

MEMORANDUM CIRCULAR

No. 09

Series of 2025

SUBJECT : GUIDELINES ON THE IMPLEMENTATION OF SOCIAL CASE MANAGEMENT SERVICE FOR FORMER MEMBERS OF NON- STATE ARMED GROUPS AND INDIVIDUALS AND FAMILIES AFFECTED BY ARMED CONFLICT

I. Rationale

In support of the peace and development agenda of the Philippine Government, the Department of Social Welfare and Development (DSWD) has been implementing the following programs that aim to promote just and lasting peace and development in addressing the psychosocial, economic, and social concerns of former members of different non-state armed groups (FMNSAGs) and conflict-affected and vulnerable communities since 2021:

1. Payapa at Masaganang PamayaNAn (PAMANA) under the supervision of PAMANA LGU-Led Unit and PAMANA CDD Unit, designed to address specific needs of the Conflict-Affected and Vulnerable Areas (CAAs/CVAs);
2. Social Healing, which facilitates the healing process of individuals, families and communities over traumas from armed conflict struggles and build their resilience via the case management process, an interactive process and method of providing services whereby the social worker or development workers assesses the needs of the client, plans the interventions, implements the services, and monitors the situation of the client after the provision of assistance, with focus on the psychosocial component;
3. Program supporting the completion of the Peace Agreements with the Moro Islamic Liberation Front (MILF), the Moro National Liberation Front (MNLF), and National Task Force for Disbandment of Private Armed Groups (NTF-DPAGs) towards healing and reconciliation in the Bangsamoro;
4. Program supporting the Executive Order No. 70, s. 2018, Former Violent Extremists, Cordillera Bodong Administration-Cordillera People's Liberation Army (CBA-CPLA) and, KAPATIRAN; and
5. Programs that support Preventing and Countering Violent Extremism (PCVE) and Women, Peace, and Security (WPS).

Although, the DSWD through the oversight of the Office of the Undersecretary for Inclusive-Sustainable Peace and Special Concerns (OUS-ISPSC), has been implementing social protection programs for the marginalized, disadvantaged, and vulnerable sectors in support of attaining just and lasting peace there have been inadequacies in the services that address the plight of FMNSAGs and individuals and families affected by armed conflict as well as lack of accounts on their rehabilitation

experiences.

Recognizing the need to focus and improve the interventions for FMNSAGs, the DSWD has anchored the initiative to prevent the FMNSAGs' re-engagement in armed conflict and achieve their full reintegration in society on the Peace and Development Buong Bansa Mapayapa (PDBBM) Program Results Framework. The agency is strengthening the case management service via the social case management process to ensure that the progress of the FMNSAGs' reintegration is closely monitored and clearly documented through the work of the case managers in developing and achieving the FMNSAG's intervention plan.

The social case management process entails PDBBM case managers employing the Total Family Approach in assessing the needs of and the appropriate interventions for the clients and their respective families. Further, the case managers shall link the FMNSAGs with concerned government/non-government agencies for the appropriate services according to the intervention plan that the client shall develop with the case manager's assistance.

This Memorandum Circular is being issued to ensure that the appropriate interventions are extended to the FMNSAGs via the case management process. The case managers' knowledge, attitude, and skills shall be enhanced through training and other activities relative to helping the FMNSAGs become productive members of the community, given the case manager's critical role in the social case management process.

II. Legal Bases

A. National Instruments/Policies

1. **Presidential Proclamation Nos. 403, 404, 405 and 406, all dated November 22, 2023**, which grants amnesty to members of the RPMP-RPA-ABB; former members of the CPP-NPA-NDF; members of the MILF; and MNLF respectively who have committed crimes punishable under the Revised Penal Code and Special Laws in the furtherance of their political beliefs;
2. **Office of the President Administrative Order No. 25, series of 2020**, "Amending A.O. 10, s. 2018 on Centralizing All Former *Rebels and Creating for the Purpose an Inter-Agency Task Force*" expands the coverage of E-CLIP to facilitate the reintegration to civilian life of former violent extremists (FVEs) who have similarly chosen to lay down their arms and become productive and law-abiding members of society;
3. **GRP - RPM-P/RPA/ABB-TPG Peace Agreement** and its 2019 Clarificatory Implementing Document dictates the commitments between the Government of the Republic of the Philippines and the RPM-P/RPA/ ABB-TPG otherwise known as the KAPATIRAN; layout the details of the mutual obligations of both parties that need to be carried out to ensure the eventual signing of the Closure Agreement to GPH-RPM-P/RPA/ABB 2000 Peace Agreement;
4. **Executive Order No. 79 series of 2019**, "Implementing the Annex on Normalization Under the Comprehensive Agreement on the Bangsamoro" defines programs under the different components of the Normalization

Program for implementation for the combatant and non-combatant elements of the MILF and families of Decommissioned Combatants;

5. **Republic Act No. 11188**, signed 10 January 2019 "An Act Providing for the Special Protection of Children in Situations of Armed Conflict and Providing Penalties for Violations Thereof" considers as paramount the best interests of children, and treats all children involved in, affected by or displaced by armed conflict as victim-survivors;
6. **Executive Order No. 70, series of 2018**, "Institutionalizing the Whole-of-Nation- Approach in Attaining Inclusive and Sustainable Peace, Creating a National Task Force to End Local Communist Armed Conflict and Directing the Adoption of a National Peace Framework" aims to address the root causes of insurgency to end local communist arm conflict using a whole-of-nation approach to providing assistance to former members of the Communist Terrorist Groups and to conflict affected and vulnerable areas;
7. **Office of the President Administrative Order No. 10, series of 2018**, Centralizing All Government Efforts for the Reintegration of Former Rebels and Creating for the Purpose and Inter-Agency Task Force;
8. **Republic Act No. 10821**, signed May 18, 2016 "An Act Mandating the Provision of Emergency Relief and Protection for Children Before, During, and After Disasters and Other Emergency Situations";
9. **Comprehensive Agreement on the Bangsamoro (CAB)** signed on 27 March 2014 by the Government of the Philippines and the Moro Islamic Liberation Front (MILF) which provided a negotiated political settlement for the attachment of a just and lasting peace and development in the Bangsamoro; and
10. **Republic Act No. 10173 or the Data Privacy Act of 2012**, an act protecting individual personal information and communication systems in the government and the private sector, creating for this purpose a national privacy commission and for other purposes.

B. DSWD Issuances/Policies

1. **DSWD Administrative Order No. 13, series of 2024**, amending DSWD AO No. 16, series of 2023 or "The Creation of DSWD Peace and Development Regional Program Management Offices (PD-RPMOs), Program Management Unit (PMU) and Working Group (WG), prescribes the organizational structures in the implementation of the PDBBM Program and elevates the PMU to a National Program Management Office (NPMO) due to its role in managing established DSWD programs;
2. **DSWD Memorandum Circular No. 21, Series 2023**, establishment of the DSWD Peace and Development "Buong Bansa Mapayapa" Program;
3. **DSWD Memorandum Circular No. 15, series of 2023**, amending DSWD MC No. 6 series of 2022, the DSWD implementation of socio-economic interventions for the MNLF Transformation Program;
4. **DSWD Memorandum Circular No. 8, series of 2023**, serves as the overall guiding document for the oversight, implementation and support of DSWD offices on the PAMANA Program;

5. **DSWD Memorandum Circular No. 3, series of 2020**, "*Revised Guidelines in the Implementation of Executive Order No. 70, series of 2018*" provides guidance to different OBSUs in the Central Office and the Field Offices in the implementation of social welfare and development programs and projects towards the achievement of the objectives of EO 70 s. 2018; and
6. **DSWD Memorandum Circular No.18, series of 2019**, the mechanisms to ensure proper management of DSWD's socio-economic interventions for Decommissioned Combatants of the MILF.

III. Scope and Coverage

These guidelines shall be used by the Department as a reference in the social case management of FMNSAG in the country, and those affected by armed conflict such as Children in Situations of Armed Conflict (CSAC), Families of FMNSAG and Victims of Terrorism (VoT).

IV. Objectives

General:

To provide offices, bureaus, sections and units in the Central Office and Field Offices clear guidelines in implementing social case management service for FMNSAG.

Specifically, these guidelines seeks to:

1. Establish social case management operational processes and procedures for the guidance of concerned officials and personnel of the DSWD Central Office (CO) and Field Offices (FOs) in order to understand the social case management service process, its scope and funding to aid the implementation of case management;
2. Define the specific roles and responsibilities of the DSWD management and staff who are engaged in the case management implementation; and
3. Ensure the consistent, appropriate, correct, complete and timely FMNSAG social case management service implementation.

V. Definition of Terms

1. **After care-** refers to post-case management intervention that utilizes social support strategies essential for ensuring the FMNSAG's successful reintegration into society living a normal life free from fear. After-care services are discussed towards the closure of the case not as an extra but instead as a key part of professional support. The case manager, the Local Social Welfare and Development Officer, and the FMNSAG together decide the after-care services that are needed and appropriate for the FMNSAG's case;
2. **Social Case Management** - refers to the process of providing services whereby the case manager assesses the needs of the client and the client's family, when appropriate, and arranges, coordinates, monitors, evaluates and advocates for a package of multiple services to meet the specific client's complex needs;
3. **Case Manager-** refers to a social worker or allied professional who manages cases of individuals and families, working closely with the clients to connect them with the appropriate forms of assistance and social services successfully. Specifically, the allied professional refers to a person who is

trained on social case management to ensure they are fully and properly equipped with the knowledge, skills, and right attitude in handling the FMNSAGs. The case manager oversees operations and administrative tasks related to case management and provision of assistance; provides technical assistance to proponents; coordinates development of social welfare programs; monitors implementation of programs; and does other related work;

4. **Children Affected by Armed Conflict (CAAC)** - refers to all children in the population experiencing or who have experienced armed conflict;
5. **Children Involved in Armed Conflict (CIAC)** - refers to children who are either forcibly, compulsorily recruited, or who voluntarily joined a government force or any armed group in any capacity. They may participate directly in armed hostilities as combatants or fighters; or indirectly through support roles such as scouts, spies, saboteurs, decoys, checkpoint assistants, couriers, messengers, porters, cooks or as sexual objects;
6. **Children in Situations of Armed Conflict (CSAC)** - refer to all children involved in armed conflict, children affected by armed conflict and internally displaced children;
7. **Decommissioned Combatant** - refers to a member of MILF who smoothly transitions from conflict to peaceful, productive civilian life, and consequently leave behind his/her guerilla identity;
8. **Former Members of Non-State Armed Group (FMNSAG)** - refers to individuals who were actively involved in armed conflict as members of any non-state group such as but not limited to the Communist Party of the Philippines - New People's Army (CPP-NPA), KAPATIRAN, DAWLAH ISLAMIYAH, Abu Sayyaf Group (ASG) and Cordillera Bodong Administration - Cordillera People's Liberation Army (CBA-CPLA), Private Armed Groups that had been disbanded, Moro National Liberation Front (MNLF), Moro Islamic Liberation Front (MILF);
9. **Former Rebel** - refers to the members of the Communist Party of the Philippines (CPP), New People's Army (NPA) and the National Democratic Front (NDF) collectively known as CPP-NPA-NDF, and the Militia ng Bayan, who voluntarily abandoned the armed struggle and opted to become productive members of the society;
10. **Former Violent Extremist (FVE)** - refers to an individual who is disengaged from a path to violent extremism and radicalization that leads to terrorism and who can play a useful role in raising awareness and communicating credible counter-narratives;
11. **KAPATIRAN** - refers to an organized group consisting of former member of the Rebolusyonaryong Partido ng Manggagawa-Pilipinas/Revolutionary Proletarian Army/Alex Boncayao Brigade Tabara Paduano Group RPM-P/RPA/ABB-TPG;
12. **Internally Displaced Children (IDC)** - refers to children or group of children, whether separated or together with their families, who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular, as a result of or in order to avoid the effect of armed conflict and situations of generalized violence;

13. **Local Social Welfare and Development Office (LSWDO)** - refers to social welfare and development officers at the Municipal, City, Provincial levels, who formulate and carry out measures to ensure the delivery of social services and the provision of adequate facilities relative to social welfare and development as provided for under Republic Act Number 7160 or the Local Government Code of 1991;
14. **Moro Islamic Liberation Front (MILF)** - refers to an Islamic separatist and political organization founded in 1978 based in the southern Philippines to seek autonomy for Filipino Muslims called Moros;
15. **Moro National Liberation Front (MNLF)** - refers to the group of an Islamic separatist and political organization founded in 1972 based in the southern Philippines to seek autonomy for Filipino Muslims called Moros;
16. **New People's Army (NPA)** - refers to the armed wing of the Communist Party of the Philippines, founded by the late Jose Maria Sison in March 1969 with the mission of overthrowing the Philippine government. The NPA's primary functions are to conduct a people's war against the government, build a national united front, organize revolutionary committees, circulate propaganda to attract members and supporters, and support local party organizations, among others;
17. **Normalization** - refers to the provision of assistance and empowering decommissioned combatants (DCs) and their families toward normalization by providing them with various social protection and livelihood interventions with the collaborative support of concerned agencies;
18. **Peace and Development Buong Bansa Mapayapa** - refers to the program that ensures convergence between the DSWD's individual peace initiatives, overall monitoring, policy development, program management, provision of technical assistance to DSWD Field Offices, consolidation of reports at the national level, and maintenance of strong linkages with partner agencies on peace and development, in particular, the lines of jurisdiction between DSWD and other national agencies with regard to the government's overall peace efforts;
19. **Rehabilitation** - refers to a wide range of interventions aimed at restoring offenders to a status of being law-abiding and non-violent citizens while encouraging them to desist from violent activities. (adapted from the National Framework on Preventing and Countering Violent Extremism);
20. **Reintegration** - refers to a process where a former member of a non-state armed group (FMNSAG) voluntarily disarms/surfaces and undergoes mainstreaming into a civilian and productive life, and the government undertakes measures to assist the FMNSAG in the transition and attend to the FMNSAG's socio-economic well-being, as well as his/her safety and security, psycho-social and legal concerns;
21. **Supervising Social Worker (SSW)** - refers to a Registered Social Worker, who is a graduate of BS Social Work or MS Social Work, and has passed the licensure examination for social workers (RA 9433 or the Magna Carta of Public Social Workers). Specific to this MC, the supervising social worker shall supervise the case managers' work and provide them technical support to ensure the effective implementation of the social case management service

for FMNSAG. Among others, the SSW shall review and provide recommendations on the social case study reports and monitor the progress of the intervention plan implementation per client; and

22. **Victims of Terrorism** - refers to innocent citizens who were randomly targeted in brutal attacks by a terrorist group.

VI. General Guidelines

The social case management process shall start once the FMNSAG has been verified and endorsed to the DSWD for case management by the concerned inter-agency oversight committee or government agency including but not limited to the Armed Forces of the Philippines and the Philippine National Police.

VII. Guiding Principles

The following principles shall serve as the foundation for the formulation of guidelines on social case management for FMNSAG. These will ensure that the social case management processes are holistic, inclusive, and responsive to the specific needs of the FMNSAG. Hence, the provision of interventions to the client shall be guided with the following principles:

1. Context-specific

The PD-BBM Program serves FMNSAG of various affiliations (membership in NPA, MNLF, MILF, etc), ideologies (e.g. MNLF's ideology is rooted on nationalism and a desire for self-determination), etc. A thorough understanding of such background is essential to the provision of appropriate interventions that fully address the individual's concerns and needs.¹

2. Indigenous peoples (IP)-sensitive

The PD-BBM recognizes, respects, promotes, and protects the rights of the Indigenous Cultural Communities/Indigenous Peoples with due regard to their beliefs, customs, traditions, and institutions from our mandate.

3. Gender and Development anchored

The PD-BBM's social case management approach is anchored on Republic Act No. 9710 otherwise known as the Magna Carta of Women. It defines Gender and Development Program (GAD) as the development perspective and process that is participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potential.

The PD-BBM recognizes the power of women in achieving long lasting peace. Former women insurgents, given the right interventions, can contribute to sustained peace and development efforts across political, economic, cultural, psychosocial and social aspects.²

4. Holistic

¹ (Sternberg, 1998)

² RA 9710, DSWD AO 19, Series of 2020

The person or individual is provided interventions by assessing the person's complete well-being considering the physiological, physical, emotional, social, and spiritual needs.

All persons have unique experiences influenced by their beliefs, life experiences and environment especially when they engage in insurgent activities. It is therefore critical for the persons' background to be fully understood to fully assess their situation to come up with holistic interventions.³

5. Inclusivity and Respect for Diversity

Respect for diversity entails accepting and building on the differences among people regarding age, gender, culture, race, values, social status, background, and ability. It is respecting and accepting the individual as one who can change and contribute to the achievement of long-lasting peace given appropriate psycho-social support and other interventions. This goes hand in hand with inclusivity, recognizing that each person is unique with talents and skills, and can contribute richly to the peace and development process.

It is important for FMNSAGs to feel welcome, valued and respected regardless of their background and identity, especially with peace and development efforts.⁴

6. Community-driven

The community-driven approach is critical to the PD-BBM social case management process. In this approach, the community engages the former members of non-state armed groups in the community development efforts as an integral part of their full community reintegration.

The community-driven approach involves the community members, empowering them as the ones responsible for addressing their identified needs. The community members typically plan and build a project, and go on to monitor its progress.⁵

7. Conflict Sensitive and Peace Promoting

The implementation process of the interventions are ensured to not create new, nor aggravate old existing conflicts but instead, build or strengthen local capacities for peace.⁶

8. Restorative Justice

Responding to criminal behavior by balancing the needs of the community, the victims and the offenders. With the extensive history of armed conflict in the Philippines since the post-war period, contemporary peace initiatives emphasize on returning FMNSAGs into the fold of the law and the community at large while also opening avenues for victims to become stakeholders in peace building all the while providing them and their communities much needed intervention in order to obtain resilience against future conflicts.⁷

³ DSWD AO 16, Series of 2023 as amended by DSWD AO 13, Series of 2024

⁴ DSWD AO 19, Series of 2020

⁵ DSWD MC 09, Series of 2023

⁶ *Id.* 4

⁷ RA 9344

9. **Best Interest of A Child**

The PDBBM advocates the best interest in pursuing the child's holistic development and upholding the child's human dignity.⁸

Likewise, the PD-BBM is child-sensitive, considering the various dimensions of children's well-being by ensuring that their rights are protected, needs are provided and age-specific understanding of the risks and deprivation experienced by children as they grow are considered.⁹

10. **Total Family Approach**

The Total Family Approach (TFA) is a comprehensive framework used in various contexts, particularly in healthcare, education and social service. It emphasizes involving all family members rather than focusing solely on helping FMNSAGs. The TFA involves both the FMNSAG and their families identify their needs, set goals, create plans, and achieve those goals. While unique individuals compose families, their challenges are interconnected and their successes interdependent.¹⁰

11. **Confidentiality**

The social case management is guided by this basic principle throughout the process from the beginning until the closing of the case. It is keeping sensitive information private and protecting their privacy and dignity as human beings.¹¹ The social case management shall be covered by the Republic Act No. 10173 or the Data Privacy Act of 2012.

VIII. The Case Managers

Case Managers shall conduct the social case management service for FMNSAG. Each case manager will handle up to 100 FMNSAG cases yearly. This limit is set to maintain the quality of the social case management services provided. The case manager must carefully assess all 100 FMNSAGs to identify their needs and create an intervention plan with the client. Each FMNSAG should have an updated case folder with their social case study report and other important documents.

A Supervising Social Worker shall supervise at least 10 case managers who will each handle 100 FMNSAG cases yearly.

The Supervising Social Worker shall be deployed together with their respective case managers in clusters to facilitate working with the FMNSAG in the community and the coordination among them regarding the case management process.

IX. The Social Case Management Process

The social case management process is the interactive process and multidisciplinary method of providing services whereby the case manager assesses the needs of the client, plan the interventions with the client and/or their families, implement the services and monitor the **psychosocial and economic progress** of the client after the

⁸ RA 11188

⁹ RA 8371, RA 11188

¹⁰ *Id.* 4

¹¹ RA 10173

provision of assistance. The social case management process flow is attached, marked as Annex A.

The case manager shall ensure that before collecting personal information, including biometrics. The case managers must sign a Non-Disclosure Agreement to protect the privacy of former members of non-state armed groups. Additionally, during the intake interview, permission must be obtained from the former members to collect the required information listed on the intake form. The case manager must always maintain confidentiality and protect data privacy in accordance with Republic Act 10173 otherwise known as the Data Privacy Act of 2012 when gathering information and managing cases. Before starting an intake interview, the case manager will:

1. Explain the purpose of the interview - the case manager shall explain the purpose of the interview in a language or dialect known to the FMNSAG. The case manager shall clearly outline the objectives and goals of the interview to the client for better understanding and transparency. Furthermore, the case manager shall consider that FMNSAG may be of various ages, and ensure that the explanation of the interview is adapted to their developmental stage to guarantee their understanding;
2. Clarify that some information may be shared with others involved in the reintegration process as well as implementation of the intervention plan. The case manager shall inform the FMNSAG that some of the information gathered during the interview may be shared with others involved in the reintegration process and the implementation of the intervention plan; and
3. Obtain the FMNSAG's consent for the interview, in writing to confirm their agreement to proceed.

The FMNSAG should also be informed about how their data may be used in the future, which helps build trust.

The schedule and location of the interview should account for the FMNSAG safety and security concerns.

While the social case management applies to all FMNSAG across former affiliations, distinct specific protocols apply in handling Children Involved in Armed Conflict (CIAC), Children in Situations of Armed Conflict (CSAC) and Children Affected by Armed Conflict (CAAC) per R.A. 11188.

The Social Case Management Process is divided into seven (7) phases, namely:

1. **Validation and Verification** - This phase involves verifying the former member's affiliation with the non-state armed group by the concerned inter-agency oversight committee or government agency before endorsement to the DSWD. The social case management process starts upon receiving the endorsement of FMNSAG by a concerned inter-agency committee or government agency for interventions.

The process varies based on the specific non-state armed group. Below is the verification process to determine if the former member is eligible for intervention packages from PD-BBM and other agencies, as outlined in the Memorandum of Agreement (MOA), Executive Order (EO), or Memorandum Circular (MC).

Moro Islamic Liberation Front (MILF)

- a. The member of the MILF who intends to surface and return to the fold of law may officially make himself/herself known to the government, either directly through entities like the AFP, PNP, or other government agencies, or indirectly through mediating agencies such as the LGU or civil society organizations, including faith-based or religious institutions, which serve as the Receiving Unit;
- b. The list of MILF members who surfaced and decided to return to the fold of law shall be transmitted to the Independent Decommissioning Body (IDB) for processing and verification. The IDB is composed of international and local experts who oversee the decommissioning process of MILF fighters and weapons so that these are put beyond use;
- c. The Government of the Philippines and MILF Peace Implementing Panel will decide the schedule for decommissioning;
- d. The former member/s of MILF will undergo the process of decommissioning, which involves the validation and verification of the identities of the former members;
- e. Each decommissioned MILF member is issued by the IDB with an identification card as proof that the combatant had been decommissioned;
- f. Initial services are provided by the security sector and/or local social welfare and development offices; and
- g. The decommissioned combatant (DC) will be referred to the DSWD by the relevant inter-agency committee or government agency for social case management. The social case management process includes further assessing the needs of FMNSAGs and referring them to the appropriate government agency for identified social services.

Moro National Liberation Front (MNLF)

- a. The MNLF membership (former) of those who wish to return to the fold of law shall be validated by the Government Validation Team (GVT) composed of AFP, PNP and NICA representatives. The GVT shall forward the list of former MNLF members to the OPAPRU, as validated;
- b. The former MNLF member's next of kin up to the 1st degree of consanguinity shall also appear in the validated list submitted to the OPAPRU;
- c. The former MNLF members shall be enrolled in the Transformation Program and their profile determined. Weapons/firearms shall be inventoried and turned-over to the government for security purposes; and
- d. The OPAPRU shall officially endorse the validated list of former MNLF members with the duly issued resolution from the GPH-MNLF Management Committee to the DSWD as the DSWD's basis for the provision of its socio-economic packages to the former member of MNLF.

CPP-NPA/Former Violent Extremists

- a. Pre-Surfacing Phase: The Former Rebel (FR)/Former Violent Extremist (FVE) may coordinate with or approach any receiving unit such as the Armed Forces of the Philippines (AFP), the local government unit (LGU) or any of the government agencies to signify his/her intention to surface or return to the fold of law;
- b. Surfacing Phase: the FR/FVE actually presents him/herself to proper authorities such as the AFP and PNP to surrender and for initial

processing. If with firearm/s, this/these will be turned over to proper authorities for processing and documentation and can be remunerated later on;

- c. The AFP/PNP will validate his/her information and will endorse him/her to the LGU. If in case the FR/FVE was found to have a pending case filed in court, an arrest warrant will be issued and he/she will be taken into custody;
- d. The Local Social Welfare and Development Officer (LSWDO) will check the records if the FR/FVE has already availed of the E-CLIP. If not, the name will be submitted to the Joint AFP/PNP Intelligence Committee (JAPIC) for JAPIC certification, which is required before any form of government assistance set forth in E-CLIP may be released to the client;
- e. The LSWDO then endorses the client to a halfway house to undergo the rehabilitation process;
- f. The FR/FVE Reintegration Plan will be accomplished by the FR/FVE with the assistance of the LSWDO;
- g. The LSWDO facilitates the provision of initial social services to the FR, which may include referral to institutions that provide training activities such as livelihood skills training and financial management seminars. The LSWDO may also assist the FR/FVE in securing his/her government identification card, etc.;
- h. The LSWDO endorses the FR to the Department of the Interior Local Government (DILG) for initial financial assistance and other E-CLIP benefits per assessment;
- i. The E-CLIP Committee endorses the FR/FVE to the concerned DSWD Field Office per the LSWDO's assessment;
- j. The DSWD EO 70 Regional Focal Person or the peace and development worker receives the case of the FR/FVE and submits the client's name to the SLP, 4Ps and NHTO for name matching, the purpose which is to determine the services that FR/FVE may have already received to avoid duplication of services. The DSWD may provide the FR/FVE immediate assistance as needed;
- k. Name matching results will be sent to the DSWD Field Office, with copies to the EO Regional Focal person and/or peace and development worker. If eligible, the individual will receive DSWD programs and other interventions based on the assessment of the social worker officer; and
- l. Conduct of social case management by the DSWD.

CBA-CPLA

Assistance for former CBA-CPLA members comes through improving their current community. Implementation of various projects or sub-projects, including livelihood opportunities, based on the community's needs. These projects will benefit everyone, including former CBA-CPLA members. The community will play an active role in these projects, building their skills and working with local authorities and organizations. This approach aims to foster peace by promoting socio-economic development and reducing insurgency. DSWD will be using the community approach process:

- a. The list of communities for assistance is provided by the OPAPRU to the DSWD;
- b. The DSWD PAMANA project development worker coordinates with the local government unit through a courtesy call for the development work to be implemented in the area; and
- c. The PAMANA project development workers meet with the

community to identify their needs through a focus group discussion (FGD).

2. **Initial intake and engagement** - This phase begins once the FMNSAGs are verified and endorsed to DSWD for social case management by the relevant oversight committee or government agency. This process will take about 15 to 20 minutes to complete the intake interview.

Before collecting personal information, including biometrics, the case managers must sign a Non-Disclosure Agreement to protect the privacy of former members of non-state armed groups. Additionally, during the intake interview, permission must be obtained from the former members to collect the required information listed on the intake form. The case manager must always maintain confidentiality and protect data privacy when gathering information and managing cases. Before starting an intake interview, the case manager will:

- a. Explain the purpose of the interview - the case manager shall clearly outline the objectives and goals of the interview to the client for better understanding and transparency. Furthermore, the case manager shall consider that FMNSAG may be of various ages, and ensure that the explanation of the interview is adapted to their developmental stage to guarantee their understanding;
- b. Clarify that some information may be shared with others involved in the reintegration process as well as implementation of the intervention plan. The case manager shall inform them that some of the information gathered during the interview may be shared with others involved in the reintegration process and the implementation of the intervention plan; and
- c. Obtain the FMNSAG's consent for the interview, in writing to confirm their agreement to proceed.

The FMNSAG should also be informed about how their data may be used in the future, which helps build trust.

The schedule and location of the interview should account for the FMNSAG safety and security concerns.

Where the FMNSAG's case is already being managed by the LSDWO, the case management need not be transferred to the case manager. Instead, the DSWD case manager shall work with the LSDWO, complementing the conduct of activities and other interventions to be provided to the FMNSAG to achieve the goal of full reintegration in the community.

Working with the LSDWO is part of the aim of the case management process to foster convergence of services. The involvement of the LSDWO in the social case management process will facilitate the transfer of the case especially during the after care of FMSAG for which the LSDWO shall be responsible.

For CSAC, the local government unit (LGU) may refer them to the Department of Social Welfare and Development (DSWD) for assistance, provided that the case manager handling the case is still within their client ratio limit and a comprehensive Social Case Study Report (SCSR) is submitted to the DSWD Regional Program Management Office (RPMO). To assess the needs of the CSAC, the case manager should refer to the SCSR

and may conduct an interview with the CSAC if more information is needed. It is important that the case manager avoids asking for information already covered in the SCSR to prevent re-victimization and avoid making the child repeatedly recount their experiences.

The intake interview of clients may be conducted house-to-house, clusters or groups depending on geographical area and security concerns, in coordination with the Local Social Welfare and Development Office (LSWDO).

For clusters or groups, the case manager with LSWDO gathers the clients and arrange venues either in the barangay or in the municipality to conduct the interview.

Further, it includes conducting an intake interview to identify the client's problems and needs, and understanding their background. A client intake form will collect key information, such as the client's name, family details, and the issues they are facing. One of the focuses is the identification of safety and security issues arising from the surface of the client.

The intake process may vary depending on the organizational affiliation such as CPP-NPA, Maute Group, Abu Sayaf Group, Dawla Islamiya, Bangsamoro, Islamic Freedom Fighter, Turalfe Group and other violent extremist groups

During the intake interview, former members of non-state armed groups will provide biometrics and personal information. This data will help DSWD and other agencies assess their needs and plan support. A quick needs assessment may be done to address urgent needs.

For those eligible for the E-CLIP program, like former members of non-state armed groups such as CPP-NPA, Maute, Abu Sayaf, Dawla Islamiya, Bangsamoro, Islamic Freedom Fighter, Turalfe Group, and others identified by Task Force Balik Loob with JAPIC certification, they will undergo preparatory activities to E-CLIP interventions such as *(the following are required interventions that must be included in the intervention plan and provided to former members of non-state armed groups as part of their peace agreements with the Philippine government.):*

a. Referral to halfway homes

The case manager shall coordinate with the administrator of the LGU Halfway House to arrange for the admission of the former member of non-state armed groups. If there is no Halfway House in the LGU, or the Halfway House cannot accommodate the former member of non-state armed groups at that time, alternative protective shelters can be explored, for instance, an AFP or PNP facility. If a former member of a non-state armed group is placed in the LGU Halfway House, a social worker there will be the case manager. Case management will follow the Task Force Balik-Loob Manual and the guidelines in this Guide.

Female former members of non-state armed groups and children involved in armed conflict may be placed in a DSWD residential facility if approved by the facility's administrator, taking into account any security risks to current residents. If a former member of a non-state armed group is placed in a DSWD residential facility, a social worker there will be the

case manager. Case management will follow the DSWD facility's guidelines and protocols, along with this Guide.

CIAC are recognized as trafficking victims under RA 9208 and RA 10365. They are eligible for services under the Recovery and Reintegration for Trafficked Persons (RRPTP) program. The case managers must base their decisions on evidence, so they need to assess the risks for CIAC and evaluate the parenting capabilities of their parents. The results of the Risk Assessment and Parenting Capability Assessment will help the case manager decide if the child should return to their family, legal guardian, or closest relative. The case manager must ensure that these individuals were not involved in recruiting the child into the armed group.

Facilities run by civil society groups, including religious organizations, can also be used to provide temporary shelter for former members of non-state armed groups, if they agree and are able to meet the needs.

The immediate families of former members of non-state armed groups may also stay in temporary shelters with them for safety, if needed. The case manager will work with facilities that can provide protective custody for these families.

- b. If the former member of a non-state armed group chooses to stay in the community (TFBL, 2019), the following steps must be taken:

The case manager will check if the community is within the LGUs' jurisdiction. If the former member surfaced in one LGU but wants to stay in another, the social worker will coordinate with the AFP for clearance and transfer. Once cleared, the social worker will coordinate with the LSWDOs of the new LGU, subject to the Local Chief Executive's approval.

When a former member of non-state armed groups is transferred to a different city, municipality, or province, the social case management will be handled by the case managers in that new location. The complete case management folder must be endorsed to the new case manager.

The Provincial Government, through the Halfway House, is not responsible for the safety of former members of non-state armed groups if they refuse or choose to stay outside the center.

- c. Assistance with birth or marriage certificate registration;
- d. Issuance of government IDs (e.g., postal or voter's IDs);
- e. Provision of medical services based on the assessment of a professional medical staff;
- f. Access to psychosocial services including psychological first aid, referral to psychiatric services with the specialists, counseling session with licensed counselors; and
- g. All former members of non-state armed groups must enroll in a deradicalization program by the Armed Forces of the Philippines, regardless of E-CLIP eligibility. They must stay in a temporary facility during this program.

- 3. **Assessment** - The Assessment Phase involves a thorough review of the former member of non-state armed groups' situation using the information

from the intake interview. The case manager looks at their current situation and how it affects their return to the community. They carefully review the intake form to identify the client's immediate and long-term needs to support their reintegration.

In this phase, the case manager will use guiding principles, theories, models, and approaches to provide immediate social services as well as identify who can deliver these services and ensure a comprehensive intervention plan is created to support the client's long-term reintegration into the community.

Step-by-Step Process during the Assessment Phase:

- a. Review intake interview information. The case manager reviews the accomplished intake form thoroughly and determines the client's immediate needs that have to be met.
- b. Conduct a thorough assessment of the client's situation. The case manager conducts an in-depth assessment of the problem presented by the client.

For the long-term needs, more detailed data gathering will be done for a complete assessment of the FMNSAG's situation and planning for reintegration. This includes:

- Interviewing the FMNSAG's family and significant others; and
 - Observations and analysis by the social worker
- c. Identify immediate and long-term needs. For FMNSAG eligible for E-CLIP, assess which interventions from the E-CLIP's programs and services (please see Annex A) or other relevant programs based on their former affiliation can be provided.

When identifying immediate and long-term needs, consider the following, but don't limit yourself to these points:

- Developmental needs based on the FMNSAG age and current abilities;
 - Gender-specific experiences during and after their time with the armed group;
 - Concerns about stigmatization and discrimination during reintegration, as these affect their sense of safety;
 - Personal goals and aspirations for themselves and their families
 - Strengths or resources (including social networks) they can use to achieve their goals; and
 - Spiritual beliefs and their views on life's meaning and their role in it.
- d. Develop a draft intervention plan. The case manager will draft the intervention plan and schedule a meeting with the FMNSAG to decide which interventions to implement. Remember, the intervention plan should be regularly monitored and adjusted as needed. It is not set in stone.

A good intervention plan focuses on achieving clear outcomes and has SMART objectives:

- **Specific:** Clearly state the desired change without vague terms. For example, instead of "empowered," say "the client can manage their finances.";
- **Measurable:** Make objectives concrete so you can track progress through self-reports, observations, or specific tools;
- **Attainable:** Set realistic goals based on the client's current situation and available resources;
- **Relevant:** Ensure both the client and social worker agree on which issues to prioritize and see the value in achieving these goals; and
- **Time-bound:** Set clear and realistic timeframes for short-term, medium-term, and long-term goals.

Objectives can target improvements in knowledge (e.g., understanding community resources), skills (e.g., financial literacy), attitudes (e.g., rejecting violence), and behaviors (e.g., volunteering).

For Intervention Planning, the case manager should:

- **Match Objectives with Activities:** Each goal should have specific activities that help achieve it, such as meetings, support access, referrals, or skill mentoring;
- **Draft and Review:** The case manager drafts the plan and presents it to the returnee for feedback and approval;
- **Consult Family:** If the plan involves family activities, consult family members to ensure their involvement and support;
- **Seek Input from Stakeholders:** Consult relevant parties like the AFP/PNP, barangay chairperson, returnee's custodian, physician, therapist, or spiritual counselor for input and feasibility; and
- **Coordinate with 4Ps:** If the returnee's family is in the Pantawid Pamilyang Pilipino Program (4Ps), coordinate with the 4Ps link to align plans involving the family and community.

After finalizing the plan, a helping document is created. This document formalizes the agreement on goals, activities, and timelines. Both the case manager and the FMNSAG should keep a copy. The document can be updated as needed to address new issues affecting the reintegration process.

- e. Coordinate with relevant services and agencies, especially for the immediate needs to be met.

4. **Intervention Planning** - The case manager and client must set goals and review the draft intervention plan to define specific activities, timelines and specific agency/ies or person/s that is/are responsible in implementing the activities in the plan. The client's agreement with these goals and activities is essential. This phase will take around 1 hour to develop the intervention plan. It is important to indicate the timeframe for each intervention to be

implemented.

The case manager needs the FMNSAG's permission to record the planning process, whether through audio, video, or other digital methods. They must explain the recording's purpose and ensure it follows ethical standards to protect the FMNSAG's rights.

If needed, the case manager may schedule another intervention planning session with the local inter-agency team to discuss interventions based on the needs assessment. Together with the client and the team, they will select the best interventions. It's crucial for the client to be involved in this planning to ensure their active participation in the process.

Triangulation can be undertaken. If the case manager believes that triangulation is needed based on their professional judgment to verify the accuracy of the data and ensure that the plans for FMNSAGs are legitimate and based on evidence, this involves consulting with people who interact with the FMNSAG, like the custodian, physician, therapist, and spiritual adviser, as well as community stakeholders, such as barangay officials and AFP/PNP.

Regarding the safety and security of the FMNSAGs upon returning to their desired community, if reintegration is one of the goals, it is crucial to conduct community dialogues and information campaigns beforehand. This helps prepare the community and address safety concerns. The role of the social worker or development worker extends beyond just working with the FMNSAG; it also involves engaging with the community and the FMNSAG's family. Creating family support groups can provide a safe space for discussing concerns without fearing for their family's safety. The family's structure and dynamics, including roles and gender issues (e.g., composition, role expectations, gender-based violence), must be addressed and healed if dysfunctional before moving forward. Additionally, consider community relations and resources, such as power structures and relationships.

Coordinate with relevant services and agencies, especially for the immediate needs to be met.

Key interventions for FMNSAG include sessions for parents and youth: Parent Effectiveness Session (PES), Youth Development Session (YDS), Empowerment and Reaffirmation of Paternal Abilities (ERPAT), and sessions to promote understanding, conflict resolution, and collaboration within the community. These sessions can address various issues including interpersonal disputes, cultural differences and social inequality.

PES helps parents and guardians enhance their skills in fulfilling their duties, protecting children's rights, supporting their education, and encouraging positive early childhood development.

YDS provides a space for youth to discuss issues that affect them, helping them grow into responsible and respectful citizens ready to face future challenges.

ERPAT focuses on fathers, strengthening their roles and responsibilities through community-based training and organizing father leaders and volunteers to promote active fatherhood.

The case managers can collaborate with experts to arrange these sessions for FMNSAG.

5. **Intervention Plan Implementation** - The assistance is provided to the client based on the intervention plan developed. The case manager ensures that the activities listed in the intervention plan are closely monitored and implemented as planned in close coordination with other agencies and DSWD Program Units.

The role of the case manager extends beyond just working with the FMNSAG; it also involves engaging with the community and the FMSAG's family. Creating family support groups can provide a safe space for discussing concerns without fearing for their family's safety. The family's structure and dynamics, including roles and gender issues (e.g., composition, role expectations, gender-based violence), must be addressed and healed if dysfunctional before moving forward. Additionally, consider community relations and resources, such as power structures and relationships.

A thorough case assessment depends on high-quality information about the FMNSG's:

- a. Current Social Functioning: Evaluate their biopsychosocial-spiritual status and how it matches societal expectations;
 - b. Readiness for Reintegration: Assess how ready they are to reintegrate into family or community life, and how ready their family or community is for their return;
 - c. Key Issues: Identify and prioritize issues that need addressing to support reintegration;
 - d. Issue Details: Understand the causes and factors maintaining these issues, including any violent indoctrination;
 - e. Implications: Consider what might happen if these issues are not resolved for successful reintegration; and
 - f. Change Potential: Assess the FMNSG's capabilities, interests, aspirations, and available resources that can support positive change.
6. **Progress Monitoring and Evaluation** - In this phase, the case manager provides the services and support outlined in the intervention plan. They closely monitor and coordinate with other agencies and DSWD program staff to ensure everything is carried out as planned. In this phase, the social case manager works with their supervisor to ensure that the planned activities receive full support from other DSWD offices and departments as well as other partner local government agencies.

Monitoring is crucial in determining the behavior and economic changes of the client after the provision of services. The monitoring of the client's progress shall be done preferably six months after the provision of assistance.

The case managers must be able to recognize progress, regressions, and must adjust the intervention plan based on the results of the progress monitoring. The case manager will use the checklist indicator tool to assess the FMNSAG's readiness for full community reintegration, which can be verified through their community immersion observations. The results based on the checklist indicator tool and personal assessment indicator tool shall be used to determine if the case is for closure or if further necessary interventions are to be provided.

Given the lack of DSWD social workers to conduct home visitation per family, a focus group discussion (FGD) or *Kumustahan session* with the clients shall be conducted with the following objectives:

- a. To determine the form/s of assistance the clients received from DSWD PD-BBM Program and other agencies;
- b. To monitor the status of the clients after receiving the interventions;
- c. To identify issues and concerns the clients faced in transitioning from being a former member of non-state group to an ordinary citizen in the community; and
- d. To identify areas for Program improvement based on the findings from the FGD. The following are the preparations and actual activities to be conducted as regards the FGD.

Preparation for the conduct of FGD:

- The case manager coordinates with the Local Social Worker and Development Officer (LSWDO) on the FGD to be conducted with the clients, strengthening the DSWD's partnership with the LSWDO in its peace and development efforts; and
- The case manager requests the LSWDO to gather each family's representative for the FGD which the case manager shall conduct in the municipality. The LSWDO ensures the availability of a conducive venue for holding the FGD.

Safety Considerations: If visiting the client's home is not safe due to location issues, the discussion should happen at the LSWDO office instead. The client can be invited to the office with help from the LSWDO, if needed.

Actual conduct of FGD:

The case manager shall gather all the beneficiaries in a conducive venue for the FGD. A preliminary activity shall be conducted including stating the objectives of the activity.

To initially connect with the participants of the *kumustahan* session, the case manager shall introduce himself. Each participant shall also introduce himself to the group, stating his name. The case manager may also ask the participants how they feel about going to the *kumustahan* session venue, how their travel to the venue went or how they find the weather.

Prior to the *kumustahan* session, the case manager shall inform the participants that if needed, the participants may discuss critical issues or concerns privately with the case manager.

Ending the FGD:

At the end of the FGD, the facilitator should thank all participants.

Addressing Critical Concerns:

If any client shares important issues, the case manager should pay special attention. They can visit the client's home for a private discussion and agree on actions together.

Implementation and Monitoring Processes:

a. E-CLIP Eligible:

- **Center-Based:** If FMNSAGs are referred to a facility, they receive services like livelihood planning, skills training, financial management, job orientation, and education programs. After leaving the facility, they might get additional help or referrals to other agencies based on their needs; and
- **Non-Center Based:** If FMNSAGs go directly home, they receive similar services, but outside of a facility.

b. Non-E-CLIP Eligible:

- These FMNSAGs get community-based support that includes good governance, socio-economic, and psycho-social interventions to help them express their feelings and lead productive lives.

Monitoring and Evaluation:

- **Regular Monitoring:** All FMNSAGs, regardless of E-CLIP eligibility, are monitored to track their progress, address challenges, and document their experiences. Progress notes are prepared based on these evaluations;
- **Case Conferences:** Periodic meetings with the case manager, stakeholders, and the FMNSAG's support network (including family, medical professionals, and community leaders) review progress and readiness for community reintegration; and
- **Frequency of Meetings:** Weekly meetings are held for the first three months, then adjusted based on the FMNSAG's needs.

Implementation Guides:

- **Coordination:** Ensure communication with local barangay leaders for emergency situations; and
- **Confidentiality:** Maintain privacy by using pseudonyms and avoiding photos. Only share information when necessary for safety. Any changes in the intervention plan should be documented and agreed upon with the FMNSAG.

Monitoring Guides:

- **Coordination:** Arrange with local barangay leaders so the FMNSAG can contact their case manager in emergencies;
- **Confidentiality:** Always protect the FMNSAG's privacy. Use pseudonyms and remove personal details in documents. No photos should be used. Confidentiality is crucial, except when the returnee's safety is at risk, in which case, other professionals may be involved. This principle should be included in the consent form signed at intake; and
- **Plan Implementation:** Follow the intervention plan closely, but be flexible. Changes in circumstances, policies, or community dynamics may require adjustments. Keep the FMNSAG informed about any changes and document all modifications and agreements.

7. **Reintegration and After-care** - In this phase, the information collected from (regular) progress monitoring is reviewed to see how well the FMNSAG is doing and if they are ready to return to the community. This evaluation looks at all reports and documents related to their progress and behavior, whether they have been staying in a center or at home.

The case manager, the LSWDO, and the FMNSAG will decide together what after-care services are needed. The FMNSAG can ask questions or raise concerns during the case conference. After-care may include things like counseling, family, or group support, referrals to other agencies, livelihood opportunities, additional skill-building activities and other interventions based on needs of the FMNSAG. The specific services will be tailored to the FMNSAG's needs.

The case management shall be transferred to the LSWDO during this stage. The LSWDO will be primarily responsible for after-care services and shall provide updates to the case manager on the community reintegration progress of the FMNSAG. Regular monthly meetings, within the first six months of After care, between the LSWDO and case manager shall be conducted to determine the progress of the FMNSAGs. Quarterly updates will suffice afterwards until such time the LSWDO with concurrence of the case manager determine that the client has been fully reintegrated or if the client refuses to accept case management.

A. Evaluation

The evaluation should occur every six months or annually, or whenever significant progress is expected. This meeting serves as a platform for evaluating the case.

Based on the evaluation, the client may either:

1. Be ready for reintegration:
 - a. For clients in a center: They will transition to civilian life with government support for their socio-economic, security, safety, and psychosocial needs; and
 - b. For clients already in the community: Their case will be closed, indicating they are fully ready for community life.
2. Need further progress:
 - a. For clients in a center: Their stay may be extended; and
 - b. For clients in the community: Continued monitoring will be needed.

In either case, the case manager and partner agencies will review the interventions, identify any gaps, and adjust the plan as needed.

B. Reintegration

Successful reintegration into society can look different for everyone because each person's experiences and perspectives are unique. Generally, successful reintegration includes:

1. **Personal Peace:** Good physical and mental health, self-worth, and dignity;
2. **Stable Family Life:** Being part of a healthy family, having good relationships, and achieving some level of financial security; and
3. **Community Contribution:** Engaging in productive work, serving others, and participating actively in the community.

To ensure successful reintegration, consider:

1. **Disengagement:** The individual does not return to radical groups or engage in violence;
2. **Counter:** The person's commitment to extremist ideologies is reduced or eliminated; and
3. **Break Ties:** Successful reintegration involves severing connections to extremist groups and finding new ways to meet emotional and material needs.

C. Final Evaluation and Case Closure

The final evaluation aims to determine if the case can be closed. This involves checking if the goals and objectives of the intervention plan were met and assessing the quality of service provided. The case manager will consult with the multi-disciplinary or inter-agency team to decide if the case closure is feasible.

The case manager will use the checklist indicator to assess the FMNSAG's readiness for full community reintegration, which can be verified through their community immersion observations.

The FMNSAG shall also accomplish the personal assessment indicator to determine if she/he has achieved the following:

1. Personal Peace;
2. Stable Family Life;
3. Community Participation/Contribution; and
4. Safety and Security.

The results based on the checklist indicator and personal assessment indicator shall be used to determine if the case is for closure or if further necessary interventions are to be provided.

Following are the checklists to be used:

1. Personal Assessment - Checklist Indicators on Readiness for Reintegration in the Community; and
2. Checklist Indicators of FMNSAG's Readiness for Reintegration in the Community

Conditions for Case Closure:

1. **Completion of intervention plan.** The goals and objectives of the intervention plan have been achieved;
2. The FMNSAG is no longer interested in social work support, as shown by lack of cooperation or non-attendance;
3. **Psychosocial Stability.** The FMNSAG can maintain positive changes without active support from the DSWD social case managers. Demonstrated emotional and psychological stability, assessed through regular counseling sessions and mental health evaluations of a specialist;
4. **Stable Livelihood:** The FMNSAG is self-sufficient and requires minimal help from DSWD social case managers and LSWDO. This is shown by a steady income over time or membership in any livelihood associations or cooperatives;

5. **Education and/or Skills Development.** Completion of educational goals or vocational training, leading to improved employability and personal development;
6. **Community Reintegration.** The FMNSAG has been moved to a safer location if needed. The Community Covenant of Peace was forged as a manifestation of a reliable support system, including family, community, and social services, that can provide continued assistance; and
7. **No recidivism.** No involvement in criminal activities or re-engagement with armed groups over a monitored period.

The case manager and the FMNSAG can also agree to close the case after three years, even if some goals are not fully met. A case summary report will be prepared, highlighting the intervention process and achievements.

Case Transfer:

If the FMNSAG moves to a new location outside the LGU's jurisdiction or transfers to a different agency, a case transfer summary report will be prepared, detailing progress and recommendations.

Extended Assistance:

If the FMNSG's case extends beyond the 3-year E-CLIP enrollment and goals are not yet met, the E-CLIP enrollment ends, but the social worker and FMNSG can agree on continued support as needed.

Closure Agreement:

The case closure should be agreed upon by both the social worker and the FMNSAG, with the FMNSAG's family also informed and prepared for this step.

D. After Care

After-care services are essential for ensuring that the FMNSAG's reintegration into society is successful and that they live a normal, fear-free life. These services are discussed during case closure and are a key part of professional support, not just an extra.

The case manager, the local social welfare and development officer, and the FMNSAG will decide together what after-care services are needed. The FMNSAG can ask questions or raise concerns during the case conference. After-care may include things like counseling, family or group support, referrals to other agencies, and additional skill-building activities. The specific services will be tailored to the FMNSAG's needs.

The LSWDO will be primarily responsible for after-care services and shall provide updates to the case manager on the community reintegration progress of the FMNSAG. Regular monthly meetings between the LSWDO and case manager shall be conducted to determine the progress of the FMNSAG.

X. Institutional Arrangements

1. The **Office of the Undersecretary for Peace and Development Group** shall lead and provide guidance and direction on the program implementation of the PD-BBM Program;
2. The **Office of the Assistant Secretary for Peace and Development Group** shall assist the Undersecretary in the oversight of the implementation of DSWD Programs in support of the government's peace efforts. It shall have direct supervision of the PDBBM-NPMO;
3. The **Peace and Development Buong Bansa Mapayapa National Program Management Office (PDBBM NPMO)** shall plan and oversee the implementation of RPMOs (in pilot areas), implement through regional program focals (in pilot areas), monitor, prepare necessary report regarding the PDBBM Program, and assist the Undersecretary and Assistant Secretary for Peace and Development Group in addressing timely social welfare and development concerns of (1)FMNSAG and their families (with or without peace agreements); (2) CSAC / CIAC; (3) Individuals, families, and communities in conflict affected and conflict-vulnerable areas; and (4) Individuals and families affected by armed conflict;
4. The DSWD Academy shall provide technical assistance in mounting/conducting the orientation activities and provide resource person/s for the orientation and other activities to be conducted;
5. The **Regional Director (RD)** shall provide guidance on the implementation of DSWD Programs in support of the government's peace efforts within his/her jurisdiction;
6. The **PDBBM Regional Program Management Office** shall implement social case management for the PDBBM Program clients on the ground in DSWD Field Offices identified as pilot areas;
7. The **Peace and Development Regional Focal Person** shall be responsible for providing technical assistance, monitoring, capability building to the case managers for the effective and efficient implementation of the case management process;
8. The **Supervising Social Worker (SSW)** shall supervise case managers' work and provide them technical support to ensure the effective implementation of the social case management service for FMNSAG. Among others, the SSW shall review and provide recommendations on the social case study reports and monitor the progress of the intervention plan implementation per client; and
9. The **Case Manager** shall conduct the case management service for the FMNSAG ensuring that the interventions provided to the FMNSAG are need-based. The case manager shall also conduct progress monitoring to determine the behavior and economic changes to the client after the provision of services for the client's reintegration in the community as a productive individual with a sense of worth and dignity.

XI. Grievance and Redress Mechanism

The Social Case Management Service for FMNSAG shall adopt Republic Act. No. 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of

Government Services, which amends R.A. No. 9485 or the Anti-Red Tape Act of 2007. Specifically, the procedures on filing complaints, problems, or issues can be found under Rule XIV of the Implementing Rules and Regulations of R.A. No. 11032.

The complaints, problems, or issues that may arise as a result of the program implementation, such as but not limited to: (i) misappropriation of funds and allegations of corruption; (ii) inappropriate intervention by outside parties (in making decisions and determining allocations), and other related matters; (iii) violations of project policies, principles, or procedures; and (iv) other related GRS concerns may be filed by an individual. The following are the processes on filing and processing of grievances

1. Filing of Grievance. This may be done at any level of the DSWD structure and/or existing GRS structure at the national, provincial, city, municipal, and barangay levels via any of the following means:

- a. Verbal narration from walk-in complaints at NPMO, RPMO and GRS at the provincial, city, municipal and barangay levels;
- b. Letter addressed to PDBBM NPMO at DSWD Central Office (Batasan Complex, Constitution Hill) or DSWD FOs;
- c. Phone calls: 8931-8101 to 07 local 10034, or e-mail: pdbbm-npmo@dswd.gov.ph;
- d. Grievance boxes;
- e. Complaint centers such as 8888 Citizen's Complaint Center; and
- f. Other modes of GRS of the DSWD including but not limited to Agency Operation Center and other established reporting of complaints.

2. Processing Grievance and Complaints.

a. Operating hours:

- i. All grievances may be filed any time on any day. Those received on weekend and holidays shall be responded to on the working day following the weekend or holiday; and
- ii. All grievances received after working hours, i. e., 6pm, shall be answered on the next working hour of the next working day.

b. Period to take action:

Grievances shall be responded to within three (3) to twenty (20) working days from the receipt of the complaint as follows:

- i. Simple grievance (e.g., involving clarifications on programs/services, availment of service) – within three (3) working days
- ii. Complex Grievance (e.g., involving compliance with policies; program implementation that need investigations) within twenty (20) working days

XII. Funding

The source of funds necessary for the implementation of the Social Case Management Service shall be the 2025 General Appropriation Act (GAA) charged to PAMANA LGU Led.

The utilization of funds shall be in accordance with the GAA and any other related and standing Department of Budget and Management, Commission on Audit, the

Joint Memorandum Circular of the DSWD and OPAPRU, and other related policies and guidelines. Also, all documents and/or requirements pertaining to the funding shall be complied with and in accordance with government rules and regulations.

XIII. Repealing Clause

All orders, rules, and regulations inconsistent herewith or contrary to the provisions of this Memorandum Circular are hereby repealed or modified accordingly.


XIV. Effectivity

This Memorandum Circular shall take effect immediately upon publication in the Official Gazette or a newspaper of general circulation.

A copy of the Memorandum Circular shall be filed in the University of the Philippines Law Center and shall also be published on the DSWD Official Website.

Issued in Quezon City, Metro Manila.


REX GATCHALIAN
Secretary
Date: 26 MAR 2025

Certified True Copy

Ramil R. Egamino
Administrative Officer V
Records and Archives Mgt. Division
27 MAR 2025

