**ASSESSMENT TOOL FOR THE ACCREDITATION OF CENTER-BASED,**

**NON-RESIDENTIAL SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Status of Application:*** | **Service Users** | | | |
| * New | *Sector/Category* | *No. of Service Users* | | |  |
| * Renewal |  | *Male* | *Female* | *Total* |  |
|  | * Children |  |  |  |  |
| ***Accreditation:*** | * Youth |  |  |  |  |
| Accreditation No : \_\_\_\_\_\_\_\_\_\_ | * Women/Men |  |  |  |  |
| Date of Issuance : \_\_\_\_\_\_\_\_\_\_\_ | * Older Persons |  |  |  |  |
| Date of Expiration: \_\_\_\_\_\_\_\_\_\_ | * Person/s with   Disability |  |  |  |  |
| ***Scope/Coverage of Accreditation:***  ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*** | * Displaced Individual/s |  |  |  |  |
| * Area of Operation   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | * Trafficked Person/s/   Individual/s |  |  |  |  |
| * Programs/Services to be Accredited | * Indigenous People |  |  |  |  |
|  | * Families/   Groups |  |  |  |  |
|  | Total |  |  |  |  |

**Identifying Information:**

1. *Name of Center****:*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. *Complete Address:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. *Center Head and Designation:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. *Telephone/Mobile Number/s:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. *Social Media Account (if there is any):*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. *E-mail Address and Website:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. *Registration No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Issued: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
3. *License No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date Issued: \_\_\_\_\_\_\_\_\_\_\_ Expiration Date: \_\_\_\_\_\_\_\_\_\_\_*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FOREWORD**  This accreditation assessment tool provides the standards in the operation of social welfare and development agencies (SWDAs) providing Center-Based, Non-Residential Social Welfare and Development (SWD) Programs and Services or programs and services delivered on a center during part of the day such as vocational/technical training centers, centers providing free or socialized physical rehabilitation, centers providing leadership training and capability building programs, centers providing counselling, psychological interventions and/or psycho-therapy sessions, marriage and family development centers, centers for youth, centers providing free hospice and palliative care, etc. except for Vocational Rehabilitation Centers (VRCs), Special Drug Education Centers (SDECs), Senior Citizens Centers (SCCs), Drop-In Centers and Reception and Action Centers (RACs) upon which specific tools have already been developed and approved.  It shall be used in the self-assessment, pre-assessment and assessment for accreditation of Social Welfare and Development (SWD) programs and services being delivered by the above-mentioned SWDAs  **INSTRUCTIONS:**  Accreditation assessment shall be conducted using all or a combination of the following methodologies to determine presence or absence of the required indicator/standards as indicated on the corresponding columns:  1. Review of pertinent documents such as records, reports, plans and others  2. Actual conduct of agency visit and ocular survey/observation of the center’s office/s, facilities, amenities and others physical requirements  3. Individual interview or focused-group discussion with the Board of Incorporators/Directors/Trustees including center’s staff and personnel exercising  supervisory or managerial functions  4. Individual interview or focused-group discussion with the center’s clients/beneficiaries concerning delivery of programs/services  5. Individual interview of focused-group discussion with administrative and program staff and personnel  6. Other useful and relevant means of data gathering in relation to set standards for center-based, non-residential SWD programs and services  specified by the administering DSWD personnel and the reason for using such a method.  7. Other means of verification, aside from presented documents and indicated means of verification as explored by the assessor.  For documentary requirements, to ensure completeness and compliance based on the approved Documentary Requirements at the time of the conduct of assessment.  Put a **check** (✔) mark inside the ***Compliance Column*** on the ***Minimum/Mandatory Indicators*** or on the ***Higher Set of Standards*** if the requirement has complied, or a **cross** (X) mark if not. However, if a certain standard or requirement is being complied by the agency with a different Means of Verification (MOV) not specified in this tool, the assessor shall put a checkmark inside the compliance column with the specific means of verification (MOV) written/stated in the Specific Findings/Remarks Column. On the other hand, if the requirement has not been complied with, the needed document/actionfor the indicator to have complied shall instead be indicated on the Specific Findings/Remarks Column.  Furthermore, should the agency being assessed be certain that the set standard or indicator does not apply to their operation and/or implementation of programs and services, a ***n/a*** (not applicable) mark shall be put inside the compliance column. All ***check*** (✓) marks representing complied items and ***n/a*** shall be summed up to arrive at the total score. | | | | | | | | | | | | | | | | | | | | | |
| **Key Results Area**  (KRA) | No. | | | | | **Minimum/Mandatory Indicators**  *(for Level 1 Accreditation)* | Compliance | | No. | | | | | **Higher Set of Standards**  *(for Level 2 and 3 Accreditation)* | | | Compliance | | **SPECIFIC FINDINGS / REMARKS** | | |
| **I. Administration and Organization** | | | | | | | | | | | | | | | | | | | | | |
| 1. Vision, Mission, Goals, and Administrative Policies | | | | | | | | | | | | | | | | | | | | | |
| 1. SWDAs Vision, Mission, and Goal | 1 | | | | | The center’s Vision, Mission, and Goals (VMG) is posted on a conspicuous area in the center  MOV: Posted VMG |  | | 1 | | | | | The VMG is translated into information, education, and communication (IEC) materials with addresses and contact numbers of key officers and staff  MOV: Pamphlets/Brochures/  Online Prints | | |  | |  | | |
| 1. Organizational Chart | 2 | | | | | The center’s updated Organizational Chart is posted in a conspicuous area in the office  MOV: Posted Updated Organizational Chart |  | | 2 | | | | | The center’s updated organizational chart is filled-up with existing staff and has the names, position/designation, and pictures of officers and employees  MOV: Updated Organizational Chart with names, position/designation, and pictures of officers and staff | | |  | |  | | |
| 3 | | | | | Program or Project Management Structures are indicated/illustrated on the Organizational Chart  MOV: Updated Organizational Chart | | |  | |  | | |
| 1. Policy-Making Body | 3 | | | | | The center has a Governing Board/ Trustees or its equivalent in the government/public sector (Provincial Board, City/Municipal Council, Regional Development Management Council (RDMC) that address organizational issues and concerns  MOV: Approved Board Resolutions/Minutes of Meeting/Agreements |  | |  | | | | |  | | |  | |  | | |
| 4 | | | | | The Governing Board/Trustees or it’s equivalent in the government/public sector ensures the center’s continuous operation for at least one (1) more year aside from the current year  MOV: Board Resolution/Record of Trust/ Endowment Fund/Certification from Donors or Local Chief Executives (LCEs)/Regional Directors for public centers/ Approved Strategic Plan |  | | 4 | | | | | The Governing Board or its equivalent in the government/ public sector guarantees the center’s continuous operation for two (2) more years aside from the current year  MOV: Board Resolution/Record of Trust/Endowment Fund/ Certification from Donors or LCEs/Regional Directors for public centers/Approved Strategic Plan | | |  | |  | | |
|  | | | | |  |  | | 5 | | | | | The center’s policy-making body has enacted resolutions for the continuous implementation and replication of documented good practices  MOV – Board Resolution/Policies  Dissemination, others | | |  | |  | | |
| 1. Manual of Operations | 5 | | | | | The center has an updated Manual of MOO) that provides the direction in its operations and implementation of programs and services  MOV: Manual of Operations |  | |  | | | | |  | | |  | |  | | |
| 6 | | | | | Said MOO provides information on the center’s policies and procedures in times of local or national emergencies (e.g. pandemic or public health emergencies, disasters, and calamities, internal conflicts, etc.) for both the clients and the staff  MOV: Policies and Procedures in times of Emergency/Calamity, etc. |  | |  | | | | |  | | |  | |  | | |
| 7 | | | | | It includes client and staff’s compliance to set health and security protocols such as physical social distancing and other emergency requirements in its day to day operation and implementation of programs and services, as prescribed by the concerned government agency  MOV: Policies and Procedures in times of emergencies |  | | 6 | | | | | As stated in the MOO, the center provides for its staff the necessary support in time of emergencies such as alternative work arrangement, emergency leave, or other similar work schemes that allow the staff to adjust/recover from emergency/ calamity or other incremental situation/condition  MOV: Policies and Procedures in times of Emergencies/Minutes of Meeting/ Special Order (SO) | | |  | |  | | |
| 8 | | | | | It likewise indicates the center’s policy of providing its beneficiaries with a regular bulletin or update/s in community emergency situations with recommendations on acceptable norms during such situation/s  MOV: Policies and Procedures in times of emergencies/Sample Bulletin |  | | 7 | | | | | The MOO indicates the center’s policy of providing the community and beneficiaries with information, education, and communication (IEC) materials on adapting and managing health emergencies and others  MOV: Policies and Procedures in times of  emergencies/IEC Materials | | |  | |  | | |
| 1. Work and Financial Planning | 9 | | | | | A Work and Financial Plan (WFP) that provide the information on the financial requirement in the operation and implementation of programs and services for the current/fiscal (CY/FY) year is prepared and made available  MOV: Annual Work and Financial Plan (WFP) |  | | 8 | | | | | A two (2) year Work and Financial Plan (WFP) was prepared  MOV: Prepared Two (2) Year Work and  Financial Plan (WFP) | | |  | |  | | |
| 6. Strategic and Operational Planning System | 10 | | | | | There is an available three (3) Year Strategic Plan that points the way forward in the center’s operation and implementation of programs and services approved by the SWA’s Board or any concerned authority  MOV: Approved three (3) Year Strategic Plan |  | | 9 | | | | | A five (5) Year Strategic Plan that points the way forward in the center’s operation and implementation of programs and services is prepared and approved by the SWA’s Board or any concerned authority  MOV: Approved Five (5) Year Strategic Plan | | |  | |  | | |
| 11 | | | | | The Strategic Plan is reviewed and updated annually based on the result of the evaluation of operation and implementation of programs and services  MOV: Updated Strategic Plan/  Proceedings of the Review  Process or Annual PREW |  | |  | | | | |  | | |  | |  | | |
| B. Financial Resource Management | | | | | | | | | | | | | | | | | | | | | |
| 1. Financial Management System | | | | | | | | | | | | | | | | | | | | | |
| 1. Fund Sourcing | 12 | | | | | The center’s source/s of funds are clearly indicated in the Audited Financial Statement/Report (AFS/R), Approved Budget, or any applicable document from the public or private sector  MOV: Audited Financial Report/Statement (AFR/S) duly received by the BIR/SEC/signed by NGA/Provincial/City/Municipal Accountant for government programs/projects |  | |  | | | | |  | | |  | |  | | |
| 1. Control | 13 | | | | | The center’s written internal control systems are being implemented  MOV: MOO/Financial Management Policies |  | |  | | | | |  | | |  | |  | | |
| 14 | | | | | The center’s financial transactions are transparent and properly documented  MOV: Vouchers and Ledgers |  | |  | | | | |  | | |  | |  | | |
| 15 | | | | | Internal and external auditing of financial transaction are documented and done annually  MOV: Audit Reports |  | | 10 | | | | | Internal and external auditing of financial transactions is done quarterly and/or semi-annually.  MOV: Audit Reports | | |  | |  | | |
| 16 | | | | | Annual Financial Report/Statement is certified by an independent Certified Public Accountant (CPA) should the gross income of the agency go beyond PhP500,000. For public or government agency, signed Fund Utilization Report (FUR) or Consolidated Annual Audit Report (CAAR), may suffice  MOV: Audited Financial Statement/Report/  FUR, CAAR, etc. |  | | 11 | | | | | Regular reporting or feedback to funders/donors/sponsors on fund utilization is being done.  MOV: Acknowledged Financial Report to Donor/Catalogue or Annual Report | | |  | |  | | |
| 1. Fund Liquidation | 17 | | | | | Disbursements are covered by vouchers and are subjected to annual internal/external auditing.  MOV: Filed Vouchers/Ledgers/Audit Reports |  | | 12 | | | | | Hard and electronic copies of disbursement vouchers are filed  MOV: Filed Vouchers | | |  | |  | | |
| 18 | | | | | Updated Fund Utilization Report (FUR) or its equivalent in the private sector duly signed by authorized signatories that also indicate the source/s of funds, is available  MOV: Signed FUR or its equivalent |  | | 13 | | | | | Duly signed FUR or its equivalent in the private sector is submitted quarterly, semi-annually or annually to concerned agencies, as required  MOV: Quarterly, Semi-Annual and Annual  FUR | | |  | |  | | |
| C. Material Resource Management | | | | | | | | | | | | | | | | | | | | | |
| 1. Facilities / Assets | 19 | | | | | An inventory of the center’s facilities and physical assets is being kept  MOV: Inventory of Assets |  | |  | | | | |  | | |  | |  | | |
| 20 | | | | | The inventory of facilities and physical assets is updated annually  MOV: Updated Inventory of Assets |  | |  | | | | |  | | |  | |  | | |
| 21 | | | | | Utilization, distribution, disposal, repair, and replacement of physical assets are documented  MOV: Distribution Slips/Disposal Report |  | |  | | | | |  | | |  | |  | | |
| 22 | | | | | An inventory/list of non-serviceable facilities/equipment for purchased and donated items is also available and updated annually  MOV: Updated Inventory of Non-serviceable  items/equipment for purchased and donated  assets |  | | 14 | | | | | Separate inventory/list of non-serviceable facilities/equipment for purchased and donated items are available and updated annually  MOV: Updated inventories of non-  serviceable items/equipment for  for purchased and donated assets | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 1. Donation Management | 23 | | | | | There are written policies for securing, acknowledging, and distribution of monetary and in-kind donations.  MOV: MOO – Donation Policies |  | | 15 | | | | | Records also indicate just and equitable distribution of donations  MOV: Donation Distribution  Utilization Records/List | | |  | |  | | |
| 24 | | | | | The utilization of donations are transparent and according to policies and rules  MOV: MOO/Donation Utilization Policies and  Records |  | | 16 | | | | | A Committee on Donations is established in the center  MOV: Committee on Donations | | |  | |  | | |
| 25 | | | | | Center’s personnel/staff shall not have in any manner a share on the donations intended for the beneficiaries except on the following conditions:   * 1. The donor has categorically stated that center staff are included as beneficiaries of the donations   2. That the staff is/are likewise victim/s of calamity, disaster or emergency including health emergency   3. The staff is in a dire/needy situation and qualifies as the beneficiary of the donation   MOV: Written Policy Statement on Donation  Management/Distribution List |  | | 17 | | | | | Donors were provided with a report on Donation Utilization  MOV: Acknowledgement of Report/s | | |  | |  | | |
| 26 | | | | | Distribution list/s of donated goods/ items signed and acknowledged by the recipients is/are available  MOV: Signed Distribution List |  | |  | | | | |  | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| D. Human Resource Management and Development | | | | | | | | | | | | | | | | | | | | | |
| 1. Human Resource Policies | | | | | | | | | | | | | | | | | | | | | |
|  | 27 | | | | | The center’s human resource policies, are clear, applicable and reasonable, and aligned with organizational goals  MOV: MOO – Human Resource Policies |  | | 18 | | | | | Human resource policies including updates are regularly communicated to all levels of staff/personnel in the organization  MOV: Official communication, transmittal, an e-mail with the date of sending and acknowledgment | | |  | |  | | |
| 1. Human Resource Management Systems | | | | | | |  | |  | | | | |  | | |  | |  | | |
| 1. Recruitment, selection, hiring, and retention system | 28 | | | | | There are written policies on selection and hiring of staff that specifies qualifications standards likewise meeting PRC/CSC/TESDA requirements, whatever is applicable  MOV: MOO |  | | 19 | | | | | The activities of the Human Resource Management Department such as notices of vacancies, promotion, and recognition of staff are communicated and posted on a conspicuous area of the center  MOV: HR Memo/Posted HR  Announcements | | |  | |  | | |
| 29 | | | | | The center follows a functional or working system of hiring new staff/personnel in accordance to Human Resource Policies as stated in their Manual of Operations  MOV: MOO/Human Resource Policies |  | | 20 | | | | | The center also considers in hiring new staff Labor Laws and Magna Carta for PWDs/Women, whatever is applicable  MOV: MOO/Human Resource Policies  Profile of Employees/File 201 | | |  | |  | | |
| 30 | | | | | Each position has its equivalent written job description and/or Terms of Reference (TOR)  MOV: Job Description/MOO/201 Files of  Employees |  | | 21 | | | | | Tasks of personnel are aligned with what is written in their Job Description and/or Terms of Reference (TOR)  MOV: Profile of Employees/Job  Description | | |  | |  | | |
| 1. Training and Development | 31 | | | | | A Training Plan for the staff and employees based on Training Needs Analysis (TNA) is developed and approved  MOV: TNA/Approved Training Plan/Roadmap |  | | 22 | | | | | Competency-Based Training Program is part of the approved Training Plan for the staff  MOV: Approved Training Plan/  Roadmap | | |  | |  | | |
| 32 | | | | | Funds for staff training are included in the approved WFP  MOV: Approved WFP |  | | 23 | | | | | Funds for the training of staff with CPD Credits vis-à-vis respective profession are also included in the approved WFP  MOV: Approved WFP | | |  | |  | | |
| 33 | | | | | Staff and personnel attend training/seminars as planned  MOV: Feedback/Accomplishment Report/s |  | |  | | | | |  | | |  | |  | | |
| 34 | | | | | The staff including volunteers are given orientation/training on the center’s manner of operation and implementation of programs and services  MOV: Activity Report/Accomplishment Report/Photo documentation |  | |  | | | | |  | | |  | |  | | |
| 35 | | | | | Important provisions such as Client Protection Policy (CPP), Code of Conduct of Staff and Employees, and other related laws, Gender and Development, (GAD), First Aid, and Disaster Management, and other relevant laws are given emphasis during the orientation on the center’s operations and program implementation  MOV: Training Syllabus/  Accomplishment/Feedback Report |  | | 24 | | | | | Re-orientation on Client Protection Policy, GAD Training, and other important laws are provided to the staff at least once a year.  MOV: Feedback Report/Training Certificates | | |  | |  | | |
| 1. Staff Support Services | 36 | | | | | The staff receive regular supervision which is recorded to help ensure good performance and delivery of programs and services  MOV: MOO/Supervision Logbook/  Supervisory-Marginal Notes |  | | 25 | | | | | As necessary, one on one coaching and mentoring is conducted and documented  MOV: Folder/Logbook of Notes and Agreements with the Supervisor | | |  | |  | | |
| 37 | | | | | Staff meetings are conducted monthly to allow the discussion of key issues and find solutions to challenges  MOV: Minutes of Monthly Meeting |  | |  | | | | |  | | |  | |  | | |
| 38 | | | | | Periodic or at least monthly staff meetings are conducted to allow the discussion of key issues and find solutions to problems  MOV: Minutes of Meeting |  | |  | | | | |  | | |  | |  | | |
| 39 | | | | | Emergency staff meetings are conducted as necessary  MOV: MOO/Minutes of Emergency Staff  Meetings |  | |  | | | | |  | | |  | |  | | |
| 40 | | | | | Staff support mechanisms such as stress debriefing (peer support, special leave privileges, among others) are provided to the staff especially to those who suffer stress and/or injury  MOV: Approved WFP/Activity-  Accomplishment Report |  | | 26 | | | | | Stress debriefing activities (i.e. Rest and Recreation, Brown Bag Session, etc.) funded by the agency, are provided to all staff at least twice a year  MOV: Approved WFP/Process  Recordings/Activity Report  Accomplishment Report | | |  | |  | | |
| 1. Compensation System | 41 | | | | | Compensation policies are developed and written as a general guideline to govern pay, incentives, and benefits  MOV: MOO/Compensation Policies |  | | 27 | | | | | There are policies that provide rewards/incentives to outstanding performances of employees  MOV: MOO-Compensation Policies | | |  | |  | | |
| 42 | | | | | Salaries and benefits are based on existing laws (CSC, Minimum Wage) and categorized according to different job assignments in the center.  MOV: MOO/Profile of Employee/Payroll |  | | 28 | | | | | Salary increases are provided to both technical and administrative staff per agency policy or as mandated by law  MOV: MOO/Profile of Employee/  Payroll/Notice of Salary  Increase | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 43 | | | | | There are policies that provide retirement benefits/separation pay to staff/employees who have rendered at least five (5) years of service to the center  MOV: MOO – Compensation Policies |  | | 29 | | | | | Retiring employees/staff are provided with retirement benefits/separation pay as mandated by the law  MOV: Voucher/Payroll/List of Retirees  with benefits | | |  | |  | | |
| 1. Performance Appraisal | 44 | | | | | A performance assessment tool is developed and utilized by the agency  MOV: MOO/Tool for Appraisal |  | |  | | | | |  | | |  | |  | | |
| 45 | | | | | Assessment of staff performance is conducted annually  MOV: MOO/Performance Appraisal System/ Signed Performance Appraisal Tool |  | | 30 | | | | | Assessment of staff performance is conducted semi-annually  MOV: Signed Performance Appraisal  Tool with dates | | |  | |  | | |
| 46 | | | | | Staff that exhibits exemplary performance is recognized and documented  MOV: Accomplishment/Documentation of  Activity | 31 | | | | | Exemplary Performance is rewarded/provided with incentives while disciplinary measures are effected on non-performing staff  MOV: MOO/Accomplishment/Activity  Report | | |  | |  | | |
| 1. Volunteer and Internship Management Program | 47 | | | | | There are written policies on the recruitment of volunteers including on-the-job trainees and student interns  MOV: MOO/Volunteer Management Policies |  | | 32 | | | | | Policies on volunteer management, are disseminated  MOV: Activity Report/Commitment  Form | | |  | |  | | |
| 48 | | | | | Criteria for selection and placement, task and responsibilities, training and development, monitoring and evaluation of the performance of volunteers i.e. student interns, and on-the-job trainees (OJT), are in place  MOV: MOO/Volunteer Management Policies |  | |  | | | | |  | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 49 | | | | | Volunteers are accessed to or provided with orientation and training on laws related to the center’s beneficiaries  MOV: Activity Report/Training Certificates/  Accomplishment Report |  | |  | | | | |  | | |  | |  | | |
| 50 | | | | | Activities of volunteers are fully documented  MOV: Activity Report/s/Logbook |  | | 33 | | | | | Outstanding performance of volunteers are given recognition  MOV: Activity Report / Photo  documentation | | |  | |  | | |
| 51 | | | | | Volunteer protection mechanisms for volunteers of the center are in place  MOV: MOO/Volunteer Protection Policy |  | |  | | | | |  | | |  | |  | | |
| 52 | | | | | Exit interviews and processing of experiences are conducted to outgoing volunteers  MOV: MOO/Activity Report |  | |  | | | | |  | | |  | |  | | |
| 53 | | | | | A database of volunteers/interns are maintained and updated  MOV: MOO/Updated Database of Volunteers |  | |  | | | | |  | | |  | |  | | |
| 1. Personnel Competencies and Qualification Standards | | | | | | | | | | | | | | | | | | | | | |
| 1. As applicable or necessary in the Operation of the Center, personnel at different levels of functions must have the following qualification and competencies: | | | | | | | | | | | | | | | | | | | | | |
| 1. Executive Director/Center Head/Head of the Agency | 54 | | | | | A graduate of any bachelor’s degree or 4-year course qualifies if he/she has any of the following:   * + 1. Three (3) years accumulated experiences as head of a social welfare agency, center, or institution providing center-based, non-residential SWD programs and services     2. At least 80 hours of training on topics/courses specific/relevant to the services or skills in working with the clients of the center   MOV: College Diploma/Certificate of Training/ Profile of Employee/File 201 |  | | 34 | | | | | A graduate of behavioral science courses with the following additional qualification:   1. A Master’s Degree or units in Master of Science in Social Work 2. Five (5) years accumulated experiences in managing social welfare and development agency   MOV: Master’s Degree Certificate/ Transcript of Records/Profile of Employee | | |  | |  | | |
| b. Program or Administrative Head/Supervisor | 55 | | | | | Program Head or Supervisor is a Registered Social Worker (RSW) with at least one (1) year of accumulated supervisory experience in social welfare and development  MOV: RSW License/Profile of Employee/  File 201 |  | | 35 | | | | | Program Head or Supervisor is a Registered Social Worker (RSW) with three (3) years of relevant supervisory experience in social welfare and development  MOV: RSW License/Profile of  Employee/File 201 | | |  | |  | | |
| 56 | | | | | Administrative Supervisor must have at least one (1) year of relevant supervisory experience  MOV: Profile of Employee/File 201 |  | |
| c. Program Officer/Social Worker/Social Welfare Officer | 57 | | | | | The center’s social worker/program officer is a Registered Social Worker (RSW) and has one (1) year of experience in managing cases  MOV: MOO/Profile of Employee/File 201 |  | | 36 | | | | | The Registered Social Worker (RSW) has three (3) years of experience in managing cases  MOV: Profile of Employee/File 201 | | |  | |  | | |
| 1. Social Welfare Assistant/s | 58 | | | | | The center’s Social Welfare Assistant/s is/are bachelor’s degree holders with at least one (1) year experience in providing para-professional support in a social welfare and development agency  MOV: Profile of Employee/File 201 |  | | 37 | | | | | Social Welfare Assistant/s is/are graduates of B.S. Social Work  MOV: Profile of Employee/File 201 | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 1. Manpower Development Officer/s | 59 | | | | | The center’s Manpower Development Officer (MDO) is a bachelor’s degree holder and has an existing TESDA License and Trainer’s Certificate with one (1) year experience in the manpower development program  MOV: Profile of Employee/File 201 |  | | 38 | | | | | The center’s Manpower Development Officer (MDO) is a bachelor’s degree holder in industrial education and allied courses and has an existing Trainer’s Certificate and two (2) years’ experience in the manpower development program  MOV: Profile of Employee/File 201 | | |  | |  | | |
| 1. Psychologist | 60 | | | | | 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    MOV: MOO/Profile of Employee |  | | 39 | | | | | As employed or accessed by the center, the psychologist is a Registered Psychologist (RPsy) with two (2) years accumulated experience in handling center’s or similar cases  MOV: MOO/Profile of Employee | | |  | |  | | |
| 1. Psychometrician | 61 | | | | | 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  MOV: Profile of Employee/File 201 |  | | 40 | | | | | As employed or accessed by the center, the psychometrician is a Registered Psychometrician (RPm) with two (2) years’ experience in the academe or handling cases similar to the center’s cases  MOV: Profile of Employee/File 201 | | |  | |  | | |
| 1. Medical/Dental   Personnel | 62 | | | | | 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 his position/function  MOV: Profile of Employee/File 201 |  | |  | | | | |  | | |  | |  | | |
| 1. Physical Therapist or other allied professional | 63 | | | | | As employed or accessed by the center, the Physical Therapist or other allied professionals has the required and valid license (e.g. RPT) with at least one (1) year of experience in providing therapy sessions  MOV: Profile of Employee/File 201 |  | |  | | | | |  | | |  | |  | | |
| 1. Houseparent/s | 64 | | | | | The center’s houseparent/s must be at least a high school graduate with the required training and one (1) year experience in parenting/caregiving  MOV: Profile of Employee/File 201 |  | | 41 | | | | | The center’s houseparent must have completed parenting/ caregiving courses/training with two (2) years of experience in parenting/caregiving  MOV: Profile of Employee/File 201 | | |  | |  | | |
| 1. Program or Administrative Support staff | 65 | | | | | Program or administrative support staff must have completed the required education/degree as required by his position/function (i.e. Secretarial Science for clerk, B.S. Accounting, Banking or Finance for bookkeepers)  MOV: Profile of Employee/File 201 |  | |  | | | | |  | | |  | |  | | |
| 1. Other support staff | 66 | | | | | Must have the required training or license necessary for his/her job/function (i.e. driver’s license, TESDA certificate/s)  MOV: Profile of Employee/File 201 |  | |  | | | | |  | | |  | |  | | |
| 1. Volunteers | 67 | | | | | As provided in the SWA’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  MOV: MOO – Volunteer/Internship Program |  | |  | | | | |  | | |  | |  | | |
|  | | | | | No. of complied **Minimum** Standards in Administration and Organization |  | |  | | | | | No. of complied **Higher** Standards in Administration and Organization | | |  | |  | | |
| **II. Program Management** | | | | | | | | | | | | | | | | | | | | | |
| 1. Programs Processes | | | | | | | | | | | | | | | | | | | | | |
| 1. Preparation of Program Plan | 1 | | | | | An annual program plan that maps the center’s goals, thrusts, and priorities, including programs and services is prepared and approved by the center management  MOV: Approved Annual Program Plan |  | | 1 | | | | | The program plan is enhanced as necessary based on the result of monitoring/program review  MOV: Enhanced Program Plan | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited.  Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 1. Identification/   Allocation of Program Funds | 2 | | | | | The program plan has identified program funds that ensure its delivery and implementation.  MOV: Program Plan/Approved WFP |  | | 2 | | | | | The allocated funds are supported with contingency funds that ensure sustained service delivery  MOV: Annual Budget/Approved WFP | | |  | |  | | |
| 1. Collaboration and Networking | 3 | | | | | Collaborations with stakeholders e.g. partnership, sponsorship, etc. are done for efficient and sustained delivery of programs and services  MOV: Activity/Accomplishment Report |  | | 3 | | | | | Long-term collaboration with stakeholder/s is/are established thru Contract of Partnership (COP) or Memorandum of Agreement/ Understanding (MOA/U) which as necessary, is renewed or updated  MOV: Updated/Renewed MOA/U | | |  | |  | | |
| 1. Programs/Services Implementation | | | | | | | | | | | | | | | | | | | | | |
| 1. Program/Service Implementation | 4 | | | | | Programs and services being implemented reflects the need/s of the beneficiaries and are aligned to the vision, mission, goals, and objectives of the center  MOV: Program Plan vs. VMG |  | | 4 | | | | | Programs and services being implemented respond to the felt need/s of the beneficiaries  MOV: Program Plan vs. Assessment Report vs. Accomplishment Report | | |  | |  | | |
|  | | 5 | | | | | Progress in the situation/ condition of beneficiaries are documented providing reason/s for the program/service continuous implementation or review for possible enhancement or revision  MOV: Program Evaluation Report | | |  | |  | | |
| 1. Data Banking of Clients/   Beneficiaries Programs and Services | 5 | | | | | A data-bank or list of clients served vis-à-vis programs and services received, is available  MOV: List of clients and services received |  | | 6 | | | | | The data-bank or list of beneficiaries vis-à-vis received services, is maintained and updated monthly or quarterly  MOV: Updated List of Beneficiaries vis-à-vis received programs/ services | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
|  | | 7 | | | | | Masterlist of beneficiaries served annually are maintained and kept in a file folder  MOV: File Folder of Masterlist of  clients/beneficiaries vis-à-vis  received programs/ services | | |  | |  | | |
| 1. Submission of Reports | 6 | | | | | Annual Accomplishment Report (AAR) that includes physical and financial reports is submitted to donors and DSWD Field/Central Office within the prescribed timeline of sixty (60) days after the current fiscal year  MOV: Receiving Copy/Transmittal / Acknowledgement of Report |  | |  | | | | |  | | |  | |  | | |
| 7 | | | | | Accomplishment Reports are regularly updated and made accessible to internal and external stakeholders  MOV: Posted Updated Accomplishment  Reports |  | |  | | | | |  | | |  | |  | | |
| 1. Monitoring | | | | | | | | | | | | | | | | | | | | | |
| 1. Conduct of monitoring activities | 8 | | | | | The Center Head conducts monthly monitoring of the center’s operation and implementation of programs and services  MOV: Score Cards/Accomplished Monitoring Tool/Documentation of Monitoring Activities |  | | 8 | | | | | Appropriate action is undertaken to remedy deficiencies in the operation vis-à-vis program implementation to safeguard the interest and welfare of the clients  MOV: Enhanced Program Plan | | |  | |  | | |
| 1. Use of monitoring tool/s | 9 | | | | | A monitoring tool for program implementation exists  MOV: Approved Program Monitoring Tool |  | | 9 | | | | | The monitoring tool is aligned with program plan per outcome and output indicated on a Gantt Chart and regularly Updated  MOV: Gant Chart vs. Program Plan | | |  | |  | | |
|  | | 10 | | | | | The monitoring tool for program implementation is updated/ revised accordingly or as the need arises  MOV: Updated Program Monitoring  Tool | | |  | |  | | |
| 1. Frequency of Monitoring Activities | 10 | | | | | Monitoring of program/service implementation is done quarterly  MOV: Quarterly Monitoring Report/  Documentation of Monitoring Activities |  | | 11 | | | | | Monitoring of program implementation is done monthly    MOV: Monthly Monitoring Report/  Documentation of Monitoring  Activities | | |  | |  | | |
| 1. Evaluation | | | | | | | | | | | | | | | | | | | | | |
| 1. Conduct of evaluation | 11 | | | | | A participatory year-end evaluation workshop is conducted with beneficiaries, staff, and other stakeholders  MOV: Summary Result of Evaluation/Accomplishment Report |  | | 12 | | | | | Periodic evaluation (pre, mid, and post-implementation) of program/service implementation is conducted as necessary with the clients.  MOV: Result of Evaluation/Activity  Report/Process Recording | | |  | |  | | |
| 1. Use of Evaluation Tool | 12 | | | | | An evaluation tool to measure the effect of program implementation exists  MOV: Approved Evaluation Tool |  | | 13 | | | | | The evaluation tool for program implementation is updated/ revised accordingly or as the need arises  MOV: Updated/Revised Program  Evaluation Tool | | |  | |  | | |
| 13 | | | | | Client Satisfaction Surveys are administered to serve clients/beneficiaries  MOV: Accomplished Client Satisfaction Survey |  | | 14 | | | | | Client Satisfaction Surveys are consolidated and used as a reference in enhancing operational policies and program/service delivery  MOV: Consolidated Client Satisfaction  Surveys | | |  | |  | | |
| 1. Redirection of programs and services based on evaluation | 14 | | | | | Programs, services, activities, and projects are redirected based on the result of the evaluation    MOV: Enhanced Program Plan |  | | 15 | | | | | Redirection of programs and services is indicated in the next strategic planning.  MOV: Enhanced Strategic Plan | | |  | |  | | |
| 1. Community Integration | | | | | | | | | | | | | | | | | | | | | |
|  | 15 | | | | | Immediate community and concerned LGU/s are aware of the center’s operation and activities, and that there are evidences of the center’s coordination with LGU or community leaders  MOV: Interview with Barangay Officials/  Invites to/from Community Activities/  Accomplishment Report/Barangay-Mayor’s  Permit/Certification |  | | 16 | | | | | The center cooperates in relevant community projects  MOV: Feedback/Activity Report/  Accomplishment Report | | |  | |  | | |
| 17 | | | | | Community participation in the delivery of programs and services is promoted  MOV: MOO/Accomplishment Report/Activity Reports | | |  | |  | | |
| 1. Resource Generation | | | | | | | | | | | | | | | | | | | | | |
|  | 16 | | | | | Internally generated or externally outsourced resources are provided by the center to support program implementation  MOV: Resource Generation Report/AFR/S |  | |  | | | | |  | | |  | |  | | |
| 17 | | | | | Outsourced resources comply with existing guidelines/laws on resource generation  MOV: Project Proposal/Solicitation Permit |  | |  | | | | |  | | |  | |  | | |
| 1. Research |  | | | | |  |  | | 18 | | | | | As applicable, necessary, or prescribed by center policies, include research activities as an integral part of the activities in the center. However, it shall have prior approval of the Head of the Agency/Center  MOV: MOO/Approved Research  Application | | |  | |  | | |
|  | | 19 | | | | | As applicable and necessary, research activities/undertakings shall only be on possible relevant contribution to the center’s program/service development  MOV: TOR/Copy of Research Output | | |  | |  | | |
|  |  | | | | | No. of complied **Minimum** Standards in Program Management |  | |  | | | | | No. of complied **Higher** Standards in Program Management | | |  | |  | | |
| **III. Case Management** | | | | | | | | | | | | | | | | | | | | | |
| 1. The caseload of Staff and Employees | | | | | | | | | | | | | | | | | | | | | |
| 1. Program/   Administrative Supervisor | 1 | | | | | As necessary, a Program Supervisor is hired to supervise the implementation of programs and services  MOV: Profile of Employees |  | | 1 | | | | | Program Supervisor is hired to render supervisory functions to every five (5) Program Officers/Social Welfare Officers/ Workers employed by the center  MOV: Profile of Employees | | |  | |  | | |
| 2 | | | | | As necessary, an Administrative Supervisor is hired to supervise staff providing administrative support in the center  MOV: Profile of Employees |  | | 2 | | | | | As applicable or necessary, an Administrative Supervisor is hired to render supervisory functions to every ten (10) Administrative Staff employed by the center  MOV: Profile of Employees | | |  | |  | | |
| 1. Program Officer/ Social Welfare Officer/Social Worker | 3 | | | | | At least one (1) full-time registered social worker (RSW) is hired by the center to handle the center’s case management  MOV: Profile of Employees |  | | 3 | | | | | The center’s social worker (RSW) manages not more than thirty (30) cases at a given time  MOV: Profile of Employees vs.  Beneficiaries | | |  | |  | | |
| 1. Social Welfare Assistants (SWAs) | 4 | | | | | Social Welfare Assistant/s (SWA) is hired to provide para-professional services to the center  MOV: MOO/Profile of Employee/File 201 |  | | 4 | | | | | The Social Welfare Assistant/s is/are hired to provide para-professional support to every three (3) RSW of the center  MOV: Profile of Employee/File 201 | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 1. Medical/Dental Personnel | 5 | | | | | The center engages the services of medical/dental practitioners for the medical/dental needs of the beneficiaries  MOV: Profile of Employees |  | | 5 | | | | | The center hires part-time/full-time medical/dental personnel to provide regular medical/dental services to its clients  MOV: Profile of Employees | | |  | |  | | |
| 1. Psychologist | 6 | | | | | As required or as necessary, the services of a psychologist are engaged by the center  MOV: Referral Letters/List of Beneficiaries |  | | 6 | | | | | As necessary or required by the clients/beneficiaries, part-time or a full-time psychologist is hired by the center  MOV: MOO/Profile of Employee | | |  | |  | | |
| 1. Psychometrician | 7 | | | | | As required or as necessary, a full-time psychometrician is hired to provide basic psychological services and counseling to the center’s clients  MOV: MOO/Profile of Employee |  | | 7 | | | | | The center’s psychometrician handles no more than thirty (30) cases at a given time  MOV: MOO/Profile of Employee | | |  | |  | | |
| 1. Manpower Development Officer (MDO) | 8 | | | | | As required or as necessary, the services of an MDO is engaged on a part-time basis  MOV: MOO/Profile of Employee |  | | 8 | | | | | The center’s MDO is hired on a full-time basis and handling not more than three (3) groups or thirty (30) cases at a given time  MOV: Profile of Employee/Profile of  Clients | | |  | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | | |
| 9 | | | | | The center engages the services of an additional MDO if cases go up to more than thirty (30) clients at a given time.  MOV: Profile of Employee/Profile of  Clients | | |  | |  | | |
| 1. Physical Therapist and other allied professionals | 9 | | | | | As required or necessary, the services of a registered physical therapist (RPT) or other allied professionals (Speech Therapist, SPED Teacher, etc.) are engaged by the center to provide the necessary services to its clients  MOV: MOO/Profile of Employees |  | | 10 | | | | | Registered physical therapists (RPT) and/or other allied professionals (Speech Therapist, SPED Teacher, etc.) is/are hired on a part-time/full-time basis by the center to provide the necessary services to its clients  MOV: Profile of Employees | | |  | |  | | |
| 1. Houseparent/s | 10 | | | | | As required or as necessary part-time or on-call houseparent/s is/are engaged by the center to supervise client/s in shelter services  MOV: Profile of Employees |  | | 11 | | | | | As required or as necessary houseparent/s is/are hired by the center to supervise client/s in shelter services  MOV: Profile of Employees | | |  | |  | | |
| 1. Program or Administrative Support Staff | 11 | | | | | As required or as necessary, part-time or on-call support personnel/staff such as Finance Officer, Clerk, Liaison Officer, etc. is/are engaged by the center to provide support services  MOV: Profile of Employees |  | | 12 | | | | | Support personnel/ staff such as Finance Officer, Clerk, Liaison Officer, etc. is/are hired on a full-time basis.  MOV: Profile of Employees | | |  | |  | | |
| 1. Other support staff | 12 | | | | | As required or as necessary, the center engages the part-time or on-call services of other support staff (i.e. drivers, security guards, maintenance, and utility personnel)  MOV: Profile of Employees |  | | 13 | | | | | As required or necessary, the center hires the full-time services of other support staff (i.e. drivers, security guards, maintenance, and utility personnel)  MOV: Profile of Employees | | |  | |  | | |
| 1. Case Management Strategies | | | | | | | | | | | | | | | | | | | | | |
| a. Assessment Processes | | | | | | | | | | | | | | | | | | | | | |
| 1. Individual Clients | 13 | | | | | For individual clients, assessment is conducted using the Intake Sheet. It solicits information on the client and his/her situation and needs  MOV: Intake Sheet |  | | 14 | | | | | The concerned RSW clarifies the background of the problem as well as the difficult situation the client faces through validation of gathered data, collated information  MOV: Home visit Reports/Collateral  Interview | | |  | |  | | |
| 14 | | | | | Assessment is conducted immediately or within twenty-four (24) hours after the first contact with the client  MOV: Accomplished Intake Sheet |  | | 15 | | | | | Home visit, collateral interview, and validation of gathered data is conducted within a minimum of three (3) days after the first contact with the client  MOV: Home visit Report | | |  | |  | | |
| 1. Family/ies | 15 | | | | | For the family as the client, a family assessment is conducted using the family profile. It gathers information on the family’s situation and needs, strengths and weaknesses, and challenges/problem areas to be worked upon.  MOV: Accomplished Family  Profile/Assessment Form |  | |  | | | | |  | | |  | |  | | |
| 16 | | | | | Family assessment is conducted immediately or within twenty-four (24) hours after the first contact with the family  MOV: Accomplished Family Assessment Form |  | |  | | | | |  | | |  | |  | | |
| 1. Group/s | 17 | | | | | For the group as beneficiary, the group assessment is conducted using the group profile. It gathers information on the group’s situation and needs, strengths and weaknesses, and challenges/problem areas to be worked upon.  MOV: Accomplished Group  Profile/Assessment Form |  | |  | | | | |  | | |  | |  | | |
| b. Contract Setting and Case Planning | | | | | | | | | | | | | | | | | | | | | |
|  | 18 | | | | | Intervention direction/s are clearly discussed and agreed with the client and his/her family including tasking, timelines, and the needed resources  MOV: Helping Contract/Agreement/Case  Conference Proceedings |  | | 16 | | | | | Documentation of contract setting and case planning is available  MOV: Agreement/Case Conference  Proceedings | | |  | |  | | |
| c. Preparation of Social Case Study Report/Family/Group Profile and Intervention Plan | | | | | | | | | | | | | | | | | | | | | |
| 1. Preparation of Social Case Study Report (SCSR) for individual clients | 19 | | | | | A written social case study report that provides information on the client/s situation and needs including planned interventions is prepared within the prescribed timeline/deadline of a minimum of thirty (30) days  MOV: SCSR with Intervention Program  prepared within the set timeline/deadline |  | | 17 | | | | | The SCSR is prepared ahead of the prescribed timeline/ deadline of a minimum of thirty (30) days  MOV: SCSR with Intervention Program prepared ahead of the timeline/ deadline | | |  | |  | | |
| 1. Preparation of Family Profile for the family as client | 20 | | | | | A Family Profile that provides information on the family’s situation and needs including planned interventions is prepared within the prescribed period or as stated in the Manual of Operations  MOV: Family Profile with Intervention Program |  | | 18 | | | | | The Family Profile is prepared ahead of the prescribed period or as indicated in the Manual of Operations  MOV: Family Profile with  Intervention Program | | |  | |  | | |
| 1. Preparation of Group Profile for Group/s as clients | 21 | | | | | A Group Profile that provides information on the family’s situation and needs including planned interventions is prepared within the prescribed period or as stated in the Manual of Operations  MOV: Group Profile with  Intervention Program |  | | 19 | | | | | The Group Profile is prepared ahead of the prescribed period or as indicated in the Manual of Operations  MOV: Group Profile with  Intervention Program | | |  | |  | | |
| d. Implementation of Intervention Plan | | | | | | | | | | | | | | | | | | | | | |
| 1. Involvement of inter-disciplinary Team in Case Management | 22 | | | | | The intervention program is/are implemented by the appropriate professional  MOV: Rehabilitation/Intervention Plan |  | | 20 | | | | | The center has identified members of the inter-disciplinary team which is easily mobilized as necessary  MOV: MOA/MOU with other disciplines/ Networking document/s | | |  | |  | | |
|  | | 21 | | | | | The inter-disciplinary team conduct meeting/case conferences as necessary or on the agreed schedule  MOV: Minutes of Meeting | | |  | |  | | |
| 1. Program/Service Implementation | 23 | | | | | The formulated helping-intervention program/plan is implemented according to the prescribed timeline  MOV: Activity Report/Process Recordings vs. Intervention/ Development Plan |  | |  | | | | |  | | |  | |  | | |
| 24 | | | | | The formulated intervention program/plan is flexible and depends on the response stimuli of the client. It is immediately enhanced or revised accordingly.  MOV: Enhance/Revised Rehabilitation/  Intervention Plan |  | |  | | | | |  | | |  | |  | | |
| 1. Identification of Community Volunteers |  | | | | |  |  | | 22 | | | | | Community volunteers that help implement programs and services are identified  MOV: List/Pool of Volunteers | | |  | |  | | |
| 1. Coordination and Steering Role of the Center |  | | | | |  |  | | 23 | | | | | The agency provides coordination and steering roles to beneficiaries working on their socio-economic uplift, improvement, and/or development  MOV: Activity Reports/Minutes of Meeting | | |  | |  | | |
| 1. Documentation of Activities | 25 | | | | | All activities conducted are documented and filed  MOV: Activity Report/Process Recording |  | |  | | | | |  | | |  | |  | | |
| 1. Referral System | 26 | | | | | Referral system is in place  MOV: Referral Letters, Folder/Logbook |  | | 24 | | | | | Collaboration/networking with the stakeholders in the community are in effect through a signed Memorandum of Agreement/Understanding (MOA/MOU)  MOV: Activity Report/Process  Recording | | |  | |  | | |
| e. Monitoring of Effect of Implementation of the Helping Interventions | | | | | | | | | | | | | | | | | | | | | |
| 1. Use of Monitoring   Tool | 27 | | | | | Monitoring activities including case conferences are conducted and documented using a monitoring tool  MOV: Case conference Proceedings  Accomplished Monitoring Tool |  | |  | | | | |  | |  | |  | | | |
| 1. Frequency of Monitoring Activities | 28 | | | | | Monitoring activities are conducted as necessary and report/s is/are prepared within the prescribed period/timeline  MOV: Monitoring Report/s |  | | 25 | | | | | Monitoring activities are conducted as necessary and report/s is/are prepared ahead of the prescribed period/ timeline  MOV: Monitoring Report/s | |  | |  | | | |
| 1. Preparation of Monitoring Report | 29 | | | | | Progress or Monitoring Report that captures the effect of the interventions are used as reference or guide in enhancing interventions  MOV: Monitoring/Progress Report/Journal |  | |  | | | | |  | |  | |  | | | |
| 1. Conduct of Consultation Activities | 30 | | | | | Consultation with beneficiaries that elicit the effect of the helping interventions being implemented are conducted, as necessary  MOV: Activity Report/Process Recording |  | | 26 | | | | | Consultation with beneficiaries that elicit the effect of the helping interventions are conducted weekly or monthly, whatever is applicable  MOV: Activity Report/Process  Recording | |  | |  | | | |
|  | | | | |  |  | | 27 | | | | | Formal and informal groups or organizations available in the community are consulted/ solicited on matters relevant to the resolution of the problem.  MOV: Activity Report/Minutes of Meeting | |  | |  | | | |
| f. Evaluation of the Helping Program | | | | | | | | | | | | | | | | | | | | | |
| 1. Conduct of evaluation | | 31 | | Evaluation of the effect of the helping interventions on the beneficiaries is done  MOV: Evaluation Report | | | |  | | 28 | | | Impact evaluation is conducted after the termination of implementation of the helping interventions to the beneficiaries  MOV: Proceedings of Impact  Evaluation | |  | | | | |  |
| 1. Use of Evaluation Tool | | 32 | | Evaluation is done using a tool  MOV: Accomplished Evaluation Tool | | | |  | |  | | |  | |  | | | | |  |
| 1. Identification of gaps and use of the result of the evaluation | | 33 | | Gaps are identified and used to enhance the helping intervention’s  MOV: Evaluation Report/Process Recording | | | |  | | 29 | | | Feedback of the beneficiary on the implementation of the helping intervention/s are elicited and responded  MOV: Evaluation Report/Process  Recording | |  | | | | |  |
| g. Termination of Program/Service and Closure of Case/s | | | | | | | | | | | | | | | | | | | | |
| 1. Termination of Services Policies | | 34 | | There are written policies/procedures on the termination of delivery of the helping interventions to the beneficiaries  MOV: MOO/Termination Report | | | |  | |  | | |  | |  | | | | |  |
| 35 | | Client/s are effectively integrated into family/community or referred to other agencies for further case management within the prescribed period or as stated in the MOO  MOV: Referral Letter/Terminal Report | | | |  | |  | | |  | |  | | | | |  |
| 1. Provision of after-care services prior to Termination/   Preparation of Transfer Summary | | 36 | | Provision of necessary services outside of the agency is arranged prior to termination  MOV: After-Care Service Program/Agreement | | | |  | | 30 | | | Clients are effectively referred to other agencies or the Local Social Welfare and Development Office (LSWDO) for after-care services  MOV: Referral Letter/Terminal Report | |  | | | | |  |
| 37 | | Transfer Summary is prepared within one (1) week after the client is transferred to another agency for further case management or provision of other services  MOV: Transfer Summary | | | |  | |  | | |  | |  | | | | |  |
| 1. Preparation of Terminal Report | | 38 | | Termination is appropriately done through the preparation of the Terminal Report  MOV: Terminal Report | | | |  | |  | | |  | |  | | | | |  |
| 39 | | Terminal report is prepared within one (1) week after the termination of the programs and services  MOV: Terminal Report | | | |  | | 31 | | | Terminal report is prepared ahead of the prescribed timeline  MOV: Terminal Report | |  | | | | |  |
| 1. Closure and Preparation of Closing Summary/Report | | 40 | | Closure is done after receipt of two (2) positive feedback reports on the client’s recovery from their difficult/crisis situation. Feedback reports may be received from the client/s themselves, through e-mail, text, or telephone calls or as verified by the LGU social worker  MOV: Closing Summary and Feedback  Report/s | | | |  | |  | | |  | |  | | | | |  |
| 41 | | Closing Summary is prepared one (1) week after the closing of a case.  MOV: Closing Summary | | | |  | | 32 | | | Closing Summary is prepared ahead of the prescribed timeline  MOV: Closing Summary | |  | | | | |  |
| h. Case Recording - case folders shall have the following documents that provide evidence of appropriate and efficient management of cases: | | | | | | | | | | | | | | | | | | | | |
| 1. Individual Client/Beneficiary   . | | | 42 | | 1. Intake Sheet - that provides information and assessment of the individual’s situation and needs. It is properly and completely accomplished within 24 hours after the initial contact with the client   MOV: Intake Sheet | | |  | | |  |  | | |  | | | | |  |
| 43 | | 1. A written Social Case Study Report (SCSR) - with the agreed intervention/helping plan as the basis in providing intervention for the client   MOV: SCSR | | |  | | |  |  | | |  | | | | |  |
| 44 | | 1. Activity Report/s or Process Recording/s - that capture the events/activities in the implementation of an intervention plan or delivery of programs/services   MOV: Activity Report/Process Recordings | | |  | | |  |  | | |  | | | | |  |
| 45 | | 1. Other pertinent documents relative to the case management of the individual such as referral letters, home visit reports, medical/health or school records, etc.   MOV: Referral Letters, Home Visit Reports, etc. | | |  | | |  |  | | |  | | | | |  |
| 46 | | 1. Recordings of the client’s behavior and participation/or lack thereof during activities.   MOV: Activity Report/Process Recordings | | |  | | |  |  | | |  | | | | |  |
| 1. Family Beneficiaries | | | 47 | | * 1. A family profile that provides information on the family and problem areas that is being addressed in the intervention program in relation to the rehabilitation of the client   MOV: Family Profile | | |  | | | 33 | The family profile is updated as necessary  MOV: Updated Family Profile | | |  | | | | |  |
| 48 | | * 1. Activity report or documentation of Family/Group Sessions or family/ group work including home visit/s conducted   MOV: Activity Report/Documentation of FDS | | |  | | | 34 | Available document/s on review and analysis of family sessions and home visits conducted  MOV: Documentation of FDS/Home visit Report/s | | |  | | | | |  |
| 49 | | * 1. Progress Report/s that highlight the effect of the helping interventions delivered to the family   MOV: Progress Reports/Journal | | |  | | |  |  | | |  | | | | |  |
| 50 | | * 1. Other pertinent documents relative to the family case management such as referral letters and the like   MOV: Referral letters, etc. | | |  | | |  |  | | |  | | | | |  |
| 1. Group Beneficiaries | | | 51 | | 1. A group profile that provides information on the group and the problem areas that is being addressed in the helping intervention provided to the group   MOV: Group Profile | | |  | | |  |  | | |  | | | | |  |
| 52 | | 1. Activity report or documentation of group sessions including a conducted group visit   MOV: Activity Report/Documentation of Group  Sessions | | |  | | |  |  | | |  | | | | |  |
| 53 | | 1. Progress Report/s that highlight the effect of the helping interventions on the group   MOV: Progress Reports/Journal | | |  | | |  |  | | |  | | | | |  |
| 54 | | 1. Other pertinent documents relative to the group case management such as referral letters and the like   MOV: Referral letters, etc. | | |  | | |  |  | | |  | | | | |  |
| i. Records Management | | | | | | | | | | | | | | | | | | | | |
|  | | | 55 | | There are written policies on records access, use, and disposal  MOV: MOO–Policies on Records Management | | |  | | |  |  | | |  | | | | |  |
| 56 | | Case folders/records are marked “Confidential” and are properly kept and maintained in a location that can be monitored easily  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 57 | | Case folders/records are kept in designated cabinets marked “For Authorized Personnel Only”  MOV: MOO/Observation | | |  | | | 35 | A records section only accessible to designated staff is established in the agency  MOO: MOO/Observation | | |  | | | | |  |
| 58 | | Innovative Filing System (i.er. color coding, alphabetical arrangements, etc.) for easy access and retrieval is implemented  MOV: Observation/Interview with Records Keeper | | |  | | |  |  | | |  | | | | |  |
|  | | No. of complied **Minimum** Standards in Case Management | | |  | | |  | No. of complied **Higher** Standards in Case Management | | |  | | | | |  |
| **IV. HELPING INTERVENTIONS**  The following are the menu of programs, services, or interventions that are being implemented by social welfare and development agencies (SWDAs) providing center-based, non-residential SWD programs and services. The assessor/accreditor shall check on the center’s compliance to the set of standards/indicators corresponding to the needs of its chosen beneficiaries. Indicators not applicable to the center’s program/service shall be marked not applicable (n/a). All n/a indicators shall be counted along with the complied items to arrive at the sum or total which shall be the basis for the accreditation of the center’s programs and services. | | | | | | | | | | | | | | | | | | | | |
| 1. **Basic Interventions** | | | | | | | | | | | | | | | | | | | | |
| * + 1. Basic Services | | | | | | | | | | | | | | | | | | | | |
| * 1. Food | | | 1 | | The center ensures that the client/s is not starving before any activity or intervention is facilitated    MOV: Logbook/Assessment Records | | |  | | |  |  | | |  | | | | |  |
| * 1. Physical, Health, and Medical Services | | | 2 | | The center ensures that the service/s of health professional/s to assess/examine the client’s health condition including oral health is provided/accessed to the client  MOV: Assessment Records | | |  | | | 1 | A partner clinic or hospital provides the needed medical attention to the client, as necessary  MOV: Partnership Agreement/MOA | | |  | | | | |  |
| 3 | | The client is immediately accessed to medical intervention, as necessary  MOV: Referral/Medical Certificate | | |  | | | 2 | Medical/surgical interventions such as surgery for cataract patients, cleft palate, harelip, clubfoot, and hands, etc. is facilitated  MOV: Referral Letters/List of  Beneficiaries | | |  | | | | |  |
| 4 | | Specialty examination and physical impairment evaluation are facilitated for the provision of the needed physical/medical interventions  MOV: Referral Letters/List of Beneficiaries | | |  | | | 3 | Assistive and restorative services are facilitated accordingly for confidence building and productivity  MOV: Distribution Sheet/List of  Beneficiaries | | |  | | | | |  |
| 5 | | The center conducts Health Education Seminar/s and Disability Prevention to client/s and their families are provided  MOV: Activity Reports/Attendance Sheet | | |  | | | 4 | As applicable, the center facilitates the free registration of the client/s to the LGU and to PhilHealth for the provision of discount ID’s  MOV: Referral Letters/List of  Beneficiaries | | |  | | | | |  |
| * 1. Medico-Legal Services | | | 6 | | The center access the client victim of abuse/violence to medico-legal services  MOV: Referral/Medico-legal Certificate/Record | | |  | | | 5 | A medico-legal specialist is employed (part-time/full-time) by the center to provide medico-legal services to the client  MOV: Profile of Employees/Contract of  Service | | |  | | | | |  |
| * 1. Clothing/Personal Needs | | | 7 | | As necessary, the center provides client/s with appropriate garments/ clothing  MOV: Logbook/Acknowledgement Receipt | | |  | | |  |  | | |  | | | | |  |
| * 1. Shelter | | | 8 | | As necessary, the center facilitates the provision of temporary shelter to the client/s  MOV: Profile of Residents | | |  | | | 6 | Clients’ stay at the temporary shelter does not exceed fifteen to thirty (15-30) days or during the entire of her rehabilitation training program  MOV: Profile of Residents | | |  | | | | |  |
| 2. Social Adjustment Services | | | | | | | | | | | | | | | | | | | | |
| 1. Casework Orientation | | | 9 | | The center conducts casework i.e. orientation on the client’s situation and needs, gain insight into his/her strength and weaknesses to enable him to cope with his situation and facilitate social functioning  MOV: Activity Report | | |  | | |  |  | | |  | | | | |  |
| 1. Peer and Group Support | | | 10 | | The center facilitates opportunities for social participation through interactive sharing of problems, interests, ambitions, and solutions to the challenges  MOV: Activity Report/List of Participants | | |  | | |  |  | | |  | | | | |  |
| 1. Working with the Family and Community | | | 11 | | Close coordination with the client’s family and community is done, for them to understand the client’s situation/disability and solicit their participation in the rehabilitation of the client  MOV: Home/Community Visit Report | | |  | | |  |  | | |  | | | | |  |
| 3. Legal/Para-Legal Services | | | | | | | | | | | | | | | | | | | | |
|  | | | 12 | | As necessary or on a case-to-case basis, the center accesses the client to Legal or Para-Legal Services including police support for the filing of case or for protection services  MOV: Referral/Police Blotter/Copy of Case  Filed | | |  | | | 7 | The center has a standing Memorandum of Agreement (MOA) with a law office or with the Local Police Station in the area to provide legal and para-legal services to the center’s clients needing legal support  MOV: MOA with a Law Office/Police | | |  | | | | |  |
|  | | | 8 | The center has a standing Memorandum of Agreement (MOA) with a law office that will provide legal support or counseling services to clients pursuing legal actions against their perpetrators  MOV: MOA with a Law Office | | |  | | | | |  |
| 4. Psychological Services | | | | | | | | | | | | | | | | | | | | |
| 1. Psychological interventions | | | 13 | | Psychological First Aid is applied to clients in distress, to create a sense of safety, calm or comfort, and hope  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| 14 | | Psycho-social intervention/s which may include psychological evaluation and testing are accessed to client/s or provided by qualified professionals.  MOV: MOO/Psychological Reports | | |  | | | 9 | Psychological/psychiatric test results are used in relation to assessment and in planning interventions  MOV: Psychological Reports vs.  Helping Plan | | |  | | | | |  |
| 15 | | The center ensures that all client/s have undergone psychological assessment before conducting counseling/therapy sessions  MOV: Medical Record/Doctors referrals | | |  | | | 10 | The psychologist monitors the progress of the client/s in the psycho-therapy sessions being conducted by the center  MOV: Referral Letters/List of Clients | | |  | | | | |  |
| 16 | | Support services that involve the client’s family/relatives participation in the psycho-therapy program are facilitated  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| b. Individual Counselling Services | | | 17 | | As necessary, individual counseling sessions are conducted by a qualified and trained professional (i.e. social worker, psychologist, or counselor)  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| c. Family Counselling | | | 18 | | Family development sessions/ activities are conducted by the social worker, psychologist, or counselor, whatever is applicable.  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| 19 | | Group counseling or activities are conducted as part of the psycho-social therapy session.  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| 1. Peer Support Services | | | 20 | | A Buddy-buddy system or circle of friends with the same experiences are identified for clients needing peer support either on individual interaction or in group therapy sessions  MOV: MOO/Activity Report/Process Recording | | |  | | |  |  | | |  | | | | |  |
| 1. Spiritual support and Pastoral Care | | | 21 | | Appropriate spiritual support and pastoral care is accessed to clients as the case may require instilling hope and coping with the difficult situation  MOV: MOO/Activity Report/Process Recording | | |  | | | 11 | Appropriate spiritual support and pastoral care is provided by the center through a partner organization  MOV: MOO/MOA-MOU with partner  organization | | |  | | | | |  |
| 1. Protection Programs and Services | | | | | | | | | | | | | | | | | | | | |
| 1. Client Protection Policy (CPP) | | | 22 | | A Client Protection Policy (CPP) is in place and beneficiaries are shielded from undue harm or risk in any activity conducted, organized, or participated in by the center  MOV: Client Protection Policy | | |  | | | 12 | The center has a written Code of Conduct for staff and employees that serve as the mechanism for protection from physical, mental, emotional, and/or sexual abuse and other forms of exploitation from both beneficiaries and staff  MOV: Code of Conduct of Staff | | |  | | | | |  |
| 23 | | Service providers observe protective behavior based on the Client Protection Policy (CPP) in dealing with the client/s  MOV: CPP/Code of Conduct of Staff | | |  | | | 13 | A manifesto of support to the Client Protection Policy is signed and posted on a conspicuous place in the center  MOV: Signed and posted Manifesto of  Support | | |  | | | | |  |
| 24 | | In cases when incidents of abuse are found, actions should be taken in accordance with the Client Protection Policy  MOV: Incident Report/Activity Report | | |  | | | 14 | The center facilitates or assists the victim in filing a case/s against the perpetrator of abuse or violence  MOV: Activity Report | | |  | | | | |  |
| 1. LGU Police Protection Services | | | 25 | | The Barangay or Municipal Police immediately provide the necessary barangay or police protection program to women/children victims of abuse  MOV: MOA-MOU with Barangay/Municipal  Police Station | | |  | | | 15 | The center facilitates or assists the victim in filing a case/s against the perpetrator of abuse or violence  MOV: Activity Report | | |  | | | | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| 1. Confidentiality of Cases | | | 26 | | Clients are ensured with confidentiality and protection from undue harm or risk on activities conducted, organized, or participated by the center  MOV: MOO/CPP | | |  | | |  |  | | |  | | | | |  |
| 27 | | Confidentiality policies are discussed with the client/s where decision/s on the matter is/are arrived at with the client’s participation  MOV: Activity Reports/List of Participants | | |  | | |  |  | | |  | | | | |  |
| 28 | | Client/s are ensured of confidentiality from media exposure  MOV: MOO/CPP | | |  | | | 16 | Client/s are protected from photo listing and on internet exploitation  MOV: MOO/CPP | | |  | | | | |  |
| 1. Empowerment and Capability Building Services | | | | | | | | | | | | | | | | | | | | |
| a. Social Skills Communications Development | | | 29 | | The center facilitates the development of social communications skills for the clients  MOV: Activity Reports/List of Participants | | |  | | |  |  | | |  | | | | |  |
| 1. Self Enhancement Programs | | | 30 | | The center facilitates training or activities that promote personality development  MOV: Activity Reports/List of Participants | | |  | | |  |  | | |  | | | | |  |
| 1. Vocational/   Technical and Skills Training Programs | | | 31 | | The center initiates vocational and livelihood training programs to allow clients to learn new skills while at the center  MOV: Activity Reports/List of Participants | | |  | | | 17 | A Memorandum of Agreement with TESDA or other training institutions in the area are executed for the needed capacity building programs  MOV: MOA with TESDA/Other  Training Institutions | | |  | | | | | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| 1. Job Orientation and Placements Services | | | | | | | | | | | | | | | | | | | | |
| 1. Job Orientation/ On the Job Training | | | 32 | | Job orientation and on-the-job training (OJT) is facilitated to clients/trainees who have acquired the knowledge and skills of the chosen vocational course to further enhance their skills in an actual work setting  MOV: Activity Report/List of Clients/Referred  for OJT Training | | |  | | |  |  | | |  | | | | |  |
| 1. Productivity Thrust Program | | | 33 | | Productivity Thrust Program is facilitated for client/s/trainee/s if OJT is not possible for a particular course or trainee.  MOV: Activity Reports/List of Beneficiaries | | |  | | | 18 | Trainees on Productivity Thrust Program are given reasonable incentives on their output based on the rate determined by the center  MOV: Payroll/List of Trainees | | |  | | | | |  |
| 1. Positive Work Habits Seminar | | | 34 | | Trainees are also taught with positive work habits and attitudes  MOV: Activity Reports/List of Participants | | |  | | |  |  | | |  | | | | |  |
| 1. Job Placement Program | | | 35 | | The center initiates job placement of trained clients/beneficiaries to allow them to earn income  MOV: Database of Job-placed Clients | | |  | | |  |  | | |  | | | | |  |
| 36 | | The center facilitates open-employment services to qualified clients on the same level as the normal labor or where they are most suited  MOV: Referral Letters/List of Placed Clients | | |  | | | 19 | The center conducts an industrial survey to determine specific job opportunities and other work operations that can be performed by Persons with Disability and Special Groups  MOV: Activity/Feedback Report | | |  | | | | |  |
| 37 | | The center facilitates self-employment services to clients in an income-producing projects utilizing their own resources and/or with technical and financial assistance from the Government or Non-Government entities.  MOV: Referral Letters/List of Beneficiaries | | |  | | | 20 | The center conducts campaigns among employers, labor groups, and the community to develop employment opportunities for the Persons with Disability and special groups  MOV: Activity Report/Attendance  Sheet/WFP | | |  | | | | |  |
| 38 | | The center facilitates placement of client/s with special needs and clients waiting for open employment to sheltered workshops to address their economic needs  MOV: Referral Letters/List of Beneficiaries | | |  | | | 21 | Follow-up of placed clients to ensure the necessary support and ascertain quality of placement or employment is conducted  MOV: Activity/Accomplishment Report | | |  | | | | |  |
| 1. Micro-Finance/Capital Assistance Programs | | | | | | | | | | | | | | | | | | | | |
| 1. Microfinance or Capital Assistance | | | 39 | | As applicable or necessary, the center provides microfinance or capital assistance to clients desiring to be engaged in an income-earning activity  MOV: List of Beneficiaries, Application Form,  Project Proposal, Terms, and Condition  of Capital Assistance (Kasunduan), etc. | | |  | | |  |  | | |  | | | | |  |
| 1. Aid to Individual in Crisis Situations (AICS) | | | | | | | | | | | | | | | | | | | | |
| 1. Aid to Individuals in Crisis Situations (AICS) | | | 40 | | Aid or financial Assistance in a form of cash is provided to needy clients/ beneficiaries e.g. transportation, medical needs, professional fees, etc.  MOV: Vouchers/Payroll/Logbook of Assistance  List of Beneficiaries | | |  | | |  |  | | |  | | | | |  |
| 1. Referral Services | | | | | | | | | | | | | | | | | | | | |
| 1. Referral Services | | | 41 | | A Referral system to access the clients on their needs that are not being provided by the center is available.  MOV: Referral Folder/Directory of Agencies | | |  | | |  |  | | |  | | | | |  |
| 1. Other Interventions to Families and Groups | | | | | | | | | | | | | | | | | | | | |
| 1. Home visits | | | 42 | | Home visits are conducted as necessary to solicit the support of family/relative of the client/s in the management of the case  MOV: Activity Reports | | |  | | |  |  | | |  | | | | |  |
| 1. Family Development Sessions | | | 43 | | Family Development Sessions (FDS) are initiated to harmonize interpersonal relationships within the family  MOV: Activity Reports | | |  | | |  |  | | |  | | | | |  |
| 1. Group Development Sessions | | | 44 | | Group Development Sessions are conducted to harmonize interpersonal relationships within the group  MOV: Activity Reports | | |  | | |  |  | | |  | | | | |  |
|  | | No. of Complied **Must** Standards in the Helping Interventions | | |  | | |  | No. of Complied **Higher** Standards in the Helping Interventions | | |  | | | | |  |
| **V.     Physical Structure and Safety** | | | | | | | | | | | | | | | | | | | | |
| 1. Appropriate and ample office facilities, amenities, and space for organizational functions and activities | | | | | | | | | | | | | | | | | | | | |
| 1. Office Space | | | 1 | | With office tables and chairs for each of the staff while observing physical distancing and other set protocols  MOV: Observation | | |  | | | 1 | With available space for holding meeting/s and conferences equally complying with the set protocols  MOV: Observation | | |  | | | | |  |
| 2 | | With functional comfort rooms for males and females furnished with sanitation/disinfection supplies  MOV: Observation | | |  | | | 2 | With separate comfort rooms for male and female staff and equally furnished with sanitation/ disinfection supplies  MOV: Observation | | |  | | | | |  |
| 1. Office Amenities | | | 3 | | With functional computer, printer, and communication system (telephone, internet, etc.)  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 4 | | Adequately lighted and ventilated  MOV: Observation | | |  | | | 3 | Equipped with air-conditioning system  MOV: Observation | | |  | | | | |  |
| 5 | | With records section and filing cabinets for all documents and records  MOV: Observation | | |  | | | 4 | The records section is marked and filing cabinets are labeled  MOV: Observation | | |  | | | | |  |
| 1. Public/Common Areas | | | 6 | | With lobby or reception area for clients, relatives, and visitors that observed proper health protocols and physical distancing  MOV: Observation | | |  | | | 5 | Activity areas for group activities and short-term livelihood projects/training are identified and installed/established. It observes established health protocols and proper physical distancing  MOV: Observation | | |  | | | | |  |
| 7 | | With available comfort room/s for clients and visitors alike  MOV: Observation | | | 6 | With separate comfort room/s for male and female clients/ and visitors  MOV: Observation | | |  | | | | |  |
| 1. Interviewing /   Counselling Area | | | 8 | | Has room or space for interviewing/counseling client/s that ensure privacy and confidentiality but equally observing set protocols  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 1. Therapy Rooms | | | 9 | | Has the necessary amenities and equipment for individual or group therapy sessions/activities and properly observing prescribed health protocols  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 1. Dormitory/Rooms for Temporary Shelter | | | 10 | | Rooms for temporary shelter has individual beds and cabinets for each of the male and female beneficiaries  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 11 | | There are separate rooms for male and female beneficiaries  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 12 | | Rooms are properly lighted and ventilated  MOV: Observation | | |  | | | 7 | Rooms have functional air-conditioning system  MOV: Observation | | |  | | | | |  |
| 13 | | There is an identified wash area/ bathroom/comfort room for clients/ beneficiaries  MOV: Observation | | |  | | | 8 | There are separate wash area/ bathroom/comfort rooms for male and female clients/ beneficiaries  MOV: Observation/Signage | | |  | | | | |  |
| 14 | | Aisle, doorways and hallways should have a clear opening to which wheelchairs of different sizes may have access  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 15 | | Has alarm system and accessible exit for emergencies such as fire, earthquake, etc.  MOV: Observation | | |  | | | 9 | Sound and visual alarm system are installed for emergency evacuation such as fire, earthquake, etc.  MOV: Observation | | |  | | | | |  |
| 16 | | Has basic utilities for daily living such as telephone, electricity and potable water  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 1. Safety and Security | | | 17 | | The office and center facilities are declared safe by proper authorities  MOV: Updated Fire, Water and Building Safety  Certificate | | |  | | |  |  | | |  | | | | |  |
| 18 | | The center is equipped with the necessary health barriers, undergo regular disinfections and furnished with disinfectants  MOV: Disinfection Schedule/Reports/  Observation | | |  | | |  |  | | |  | | | | |  |
| 19 | | There is an available Disaster Mitigation Plan in times of disaster and other emergencies as part of the safety and protection measures of the center  MOV: MOO/Contingency Plan | | |  | | |  |  | | |  | | | | |  |
| 1. Accessibility Requirements | | | 20 | | The center’s office facilities are installed with the necessary accessibility requirements (ramps and rails) per Batas Pambansa 344 or the Accessibility Law  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 21 | | The center provides Persons with Disability and Elderly clients with assistive devices such as walkers, canes, crutches, or wheelchairs during visits to the center  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 1. Proper Waste Disposal | | | 22 | | The center observes proper waste segregation and disposal  MOV: Observation | | |  | | |  |  | | |  | | | | |  |
| 23 | | Hazardous wastes are disposed of appropriately  MOV: MOO/Waste Disposal System | | |  | | |  |  | | |  | | | | |  |
| B. Community Infrastructure/Evacuation Area for Emergency/Disaster | | | | | | | | | | | | | | | | | | | | |
| 1. Evacuation Area | | | 24 | | An accessible evacuation area within the center’s premises or in a nearby area, known to the beneficiaries, maintained free from all hazards and certified safe by an authorized agency is identified for any eventuality  MOV: Identified Evacuation Area | | |  | | | 10 | With pre-identified women and child-friendly facilities and amenities  MOV: Observation/Marked Areas | | |  | | | | |  |
| 2. Conduct of Emergency Drills | | | 25 | | The center conducts emergency drills with all the staff and clients at least twice a year  MOV: Documentation of Emergency  Drills/Accomplishment Report | | |  | | | 11 | The center conducts emergency drills with all the staff and clients every quarter  MOV: Documentation of  Emergency Drills/  Accomplishment Report | | |  | | | | |  |
|  | | No. of Complied **Must** Standards in Physical Structure and Safety | | |  | | |  | No. of Complied **Higher** Standards in Physical Structure and Safety | | |  | | | | |  |

**OTHER FINDINGS:**

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**Highlights of Focus Group Discussion** (Include the effect of programs and services delivered by the agency for their development, cite the previous situation and compare with the current situation)

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**Table of Scores per Work Area**:

| ***Work Areas*** | ***Mandatory Requirements or Standards*** | | ***Higher Set of Requirements or Standards*** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Level 1*** | | ***Total Score*** | ***Level 2*** | | ***Level 3*** | |
| ***Total Score*** | ***Actual Score*** | ***Total Score (80%)*** | ***Actual Score*** | ***Total Score (90%)*** | ***Actual Score*** |
| 1. Administration and Organization | 67 |  | 41 | 33 |  | 37 |  |
| 1. Program Management | 17 |  | 19 | 15 |  | 17 |  |
| 1. Case Management | 58 |  | 35 | 28 |  | 32 |  |
| 1. Helping Interventions | 44 |  | 21 | 17 |  | 19 |  |
| 1. Physical Structure and Safety | 25 |  | 11 | 9 |  | 10 |  |
| **Total** | **211** |  | **127** | **102** |  | **115** |  |

**Scores for each Level of Accreditation:**

1. **For Level 1 Accreditation**– compliance to all of the Mandatory Requirements or an actual score of not less than **211 points**
2. **For Level 2 Accreditation** – compliance to all of the Mandatory Requirements and **80%** in each Work Area of the Higher Set of Standards or an actual score of at least **313 points.**
3. **For Level 3 Accreditation** – compliance to all of the Mandatory Requirements and all or **90%** of the indicators in the Higher Set of Standards or an actual score of **326 points.**

**Recommendations**:

A. In view of the above findings, the \_\_\_\_\_\_\_\_

(Name of SWA)

has satisfactorily met the standards for accreditation under **Level** \_\_\_\_\_. The issuance of Certificate of Accreditation is hereby recommended with validity period of \_\_\_\_ **years** for implementing center-based, non-residential programs and services to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

(Type of beneficiaries/clients)

B. **For Non- Issuance of Accreditation Certificate**

In view of the above findings, the issuance of accreditation certificate for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is hereby **held in abeyance**.

(Name of SWA)

The agency shall comply with the agreed action plan within six (6) months after the assessment visit. In the course that the SWA was not able to comply with the accreditation standards despite the grace period, the SWA shall re-apply for accreditation which will be treated as a new application and must be accompanied by a new processing fee. Likewise, non-compliance with the agreed action plan after two (2) consecutive monitoring visits shall subject the SWA to monitoring and technical assistance as to its compliance to set standards and non-commission of any of the grounds for reprimand, suspension, and revocation per Memorandum Circular No. 16 series of 2018 entitled Guidelines on Handling Complaints Against Social Welfare and Development Agencies.

Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited.

| ***Areas for Compliance*** | ***Activities*** | ***Time Frame*** | ***Responsible Person*** | ***Resources Needed*** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

**Prepared by**:

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*(Name and Signature of Agency Head or Authorized Representative/Designation)/Date*

**Concurred by**:

*(Name and Signature of DSWD Staff or Authorized Accreditor/Designation)/Date*