaries, Projected/Actual Number of Clients (Male and Female) and Type (e.g., Children, Youth, Women, Older Persons, Persons with Disabilities (PWD), Family, Community, Disaster Victims)</b>  Sample response: CICL: 50 (25 Male, 25 Female)

*(If there are more than five (5) direct programs, please attach a separate page to indicate the name, areas coverage and target beneficiaries of the each satellite office)*

**C. PERSONNEL PROFILE**

**Profile of Registered Social Workers (RSWs) (if applicable only)**

Name	License Number	Validity

*If there are more than three (3) registered social workers, please attach a separate page to indicate the name, license number and years of validity of the license.*

**Profile of Employees using DSWD Template (Annex L) attached to this application form**

**Annex J.**

**APPLICATION FORM FOR ACCREDITATION OF SWD PROGRAMS AND SERVICES OF SOCIAL WORK AGENCY (SWA)**

**TO BE FILLED UP BY DSWD**

Date of Receipt of Application (mm/dd/yy): \_\_\_\_\_ Time of Receipt of Application: \_\_\_\_\_  
 Date of Release of Certificate (mm/dd/yy): \_\_\_\_\_ Time of Release of Certificate: \_\_\_\_\_  
 Tracking No.: \_\_\_\_\_

<b>A. APPLICANT INFORMATION</b>		
<b>Type of Application:</b> <ul style="list-style-type: none"> <li>• New</li> <li>• Renewal</li> </ul>		<b>CRLTO No.</b> _____
<b>Scope/Coverage:</b> <ul style="list-style-type: none"> <li>• More than one region</li> <li>• Within one region</li> </ul>		<b>Specify Regions:</b> _____
<b>Type of SWA:</b> (Please check the appropriate box)		
<ul style="list-style-type: none"> <li>• Public SWA                             <ul style="list-style-type: none"> <li>• Residential-Based                                     <ul style="list-style-type: none"> <li>• Child Caring Agency</li> <li>• Others: _____</li> </ul> </li> <li>• Center-Based</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Private SWA                             <ul style="list-style-type: none"> <li>• Residential-Based                                     <ul style="list-style-type: none"> <li>• Child Caring Agency</li> <li>• Others: _____</li> </ul> </li> <li>• Center-Based</li> <li>• Community-Based                                     <ul style="list-style-type: none"> <li>• Child Placing Agency (CPA)</li> <li>• Others: _____</li> </ul> </li> </ul> </li> </ul>
<b>Name of the SWA (as indicated in Articles of Incorporation or Board Resolution):</b> _____		
<b>Other Names (e.g., Acronym, short name, previous name) (If applicable):</b> _____		
<b>Main Office Address (based on the updated General Intake Sheet (GIS) from SEC, if applicable):</b> House/Bldg. No. _____ Name of Building _____ Lot No. _____ Block No. _____ Street _____ Barangay _____ Subdivision _____ City/Municipality _____ Province _____ ZIP Code _____		
<b>Telephone No.:</b> _____	<b>Mobile No.:</b> _____	<b>Email Address:</b> _____

<b>Name of Executive Director/ Agency Head</b>	Surname	Given Name	Middle Name	Suffix	Position/Designation
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**Contact Details of the Executive Director/ Agency Head:**

House/Bldg. No. \_\_\_\_\_ Name of Building \_\_\_\_\_ Lot No. \_\_\_\_\_ Block No. \_\_\_\_\_  
 Street \_\_\_\_\_ Barangay \_\_\_\_\_ Subdivision \_\_\_\_\_  
 \_\_\_\_\_ City/Municipality \_\_\_\_\_ Province \_\_\_\_\_  
 ZIP Code \_\_\_\_\_

Telephone No.:	Mobile No	Email Address:
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**B. PROGRAM PROFILE**

**Specific Objectives of the SWDA (Please state. Attach additional page if necessary);**

**Program Profile to be accredited** (Please indicate the programs and services being applied for accreditation)

<b>Types of Programs and Services based on SWDA Classification</b>  (Include bed capacity residential-based)	<b>Area Coverage</b> (Specify the Region, Province, City and Municipality)	<b>Actual Number of Clients (Male and Female) and Type (e.g., Children, Youth, Women, Older Persons, Persons with Disabilities (PWD), Family, Community, Disaster Victims)</b>  Sample response: CICL: 50 (25 Male, 25 Female)

*(If there are more than five (5) direct programs, please attach a separate page to indicate the name, area coverage and target beneficiaries of each satellite office)*

**Profile of Clients/Beneficiaries Served (Annex M to be attached to this application form)**

**C. PERSONNEL PROFILE**

**Current Staff Complement<sup>1</sup>**

<b>Name of Facility/ Satellite Office/ Areas of Operation</b>	<b>Staff Complement</b>	<b>No. and Composition of Staff Complement per Facility/Satellite Office/Areas of Operation</b>			
		<b>Full time/ Regular Staff</b>	<b>Part-time Staff</b>	<b>Volunteer Staff</b>	<b>Total</b>

<sup>1</sup> Refer to Annex A and B for the prescribed Worker-Beneficiary Ratio and Minimum Standards for Staffing Requirements

	<b>Management</b> <ul style="list-style-type: none"> <li>• <b>Executive Director/Agency Head</b></li> <li>• <b>Others, pls. specify:</b></li> </ul>				
	<b>Program Staff</b> <ul style="list-style-type: none"> <li>• Community Development Worker</li> <li>• House parent/ caregivers</li> <li>• <b>Others, pls. specify:</b></li> </ul>				
	<b>Support Staff</b> (please specify)				

**Profile of Registered Social Workers (RSWs)**

Name	License Number	Validity

*If there are more than three (3) registered social workers, please attach a separate page to indicate the name, license number and years of validity of the license.*

**Profile of Employees using Annex L (attached to this application form; applicable only to Public SWAs)**



**ANNEX K**

**ASSESSMENT FORM FOR REGISTRATION AND LICENSING OF APPLICANT SWDA**

**TO BE FILLED UP BY DSWD**

Date of Receipt of Application (mm/dd/yy): \_\_\_\_\_ Time of Receipt of Application: \_\_\_\_\_  
 Date of Release of Certificate (mm/dd/yy): \_\_\_\_\_ Time of Release of Certificate: \_\_\_\_\_  
 Tracking No.: \_\_\_\_\_ SWDA CRLTO No: \_\_\_\_\_

**Type of Application:** (Please check the appropriate box)

- New
- Renewal
  - 3-validity
  - Perpetual validity

**Organizational Status**

- Planning to Engage
- Already Engaged
- Specify no. years: \_\_\_\_\_

**Scope/Coverage:**

- More than one region  
Specify regions: \_\_\_\_\_
- Within one region
- Registration and Licensing of Social Work Agency (SWA)
  - Residential-Based
  - Center-Based
  - Community-Based
    - Child Placing Agency
    - Others
- Registration and Licensing of Auxiliary SWDA
  - People's Organization
  - Resource Agency
  - SWD Network

**I. Identifying Information:**

Name of Applicant SWDA (as stated on the SEC Registration)		
Other Name (e.g., acronym, short name, previous name, etc., if applicable)		
Business Address (based on the submitted application form):	No. and Street/ Subdivision:	
	Barangay	
	City/Municipality	
	Province	

	Zip Code	
Head of Applicant SWDA	Name	
	Position/Designation	
Contact details	Landline No.	
	Mobile No.	
	Social Media Account	
	E-mail address	
	Website	
Principal Registration (Juridical Personality)	Agency ( <i>as stated on SEC Certificate</i> )	
	Registration No.	
	Date Registered	
Barangay Certificate	Place Issued	
	Issued No.	
	Date Issued:	
	Validity Period:	

**II. Registration and Licensing Criteria and Assessment**

In assessing the application of the organization for registration and licensing, the applicant should have the potential to comply with the following requirements prior to issuance of a certificate of registration and license to operate (CRLTO):

1. That the applicant must be engaged mainly or generally in social welfare and development (SWD) activities;
2. That the applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards;
3. That the applicant must show in a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social welfare and development programs and services while 30% of the funds are disbursed for administrative services;
4. That the SWDA must have a financial capacity to operate for at least two (2) years; and
5. That the applicant keeps a record of all social development and/or welfare activities it implements.

**III. Notes/Fill-up Instructions for the DSWD Staff:**

- The findings and observations column must be well and fully accomplished to establish compliance with the set requirements and criteria.

- Accomplishment of the tool through handwriting is accepted as long as it is legibly written and readable.
- The assessor may print the specific table attached in this form that will be used for assessment depending on the type of applicant:

**Table A.** For Applicants Planning to Engage

**Table B.** For Applicants engaged prior its application

**Table C.** For Renewal of CRLTO and Accreditation (as applicable)

**Table D.** Additional Requirements if applying for perpetual validity of CRLTO

**IV. Other Salient Findings/Observations (to be filled up by the DSWD assessor)**

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**V. Recommendations:** (Please check the appropriate box and fill up the requested information below:

**A. For Issuance:**

Based on the above findings, \_\_\_\_\_ **(Name of Applicant Agency)** \_\_\_\_\_ is ready for issuance of certificate of registration and license to operate (CRLTO) as a/an:

- |   |  |
|---|--|
| <input type="checkbox"/> Social Work Agency (SWA) | <input type="checkbox"/> Auxiliary SWDA        |
| <input type="checkbox"/> Residential-Based Agency | <input type="checkbox"/> People’s Organization |
| <input type="checkbox"/> Center-based Agency      | <input type="checkbox"/> Resource Agency       |
| <input type="checkbox"/> Community-based Agency   | <input type="checkbox"/> SWD Network           |
| <input type="checkbox"/> Child Placing Agency     |  |
| <input type="checkbox"/> Others                   |  |

**B. If Non-Compliant:**

Based on the above findings, the agency was not able to meet the following minimum standards set by the Department, specifically: (specify the indicator where they failed)

- 1.
- 2.
- 3.

Hence, (Name of Applicant Agency) will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee.

**Assessed by:**

(Name and Signature of DSWD Technical Staff or Authorized Intermediary)	(Office)
(Designation)	(Date)

**Concurred by:**

---

\_\_\_\_\_  
*(Signature and Printed Name of the SWDA Head or authorized representative)*

\_\_\_\_\_  
*(Date)*

\_\_\_\_\_  
*(Designation)*

**Endorsed by:**

\_\_\_\_\_  
*(Signature and Printed Name of the assigned Standards Bureau Division Chief)*

\_\_\_\_\_  
*(Date)*

**Approved by:**

\_\_\_\_\_  
*(Signature and Printed Name of the Standards Bureau Director)*

\_\_\_\_\_  
*(Date)*

<b>TABLE A. FOR APPLICANTS <u>PLANNING TO ENGAGE</u></b>			
<i>Requirements</i>	<i>Compliant?</i>		<i>Findings/Observations</i>
	<i>Yes</i>	<i>No</i>	
<b>A. Legal Entity</b>			
1. There is a submitted copy of Certificate of Incorporation with the Securities and Exchange Commission (SEC)			



<b>TABLE A.</b>			
<b>FOR APPLICANTS <u>PLANNING TO ENGAGE</u></b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
2. The submitted copy of the Articles of Incorporation and by-laws is updated or amended, if necessary; and states that the applicant’s purpose is mainly or generally engaged in social welfare and development activities.			
3. For SWAs: An updated copy of Barangay Certification is submitted as proof of existence of the SWDA.  For Auxiliary SWDAs: An updated copy of Barangay Certification or written agreement of partnership or corporation is submitted as proof of existence of SWDA.			
<b>B. Organizational Structure/Policies &amp; Procedures</b>			
4. There is a submitted Manual of Operations containing the minimum prescribed content (Annex C)  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i>			
<b>C. Financial Requirement</b>			
5. The submitted Work and Financial Plan using Annex D is for at least two (2) years, aligned with the prescribed fund allocation (70% for program expenses and 30% for administrative expenses) and is duly signed by the Head of Agency.			
6. There is a submitted RLA Notarized Declaration Form (Annex N)			

<b>TABLE B.</b>			
<b>FOR APPLICANTS <u>ALREADY ENGAGED PRIOR ITS APPLICATION</u></b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
<b>A. Legal Entity</b>			

**TABLE B.****FOR APPLICANTS ALREADY ENGAGED PRIOR ITS APPLICATION**

<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
1. There is a submitted copy of Certificate of Incorporation with the SEC			
2. The submitted copy of the Articles of Incorporation and by-laws is updated and states that the applicant's purpose is mainly or generally engaged in social welfare and development activities.			
3. If SWAs:  An updated Barangay Certification is submitted as proof of existence of the SWDA.  If Auxiliary SWDAs: An updated Barangay Certification or written agreement of partnership or corporation is submitted as proof of existence of SWDA.			
<b>B. Organizational Structure/Policies &amp; Procedures</b>			
4. There is a submitted Manual of Operations containing the minimum prescribed content (Annex C)  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i>			
<b>C. Personnel Requirement</b>			
5. The profile of employees is accomplished or submitted using the DSWD Annex L through HELPS; and is aligned with the Worker-Beneficiary Ratio and minimum standard for staffing requirements per Annexes A and B.			
<b>D. Financial Requirement</b>			
6. The submitted Work and Financial Plan using the DSWD Annex D is for at least two (2) years, aligned with the prescribed fund allocation (70% for program expenses and 30% for administrative			

<b>TABLE B.</b>			
<b>FOR APPLICANTS ALREADY ENGAGED PRIOR ITS APPLICATION</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
expenses), and is duly signed by the Head of Agency.			
7. The submitted duly accomplished financial report using DSWD Annex E is for the past year; prepared and certified true and corrected by either the accountant, treasurer, bookkeeper, or finance officer; and noted by the Head of the Agency.			
8. If the applicant SWDA was issued with a solicitation permit by the DSWD, the proceeds from the public solicitation conducted shall be reflected in the submitted financial report.			
<b>E. Facility Standard</b>			
<p>9.1. If Residential-Based and Center-Based, the following documents are submitted:</p> <ol style="list-style-type: none"> <li>1. Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> <li>2. Water Potability Certificate valid for the past three (3) months or valid Sanitary Permit</li> <li>3. Valid or updated Fire Safety Inspection Certificate (FSIC)</li> </ol> <p>9.2. If Community-Based, a valid or updated FSIC is submitted.</p> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i></p>			
<b>F. Service Delivery &amp; Standard</b>			
<p>10.1 If Residential: An updated caseload inventory is accomplished or submitted using the DSWD Annex F through HELPS.</p> <p>10.2 If Community-based: An updated profile of its beneficiaries is accomplished or submitted using the DSWD Annex M through HELPS.</p>			
<b>G. Reporting &amp; Documentation</b>			
11. There is a submitted Annual Accomplishment Report of the previous year containing the prescribed content of DSWD Annex G.			

<b>TABLE B.</b>			
<b>FOR APPLICANTS ALREADY ENGAGED PRIOR ITS APPLICATION</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
12. There is a submitted RLA Notarized Declaration Form (Annex N)			
<i>Note: If the applicant is applying for perpetual validity during the renewal of its license, additional requirements must be complied with. Please refer to Table C for the list of additional requirements.</i>			

<b>TABLE C.</b>			
<b>FOR RENEWAL OF CRLTO AND ACCREDITATION (AS APPLICABLE)</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
<b>A. Legal Entity</b>			
1. There is a submitted copy of Certificate of Incorporation with the SEC*			



<b>TABLE C.</b>			
<b>FOR RENEWAL OF CRLTO AND ACCREDITATION (AS APPLICABLE)</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
2. The submitted copy of the Articles of Incorporation and by-laws is updated or amended, if necessary; and states that the applicant's purpose is mainly or generally engaged in social welfare and development activities*			
3. There is a submitted Certification of No Derogatory Information (CNDI) issued by the SEC is valid within six (6) months from the time of filing of the application.  In case the CNDI is not yet available, the latest submission of General Information Sheet (GIS) to the SEC shall be submitted, provided that: <ul style="list-style-type: none"> <li>• There is a proof that the GIS has been received by the SEC; and</li> <li>• The CNDI will still be submitted on the next monitoring visit of the DSWD to the SWDA.</li> </ul>			
4. For SWAs: An updated copy of Barangay Certification as the proof of the existence of SWDA  For Auxiliary SWDAs: An updated copy of Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA			
<b>B. Organizational Structure/Policies &amp; Procedures</b>			
5. The submitted Manual of Operations containing the minimum prescribed content under the DSWD Annex C is updated, if necessary.*			
<b>C. Personnel Requirement</b>			
6. The profile of employees is accomplished or submitted using the DSWD Annex L through HELPS; and is aligned with the Worker-Beneficiary Ratio and minimum standard for staffing requirements per Annexes A and B.			
<b>D. Financial Requirement</b>			

<b>TABLE C.</b>			
<b>FOR RENEWAL OF CRLTO AND ACCREDITATION (AS APPLICABLE)</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
7. The submitted Work and Financial Plan using the DSWD Annex D is for at least two (2) years, aligned with the prescribed fund allocation (70% for program expenses and 30% for administrative expenses), and is duly signed by the Head of Agency.			
8. The submitted duly accomplished financial report using DSWD Annex E is for the past year; prepared and certified true and corrected by either the accountant, treasurer, bookkeeper, or finance officer; and noted by the Head of the Agency.			
9. If the applicant SWDA was issued with a solicitation permit by the DSWD, the proceeds from the public solicitation conducted shall be reflected in the submitted financial report.			
<b>E. Facility Standard</b>			
<p>10. Facility Standard</p> <p>10.1 If Residential-Based and Center-Based, the following documents are submitted:</p> <ul style="list-style-type: none"> <li>● Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> <li>● Water Potability Certificate valid for the past three (3) months or valid Sanitary Permit</li> <li>● Valid or updated FSIC</li> </ul> <p>10.2. If Community-Based, a valid or updated FSIC is submitted.</p> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is same with the applicant's declared address.</i></p>			
<b>F. Service Delivery &amp; Standard</b>			
11.1. If Residential: An updated caseload inventory is accomplished or submitted using the DSWD Annex F through HELPS.			

<b>TABLE C.</b>			
<b>FOR RENEWAL OF CRLTO AND ACCREDITATION (AS APPLICABLE)</b>			
<b>Requirements</b>	<b>Compliant?</b>		<b>Findings/Observations</b>
	<b>Yes</b>	<b>No</b>	
12.2 If Community-based: An updated profile of its beneficiaries is accomplished or submitted using the DSWD Annex M through HELPS.			
<b>G. Reporting &amp; Documentation</b>			
12. There is a submitted Annual Accomplishment Report of the previous year containing the prescribed content of DSWD Annex G.			
13. There is a submitted RLA Notarized Declaration Form (Annex N)			
*No need to submit if there have been no updates since the last submission. Documents shall be validated instead during assessment and/or monitoring visits.			

<b>TABLE D.</b>				
<b>ADDITIONAL REQUIREMENTS IF APPLYING FOR PERPETUAL VALIDITY (FOR RENEWAL OF CRLTO)</b>				
<b>CRITERIA</b>	<b>Modes of Verification</b>	<b>Available</b>		<b>Findings/Observations</b>
		<b>Yes</b>	<b>No</b>	
1. The SWDA has received positive findings from all the monitoring visits conducted by the DSWD from the time it was issued with the CRLTO.	Confirmation Report from the DSWD			
2. The SWDA received an award/recognition in the form of a Plaque of Recognition/Center of Excellence from DSWD, Government Agencies, LGUs,	Scanned copy or photo of the award/recognition given within the validity period of the			

<b>TABLE D.</b>				
<b>ADDITIONAL REQUIREMENTS IF APPLYING FOR <u>PERPETUAL VALIDITY</u> (FOR RENEWAL OF CRLTO)</b>				
<b>CRITERIA</b>	<b>Modes of Verification</b>	<b>Available</b>		<b>Findings/Observations</b>
		<b>Yes</b>	<b>No</b>	
and other entities within the validity of its current CRLTO.	CRLTO			
3. The SWDA has good financial management with 80/20 financial utilization.	Accomplished financial report (Annex E) covering the previous 2-year operations of the SWDA			
4. The SWDA has received a positive public rating as reflected in at least two (2) of their public pages via online platforms (e.g. official website or social media accounts). A favorable public rating garners at least four (4) points/stars out of five (5), with five (5) as the highest.	Screenshot/photo of the SWDAs online platforms with favorable ratings.			
5. The SWDA's core staff has received at least five (5) trainings within the three (3) year validity of its CRLTO.	Scanned copy of training certificates issued within the specified period			
6. The SWDA has documented at least one good practice in its agency, implemented within the validity period of its CRLTO, with the following content: <ul style="list-style-type: none"> <li>● Title</li> <li>● Date and venue</li> <li>● Objectives, outcomes, and target</li> <li>● Why is this activity regarded as good practice?</li> <li>● Impact, outcome, or result of the strategy on the target clients</li> <li>● How did the strategy contribute to the achievement of the overall targets or goals of the program?</li> <li>● What elements or aspects of the activity are replicable?</li> </ul>	Scanned copy of the documentation			



<b>TABLE D.</b> <b>ADDITIONAL REQUIREMENTS IF APPLYING FOR <u>PERPETUAL VALIDITY</u></b> <b>(FOR RENEWAL OF CRLTO)</b>				
<b>CRITERIA</b>	<b>Modes of Verification</b>	<b>Available</b>		<b>Findings/Observations</b>
		<b>Yes</b>	<b>No</b>	
7. The SWDA has established partnerships through a Memorandum of Understanding/ Agreement (MOU/A) to support its programs and services.	At least one (1) scanned copy of the MOU/A valid during the time of renewal.			





**ANNEX N**

**DECLARATION FORM**

**APPLICATION FOR REGISTRATION, LICENSING AND ACCREDITATION**

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. [Select one, delete the other:]

[If the head of the agency:] I am the head of [Name of SWDA] with office address at [address of SWDA];

[If Authorized representative:] I am the duly authorized and designated representative of [Name of SWDA] with office address at [address of SWDA];

2. [Select one, delete the other:]

[If the head of the agency:] As the agency head of [Name of SWDA], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the documents, and sign and execute the application for Registration, Licensing and/or Accreditation of [Name of SWDA] as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

[If Authorized representative:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the documents, and sign and execute the application for Registration, Licensing and/or Accreditation of [Name of SWDA], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of SWDA] is not "blacklisted" or barred from applying for Registration, License, and Accreditation Certificates with the Department of Social Welfare and Development (DSWD) as defined and provided under DSWD MC 18 series of 2024 or the Omnibus Guidelines on the Regulation of Social Welfare and Development Agencies (SWDAs) and their Social Welfare and Development (SWD) Programs and Services;
4. [Name of SWDA] is not blacklisted to do transactions with the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units (LGU), foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the



Uniform Guidelines on Blacklisting;



5. [Name of SWDA] undertakes that, in the event that it receives any donation or payment from any person or business related to the tobacco industry, [Name of SWDA] shall not allow any form of promotion, advertisement, nor sponsorship of any of tobacco products, including any item, material, tangible or intangible that would identify or associate such donation in cash or in-kind to the tobacco company, or its manufacturer or wholesaler, or any person, interest group, advocacy organization, law firm, advertising agency or other business organization that represents the interest of the tobacco industry.
6. Each of the documents submitted in satisfaction of the registration, licensing and/or accreditation requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
7. [Name of SWDA] is authorizing the DSWD or its duly authorized representative(s) to verify all the documents submitted and is authorized to inspect the premises of the office as part of its monitoring activities;
8. [Name of SWDA] has no unliquidated funds and it is free from any financial liability/obligation from past and current collaborative partnerships with the DSWD that involve a transfer of funds;
9. [Name of SWDA] shall keep a record of all social development and/or welfare activities they handle in accordance with RA No. 10847;
10. [If private agencies that are planning to engage:] [Name of SWDA] shall operate within six (6) months upon issuance of its Certificate of Registration and License To Operate (CRLTO) from the DSWD; and
11. [Name of SWDA] is not, in any way, connected with commercial importation of used or pre-owned clothing and is not importing any adulterated or misbranded food or goods for human consumption or any adulterated or misbranded drug in violation of relevant laws and regulation.
12. All personal data, as defined under the Data Privacy Act of 2012 and its implementing rules and regulations, along with account transaction information or records with the DSWD may be processed, profiled, or shared to requesting parties or for the purpose of any court, legal process, examination, inquiry, and audit or investigation of any authority.

Furthermore, I [Name of Affiant], under penalty of perjury, certify that all information provided in my application is true and correct to the best of my personal knowledge and is based on authentic records submitted to the DSWD. Supplying false or misleading information or producing falsified documents shall be grounds for appropriate administrative and criminal actions against me, including the revocation of the issued registration/license/certificate.

***[SIGNATURE OVER PRINTED NAME OF THE HEAD OF THE AGENCY  
OR ITS AUTHORIZED REPRESENTATIVE]***

**Affiant**

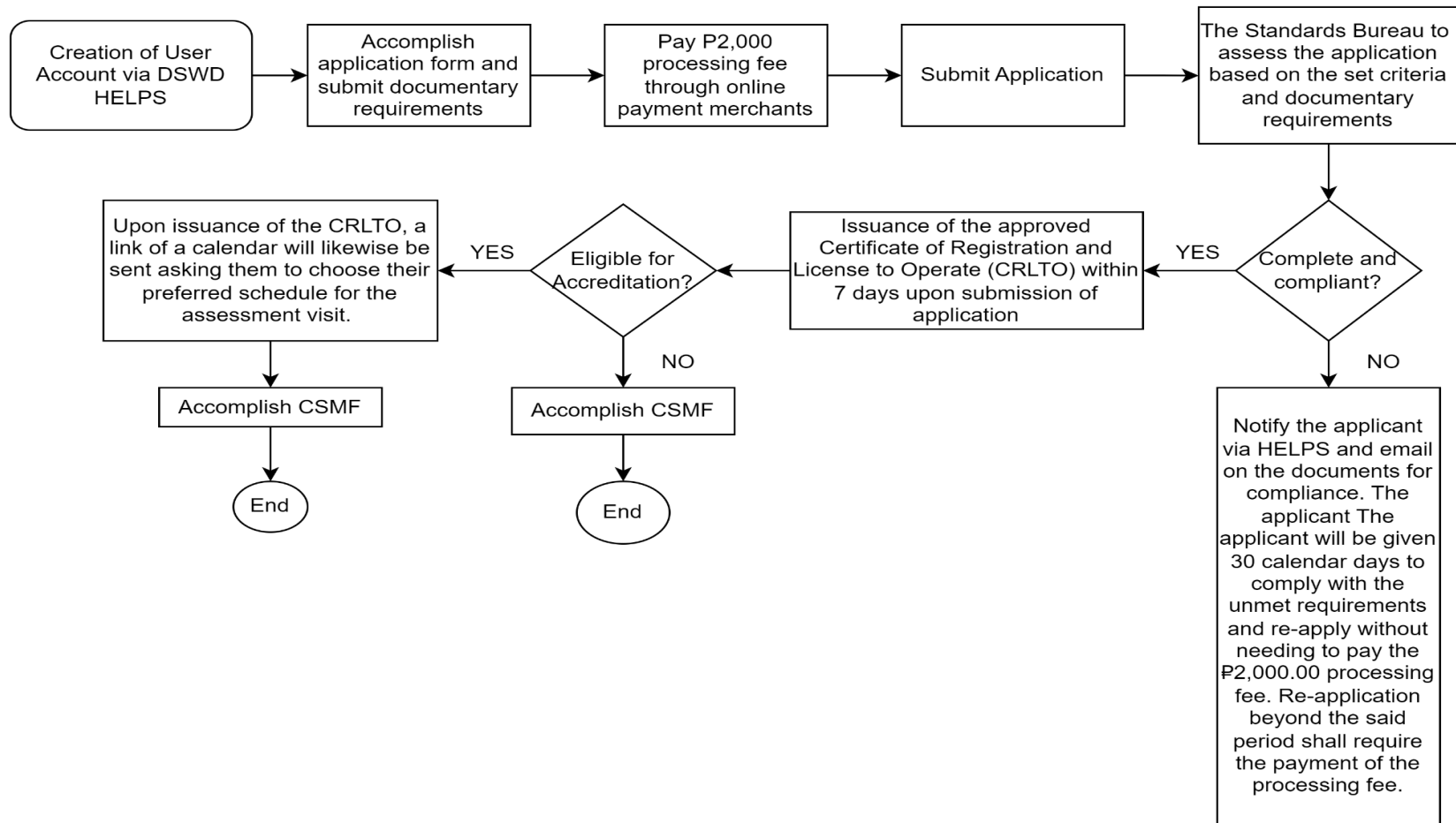
Subscribed and sworn to before me, a Notary Public in and \_\_\_\_\_, affiant exhibiting to me his/her \_\_\_\_\_ issued at \_\_\_\_\_ and expiring on \_\_\_\_\_, who was identified at \_\_\_\_\_ and expiring on \_\_\_\_\_, who was identified by me through competent evidence of identity to be the same person who presented the foregoing instrument and signed the instrument in my present, and who took an oath before me as to such instrument.

Witness my hand and seal this \_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

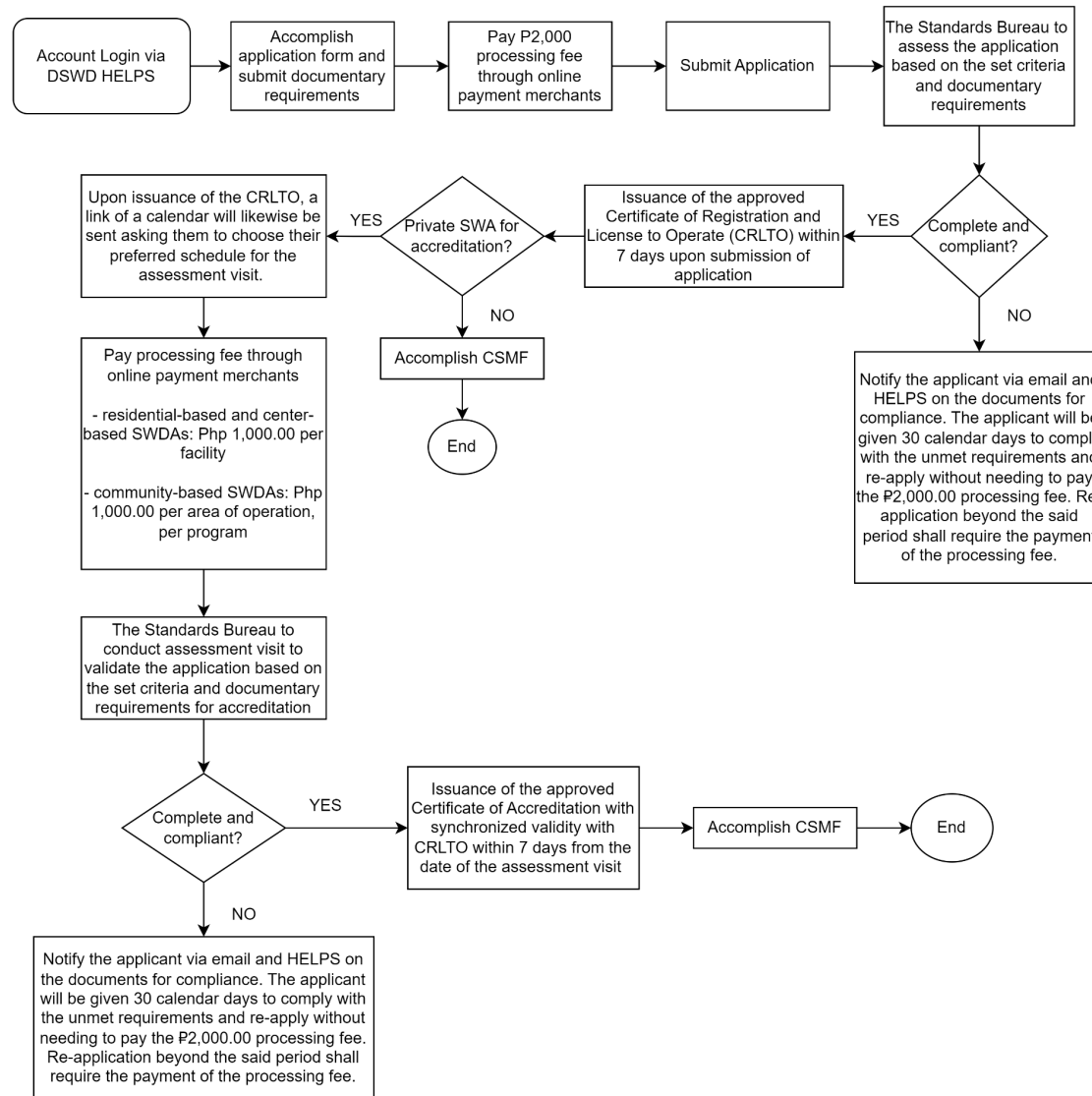
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Book No. \_\_\_\_\_  
Series of \_\_\_\_\_

**NOTARY PUBLIC**

**PROCESS FLOWCHART FOR REGISTRATION AND LICENSING FOR NEW/FIRST TIME APPLICANTS**

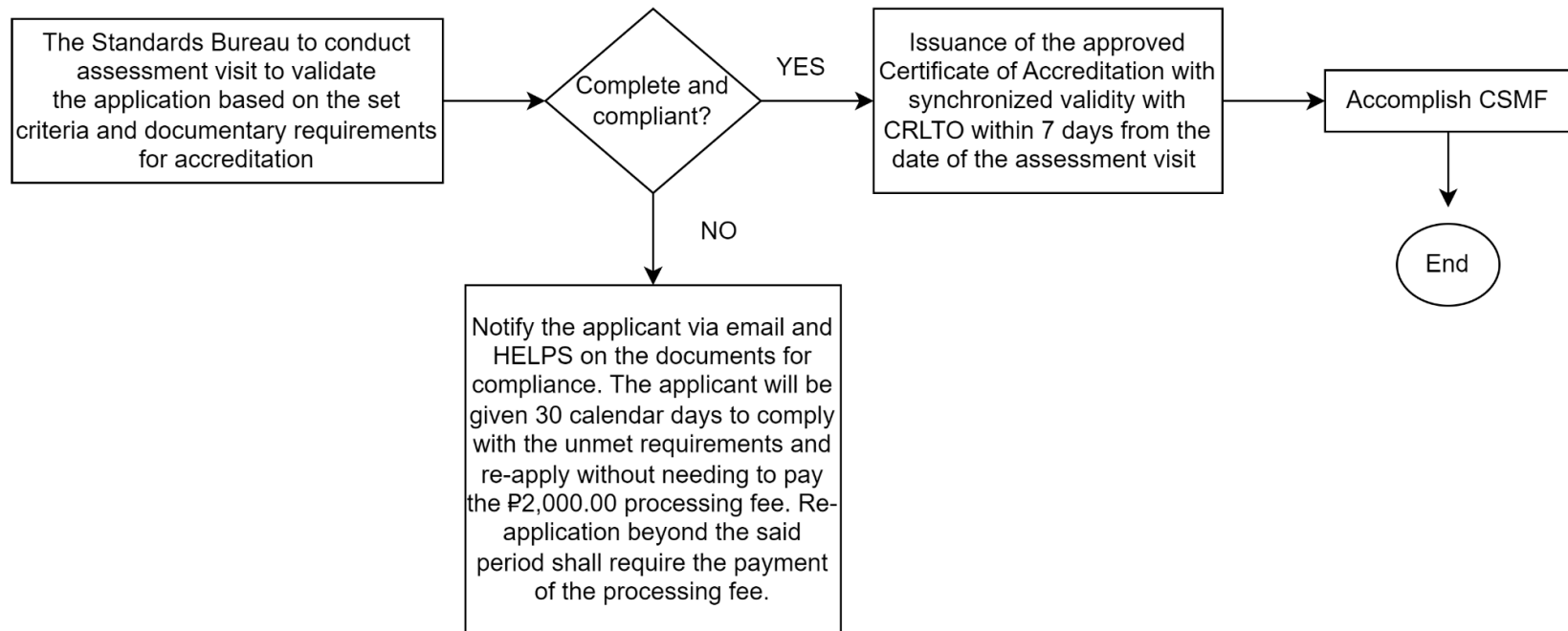


**PROCESS FLOWCHART FOR RENEWAL OF CRLTO AND ACCREDITATION (AS APPLICABLE)**



### PROCESS FLOWCHART FOR ACCREDITATION OF SWD PROGRAMS AND SERVICES FOR PRIVATE SWA WITH ISSUED CRLTO UNDER DSWD HELPS (FIRST ACCREDITATION)

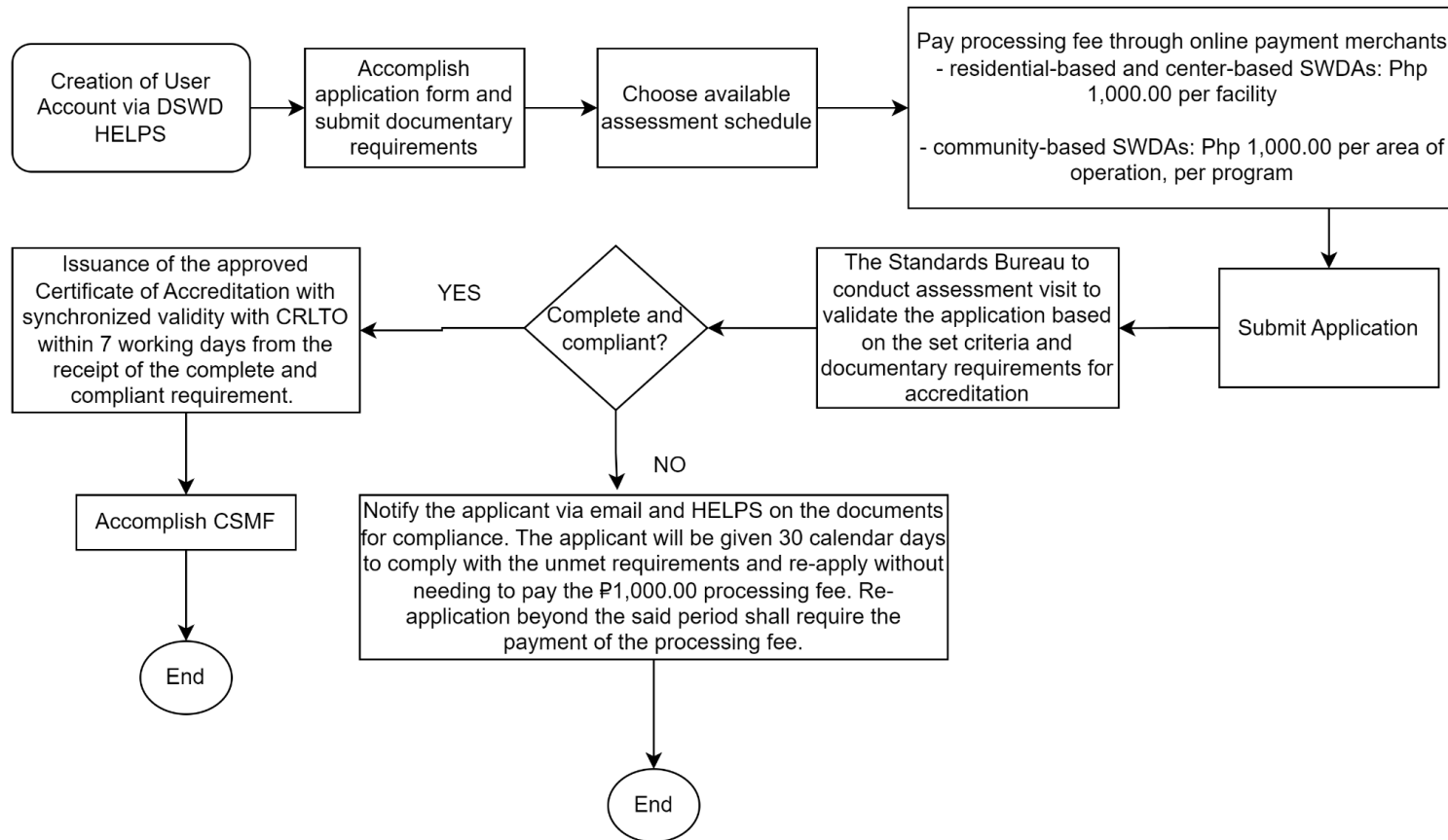
Note: Private SWAs issued with CRLTO need not apply and pay processing fee for accreditation, as they have already filled up the online application form, submitted the documents and chose their assessment visit schedule during their RL application.





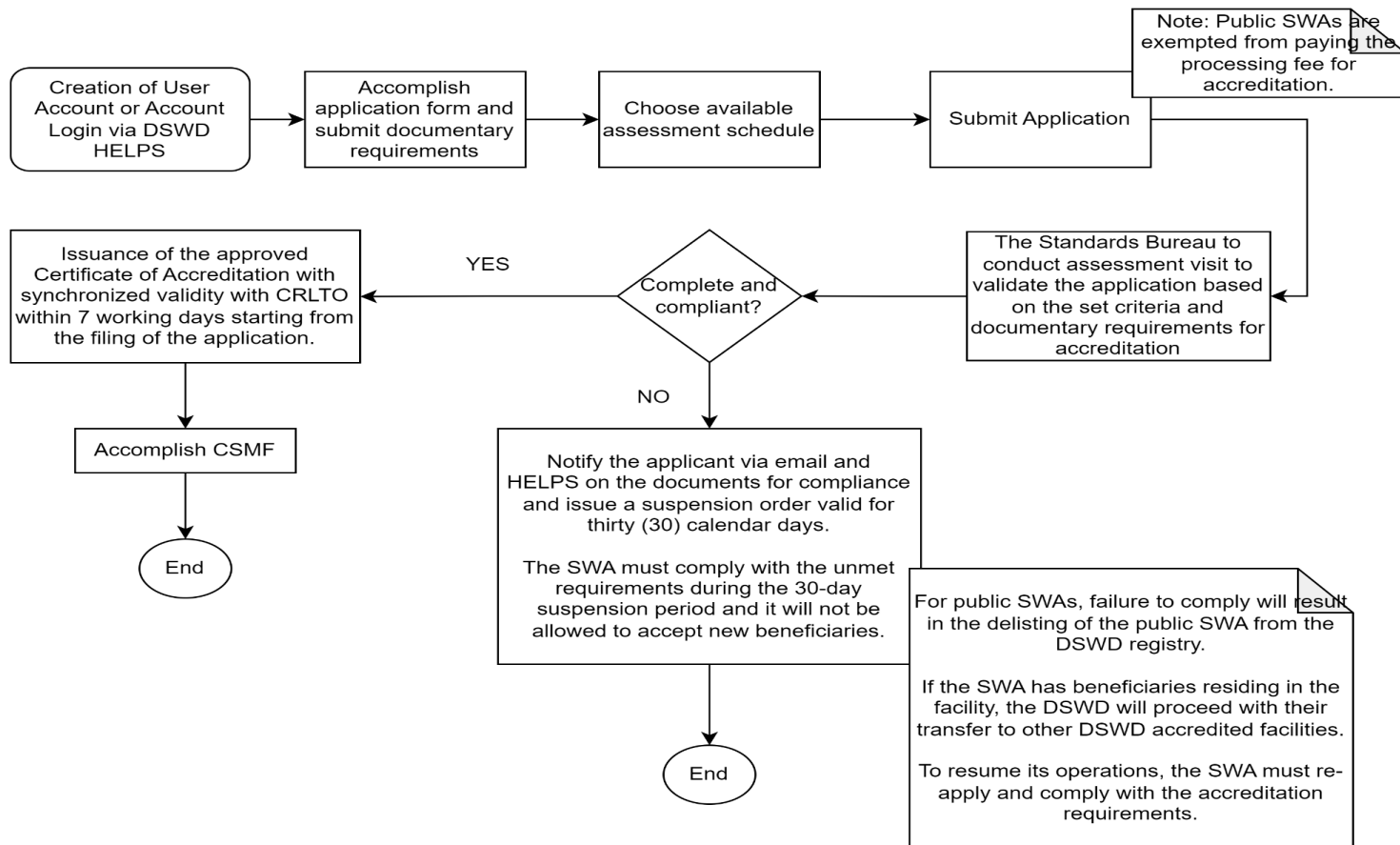
## PROCESS FLOWCHART FOR ACCREDITATION OF SWD PROGRAMS AND SERVICES FOR PRIVATE SWA WITH VALID DSWD CERTIFICATE FROM PREVIOUS GUIDELINES

Note: Private SWAs with valid RL shall file an application for Certificate of Accreditation through the DSWD HELPS twenty one (21) days upon effectivity of these guidelines.



## PROCESS FLOWCHART FOR ACCREDITATION OF SWD PROGRAMS AND SERVICES FOR PUBLIC SWAs (NEW AND RENEWAL)

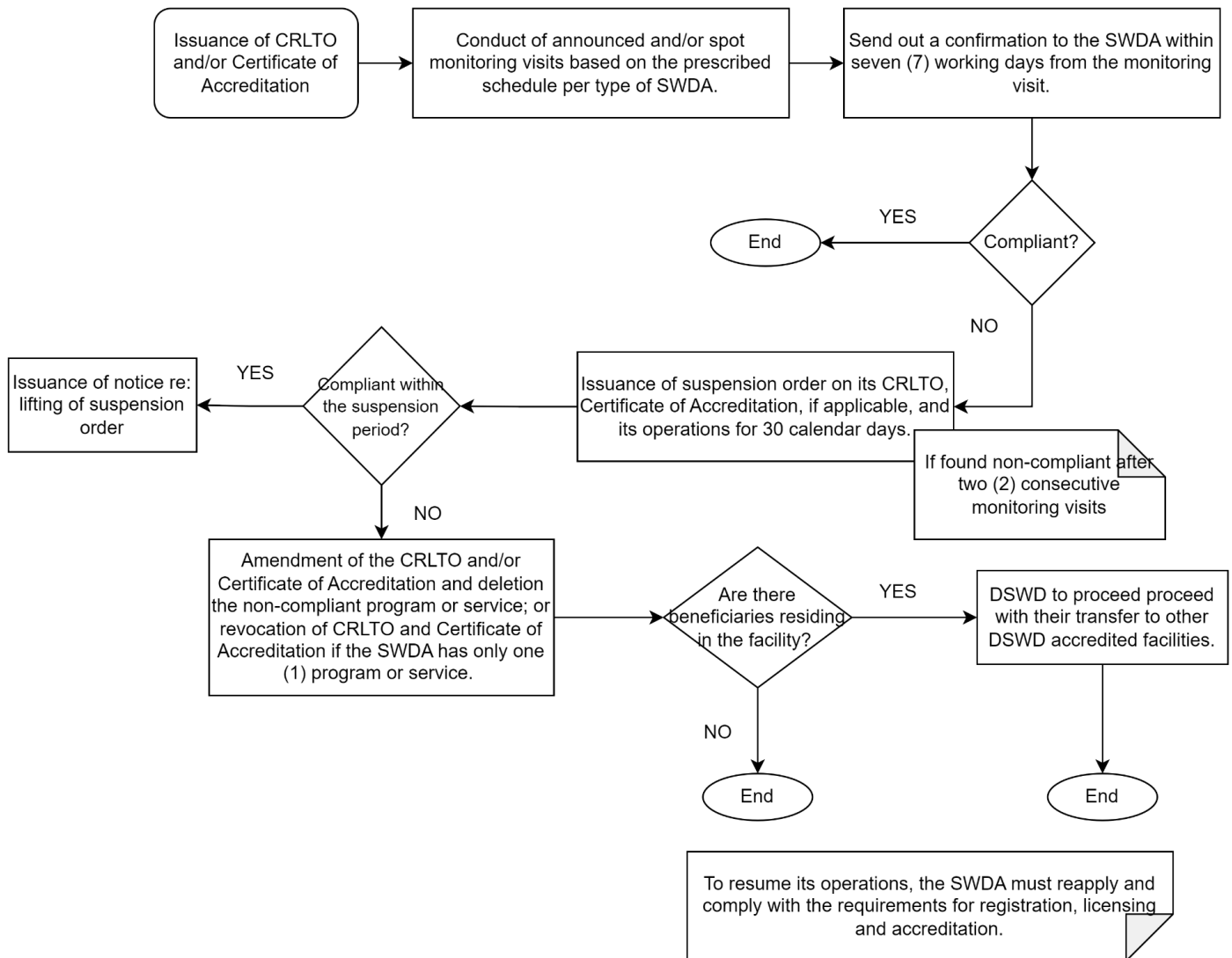
- **A newly established public SWA** shall create an account and apply for accreditation through the DSWD HELPS within twenty-one (21) working days from the start of their operations.
- **Public SWAs that are already engaged and/or with expired certificates** from the old guidelines must also create an account and apply for accreditation within twenty-one (21) working days from the effectivity date of these guidelines.
- **Public SWAs with issued Certificate of Accreditation under DSWD HELPS** shall apply for renewal twenty-one (21) working days prior to the expiration of its certificate.



*Annex Q. Process Flowchart for Monitoring of Registered, Licensed and/or Accredited SWDAs*

**PROCESS FLOWCHART FOR MONITORING OF REGISTERED, LICENSED AND/OR ACCREDITED SWDAs**

**Monitoring schedule:**  
**Residential-based SWAs and CPAs:** at least once on a semestral basis, focusing on case management  
**Community-based, center-based SWAs and Auxiliary SWDAs:** at least once annually, focusing on program implementation



**FLOWCHART OF PROCEEDINGS FOR HANDLING OF COMPLAINTS**

