**ASSESSMENT TOOL FOR THE ACCREDITATION OF COMMUNITY-BASED SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Status of Application:*** | **Service Users** | | | | |
| * New | *Sector/Category* | *No. of Service Users* | | | |
| * Renewal |  | *Male* | *Female* | *LGBTQIA+* | *Total* |
| Accreditation No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date of Issuance:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date of Expiration  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Children   * Younger Children (0-6 y/o) * Older Children (7- 17y/o) |  |  |  |  |
| ***Scope/Coverage of Accreditation:***  ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*** | * Youth |  |  |  |  |
| * Branch/Area of Operation   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * Programs/Services/Projects   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | * Women |  |  |  |  |
|  | * Senior Citizens/Older Persons |  |  |  |  |
|  | * Person/s with Disability |  |  |  |  |
|  | * Family |  |  |  |  |
|  | * Indigenous Peoples |  |  |  |  |
|  | ⬜ Communities |  |  |  |  |
|  | * Others (Specify) |  |  |  |  |
|  | Total |  |  |  |  |

**Identifying Information:**

1. *Name of Social Welfare and Development Agency (SWA)****:*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. *Address*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(****RM./FLR./UNIT NO. & BLDG. NAME) (HOUSE/LOT&BLK. NO.) (STREET NAME)***

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***(SUBDIVISION) (BRGY./DISTRICT/LOCALITY) (CITY/MUNICIPALITY) (ZIP CODE)***

1. *Name of Agency Head and Designation:*

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

***FULL NAME POSITION***

1. *Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone/Mobile Number/s:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. *E-mail Address and Website:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Official Social Media Account (if there is any): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. *Registration and License No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Issued: \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Expiration Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Instructions:**

Assessment shall be based on all or combinations of any of the following methods, as long as all possibilities are exhausted to determine

presence or absence of indicators:

1. Review of pertinent documents such as records, reports, written plans and other materials;
2. Ocular survey/observation of facilities, offices, project sites, actual conduct of agency activities;
3. Individual or focus group discussion/interview with residents on relevant information on service delivery by the agency;
4. Individual or group interview with persons exercising managerial or supervisory functions in the agency as well as to the Board of Trustees.
5. Individual or group interview with administrative and program staff;
6. Other useful and relevant methods of data gathering in relation to the indicators. This has to be specified by the assessors and indicate the

reason for such method.

1. The validation of documents shall not be limited to the documentary requirements and indicated means of verification. The assessor shall

explore other means to verify the information, if necessary.

All documentary requirements shall be complete and compliant at the time of the conduct of the assessment.

Please put a check (✔) mark inside the ***Compliance*** if the requirement has been complied, and cross (X) mark, if not. On the other hand, kindly

indicate under the ***Specific Findings/Remarks*** other findings and/or the needed actionfor the requirement to be complied. However, should the

agency being assessed is certain that a requirement does not apply to their operation, indicate not applicable (n/a). All check (✔) mark

representing complied items and n/a shall be summed-up to come-up with a total score.

| **Key Results Area**  (KRA) | No. of items | **Standard Mandatory Indicators** | **Compliance** | **SPECIFIC FINDINGS / REMARKS** |
| --- | --- | --- | --- | --- |
| **I. Administration and Organization** | | | | | |
| 1. **Administrative Capacity** | | | | | |
| 1. Organizational Structure | 1 | There is an existing organizational structure that clearly defines the organizational positions, responsibilities, levels of authority, and relationships between and among the personnel and staff of the organization.  MOV: MOO/ posted organizational chart/ AVP of organizational chart/ agency history/ programs and services rendered |  |  |
| 2 | The delineation of the duties and responsibilities between the governing body and management personnel are based on written policies.  MOV: MOO/ HR/Personnel Manual and other verifiable documents, policy document on the delineation of duties or job description |  |  |
| 2. Policy-making Structure and Process | 3 | There is a governing board that is in-charge of reviewing and/or formulating administrative and program policies to effectively address organizational issues and concerns.  For Private SWAs:  A Governing Board/Trustees is established.  For Public SWAs:  The DSWD Regional Management and Development Conference (RMDC)/LGU Sangguniang Panlalawigan/Panglungsod/Bayan Official or an equivalent body/committee is established  MOV: SEC General Information Sheet~~/~~Regional MANCOM / approved Special Order/Sangguniang Panlalawigan/Panlungsod/Bayan Resolution/ approved “Board Resolutions/ Issued Guidelines or Memorandum |  |  |
| 4 | The board meets as specified in their Constitution and by-Laws.  For DSWD CRCFs, meetings conducted and attended by the Center’s Board/Management team/Senior staff.  MOV: Minutes of the Meeting |  |  |
| 3. Management Structure | 5 | The presence of Administrative and/or Program Director/Manager/Head who is responsible for administration, planning, managing, and controlling the daily operation of the organization that also ensure quality service requirements, are met and rendering full time services with corresponding appointments  MOV: MOO/ organizational chart/ other verifiable documents |  |  |
| 6 | There is a/are Supervisor/s (Administrative and Technical) who is under the direct supervision of the Director/ Manager/ Head. He/she shall supervise the program and/or support staff who provide direct services to the beneficiaries and render full-time services with corresponding appointment.  MOV: MOO/ organizational chart/ approved and updated appointment, certificate of employment/, employment contract/ special order or other verifiable document |  |  |
| 4. Human Resource Management and Development | | | | | |
| i. Recruitment, selection, hiring and retention system | 7 | There are written policies for recruitment specifying among others the qualification standards for each position and the criteria for the selection process consistent with rules and regulations of the Department of Labor and Employment and as for Public SWAs, the prescribed qualifications are in accordance with the Civil Service Commission (CSC).  MOV: MOO~~/~~Job Description and Competency Based |  |  |
| ii. Staff Complement and Compensation | 8 | Staff complement is compliant with Annex A Worker-Beneficiary Ratio of Memorandum Circular No. 18 series of 2024 and shall be reflected in the “Profile of Employees and Volunteers” found in the application forms.  MOV: 201 File/ FGD Result/ Appointment/Contract |  |  |
| 9 | Compensation/salary policies including incentives are developed, written and implemented in accordance with existing wage prescribed by the Regional Wage Board for private SWAs and the Salary Standardization Law (SSL) for Public SWAs.  Staff support services are provided/implemented:  a. Social Insurance System e.g. SSS, GSIS, Pag-ibig  b. Health Insurance Program e.g. PhilHealth  MOV: policy document/ assessment observation/201 file/ payroll slip |  |  |
| 10 | Staff personal records are properly filed and kept in a designated cabinet/filing drawer for authorized personnel only consisting of but not limited to:   * PDS/Resume * Job description and qualifications * Employment Contract * other related documents (NBI, result of pre-employment medical examinations/hiring process, school transcript of records and diploma, PRC license if applicable, etc.)   MOV: Personnel personal employment file records |  |  |
| iii. Personnel/staff Competencies and Qualification Standards | Personnel/staff at different levels of functions have the following qualifications and competencies: | | | | |
| 1. Executive Director/Head of Agency | 11 | A graduate of social work or any behavioral science courses (i.e. psychology, anthropology, cognitive science, sociology, social science, applied behavioral science, etc.), OR any bachelor’s degree or 4-year course with the following qualifications:  a. Three (3) year accumulated experience in managing a social welfare and development agency (SWA); and  b. At least eighty (80) hours of training on topics relevant to the services being provided to the beneficiaries of the agency  MOV: Certificate of Trainings/ Leadership Certificate/ Profile of Employee/201 File / Diploma |  |  |
| b. Program or Administrative Head/ Supervisor | 12 | **For Program Head or Supervisor:**   * a bachelor’s degree holder with at least three (3) years of supervisory experience in a social welfare and development agency   OR   * Registered Social Worker (RSW) with a valid license and at least three (3) years supervisory experience in a social welfare and development agency. RSW is required for agencies handling intensive cases requiring case management   **For Administrative Supervisor**:   * must be a graduate of 4-year course; and * must have at least three (3) years of relevant supervisory experience   MOV: Profile of Employee/ 201 File/Diploma/PRC License |  |  |
| c. Program Officers/Social Welfare Officers | 13 | * For agencies implementing programs and services requiring case management and catering to Children in Need of Special Protection (CNSP), Violence Against Children (VAC), children in conflict with the law (CICL), Violence Against Women and their Children (VAWC) and victim-survivors of trafficking: * a full-time Registered Social Worker (RSW) with a valid license and with at least two (2) years of experience in a generalist approach. * For agencies that implement community organization/development (CO/CD), any of the following is hired on a full-time basis: * Graduate of a Bachelor’s Degree in Social Work OR Community Development or other professionals with at least two (2) years of experience in social welfare and development   MOV: Profile of Employee/201 File/ Diploma/PRC License |  |  |
| d. Program Assistant / Social Welfare Assistant (SW Assistant) | 14 | * For agencies implementing programs and services requiring case management and catering to children in need of special protection (CNSP), victims of child abuse (VAC), children in conflict with the law (CICL), women-victims of violence (VAWC) and trafficked persons and for agencies that implement community organization/development (CO/CD.): * completion of two (2) years studies in college, preferably B.S. Social Work; * at least one (1) year relevant experience; and * Has attended one (1) training in handling cases/managing cases/casework etc. social welfare and development from the DSWD Academy.      * For Public SWAs: * In addition to first and second bulleted qualifications, preferably with career service (sub-professional)/ 1st level eligibility.   Note: In excess of at least 50% of the standard ratio for RSWs, the SW / Program Assistant shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.  MOV: Profile of Employee/ 201 File/Diploma |  |  |
| e. Program or Administrative Support Staff | 15 | Must have completed the required education/degree or obtained the appropriate license or eligibility as required by his position/function (i.e. secretarial science for clerk, B.S. Accounting or Banking and Finance for bookkeeper)  MOV: Profile of Employee/201 File/Diploma |  |  |
| f. Other support staff | 16 | Completed the required training education, degree or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWA’s written policies.  MOV: Profile of Employees/201 file/ MOO Policies/PDS |  |  |
| 5. Staff Support Services | 17 | A policy statement on the provision of assistance/ stress debriefing should be detailed in the MOO as a staff support mechanism.  Stress management activities are provided to all staff, with the frequency varying according to their needs. The activities are included in the agency's annual WFP to meet financial criteria or budgetary requirements.  MOV: Process Recording /MOO/Personnel Handbook/Process Recordings/Annual WFP / Accomplishment Report of Staff/ Activity Documentation Report |  |  |
| 18 | Staff including volunteers are given orientation/training on the following but is not limited to:   * Gender and Development * Child Protection * Child-Women Friendly Space * First Aid and basic life support * Disaster mitigation and management * Occupational Safety and Health (OSH)   MOV: Activity Report/Accomplishment Report / Photo documentation |  |  |
| 6. Discipline | 19 | Appropriate complaints and grievance system/machinery is in place.  Complaints and grievances addressed and resolved within the set timeline in the SWA’s written policies.  MOV: documented complaint with resolution/ MOO, Memorandum, policy documents |  |  |
| 20 | There is a designated Occupational Safety and Health (OSH) Officer that ensures compliance with occupational health and safety guidelines/standards, advises on safety topics, conducts risk assessments, identifies trends and patterns of work-related hazards, and enforces preventative measures to create a safe workplace.  Submits safety health report at least three (3) days after a calamity.  MOVs: document stating the designation as OSH Officer/ Special Order/ safety health report/photo documentation |  |  |
| 7. Property and Supplies Management | 21 | Has policies and procedures on how the SWA’s properties and supplies are acquired, utilized, and disposed of.  There is a control system policy to safeguard the property against loss, damage, or theft.  MOV: MOO |  |  |
| 22 | There is a designated administrative staff who is responsible for inventory, replenishment, and storekeeping of supplies and equipment.  An inventory of properties and supplies is maintained, documented, and properly accounted for on a quarterly basis to ensure sufficiency and prevent supply scarcity.  MOV: updated Inventory of Supplies and Assests indicating the latest date/Distribution Slips/Disposal Report indicating the latest date/ Financial Statement; MOO as reference |  |  |
| **B. Technical Capacity** | | |  |  |
| 1. Clear Statement of VMG and Policies | 23 | The organization has VMG consistent with its objectives, target clients, programs and services.  The latest/ updated VMG is posted in visible areas in the admin office and translated into information, education and communication (IEC) material.  MOV: tarpaulin/ framed VMG/ IEC materials/ online/prints/ brochures/ AVP of organizational chart/ agency history/ programs and services rendered/ MOO |  |  |
| 24 | Policies are written in the manual of operation and translated into operations.  MOV: MOO |  |  |
| 1. Strategic and operational planning system | 25 | A two-year (2) strategic plan is formulated based on a set of desired output for the clients and is translated into a work and financial plan (WFP).  MOV: Strategic Plan / WFP |  |  |
| 26 | The Strategic Plan is reviewed and evaluated annually based on the results of the evaluation and accomplishments.  MOV: Updated Strategic Plan/ updated WFP/ documentation on the conducted review of the agency’s Strategic Plan |  |  |
| 1. Ethical Conduct | 27 | There are written and clear policies governing conflict of interest and ethical standards in dealing with the beneficiaries.  There is a Beneficiary Protection Policy (conduct rules and client protection regulation) with a corresponding system to monitor compliance of staff to the said policy.  MOV: MOO, Beneficiary Protection Policy/ office’s policy documents in relation to ethical conduct |  |  |
| 1. Information Management System | 28 | Administrative and program files are recorded to capture critical organizational events and significant information that can be used for organizational decision-making, policy and program development, research and development, management, and accountability.  MOV: Files/Records, Documentation/ Generated Reports |  |  |
| **C. Financial Capacity** | | | | | |
| 1. Financial Management System | 29 | There are written policies, systems, and procedures on financial transactions based on the approved budget.  MOV: policy document/ MOO |  |  |
| 1. Financial Allocation and Disbursement | 30 | There are written policies for securing, acknowledging, allocating, and distributing monetary and non-monetary donations for transparency purposes.  Disbursements are covered by duly authorized vouchers and are subjected to annual internal/external auditing.  Receipt and utilization of cash and in-kind donations are transparent, accounted for, and documented.  MOV: MOO/ policy document/ disbursement documentation/logbook/ donation report/logbook/ vouchers |  |  |
| 31 | Fund allocation and utilization follows the ratio of 70% for programs and 30% for administrative expenses.  MOV: updated WFP, Financial Report/Audited Financial Statement for the previous year (for Private SWAs)/ Consolidated Annual Audit Report (for Public SWAs)/ Annual procurement Plan/ Annual Investment Plan |  |  |
| 32 | For Private: financial transactions are annually audited by an internal and/or external auditor.  For Public: Financial transactions of the past year are checked by either the supervising department head or center head of the agency or authorized personnel and prepared and certified true and correct by the Internal Accountant /Treasurer/Bookkeeper/ Finance Officer  MOV: internal/external financial report duly signed by the auditor/treasurer/ Duly Accomplished Financial Report using the DSWD template (Annex E) |  |  |
| 1. Stability of Funding | 33 | There are regular sources of funds to provide for and sustain the SWA’s operation:   * For private SWAs: for at least two (2) years * For Public SWAs: There is an available Work and Financial Plan (WFP) for at least one (1) year duly signed by the Head of Agency using the DSWD template (Annex D).   Sources of funds are documented.  There is a signed strategic plan.  MOV: Masterlist of Donors/ WFP (private SWA: at least two (2) years); public SWA: at least one (1) year) and Strategic Plan/ Financial Report/Audited Financial Statement signed by the supervising department head or center head of the agency or authorized personnel and prepared and certified true and correct by the Internal Accountant/Treasurer/Bookkeeper/ Finance Officer |  |  |
| 1. Resource Generation | 34 | Resource generation activities such as solicitation, fund raising projects international fund sourcing are conducted in accordance with the existing laws and regulations, properly reflected in the financial report.  MOV: pertinent approved and signed documents/report/ financial report |  |  |
| **SUB-TOTAL** | **34** | **No. of complied Standards on Administration and Organization** |  |  |
| **II. Program Management** | | | | | |
| 1. **Programs Processes** |  | | | | |
| 1. Preparation of Program Plan | 1 | An annual program plan that maps the agency’s organizational goals, thrusts and priorities, including programs and services is prepared and available using captured data on the beneficiary/beneficiary group’s situation gathered through intake, community profiling, baseline survey, or any method of assessment.  The program plan is enhanced as necessary based on the situations and needs of the program/service beneficiaries  MOV: Annual Program Plan/Approved WFP/ Annual Investment Plan (AIP) with revisions as necessary |  |  |
| 2 | The Program Plan:  a. Is clearly defined and written;  b. is prepared and updated annually;  c. Is consistent with the VMG of the SWA;  d. Is supported with baseline data and situational analysis;  e. Has defined Outcome/s (ultimate results);  f. Has corresponding Outcome Indicators (to gauge the achievement of the Outcome/s;  g. Has Objectives that are SMART (Specific, Measurable, Attainable, Realistic and Time-bound).  MOV: other verifiable document/ report/Program Plan |  |  |
| 1. Allocation of Program Funds | 3 | The program plan is supported with funds including contingency fund/petty cash in the annual budget plan/WFP to ensure its delivery and implementation.  MOV: Approved WFP/Annual Budget Plan |  |  |
| 1. Collaboration and Networking | 4 | If needed and necessary, collaboration with stakeholders is done for an efficient and sustained delivery of programs and services.  For long-term collaboration with stakeholders is established thru Memorandum of Agreement/ Understanding (MOA/MOU) or Partnership Agreement ensuring sustained delivery of programs and services.  MOV: Implementation Report or Documentation Report/ Communication/ MOA/MOU/ Progress Reports (Semestral or Annual) |  |  |
| **B. Programs/ Services Implementation** |  | | | | |
| 1. Program / Service Implementation | 5 | Programs and services being implemented respond to the needs of the beneficiary/beneficiary group*.*  MOV: Program Plan/Accomplishment Report/Status report of Project Implementation approved by the Agency Head/ Progress/Development Report |  |  |
| 2. Data Banking of Programs and Services, and Beneficiaries | 6 | The data bank or list of implemented programs and services vis-à-vis beneficiaries is available, maintained, and updated.  MOV: Updated Profile of Beneficiaries |  |  |
| 3. Submission of Reports | 7 | Annual Accomplishment Report (AAR) which includes the Financial /Budget Report, is submitted to DSWD Field/Central Office within the prescribed timeline.    MOV: Transmittal/Receiving Copy or any Acknowledgement of Submission |  |  |
| **C. Monitoring** | 8 | The Head of the Agency/ a composite Monitoring Team conducts monitoring of implementation of all activities, programs and services using the monitoring tool developed by the agency.  Appropriate action is undertaken to remedy deficiencies in program implementation to safeguard the interest and welfare of the beneficiary/beneficiaries based on the monitoring result.  MOV: Accomplished Monitoring Tool /Monitoring Report/ Enhanced Program Plan/Monitoring Report and Action Plan |  |  |
| 9 | Program Implementation:  a. Guided by the agency’s policies and procedures;  b. Supported by the Management through provision of timely and necessary resources and authority to implementers to undertake the planned activities  MOV: other verifiable document/ report/ Program Plan |  |  |
| 10 | Monitoring of Program Implementation:  a. A monitoring system is written, has been institutionalized and is fully functional (in-place and conducted in a regular basis);  b. At least 60% of the planned activities are implemented per program plan timeline  MOV: Other verifiable document/report |  |  |
| **D. Evaluation** | 11 | a. Regular program evaluation is done through tracking of progress relative to the fulfillment of Outcome Indicators, thus achieving the Agency Outcome/s;  b. Results of the assessment are utilized in the modification/ development/ enhancement of programs/ policies;  c. Results of evaluation are feedbacked to the residents and partner agencies, if necessary and applicable.  MOV: Updated evaluation report/ assessment observation/ feedback report |  |  |
| 12 | A participatory year-end evaluation of program/service implementation workshop/group session is conducted with beneficiaries, staff and other stakeholders  MOV: Documentation of Evaluation Activities /Summary Result of Evaluation |  |  |
| 13 | Periodic evaluation (pre, mid and post implementation) of program/ service implementation is conducted as necessary with the beneficiaries.  Activities and strategies are redirected based on the result of the evaluation    MOV: Activity Report/Process Recording / Enhanced Program Plan |  |  |
| **E. Community Coordination / Collaboration** | 14 | Immediate community and concerned LGUs are aware of the agency’s operation and activities in the community and there is evidence of agency coordination with LGU or Community Leaders  MOV: MOA/MOU/Invites to Community Activity/ Mayor’s Permit/Certification /IEC Distribution Sheet/Documentation Reports |  |  |
| **SUB-TOTAL** | **14** | **No. of complied Standards on Program Management** |  |  |
| **III. Case Management** | | | | | |
| **A. Caseload**  **Note:** *For other professionals and other staff not mentioned herein, ratio is dependent on the specific requirement of the SWA.* | | | | | |
| 1. Registered Social Workers (RSWs) / Program Officers | 1 | A full-time RSW/Program Officer ***OR*** a part-time RSW/Program Officer reporting at least twenty-four (24) hours or not less than three (3) days a week is assisted by an SW Assistant or appropriate number of trained volunteers shall simultaneously manage the following:   * For agencies that implement generalist approach:   + 1:100 individuals for casework   + 1:5 groups with twenty-five (25) members each for group work   + 1:10 families with five (5) members each for family casework * For SWAs implementing Community Organizing / Community Development   + 1:10 groups with a maximum of twenty-five (25) members each   + 1:4 communities of about one hundred (100) families each   A full-time RSW shall manage the following:   * 1:20 clients for special cases, such as CNSP, CICL, Violence Against Women and Children (VAWC), survivors of trafficking, etc.   MOV: Profile of Employees vs. Profile of Beneficiaries / Caseload inventory |  |  |
| 1. Social Welfare Assistant (SW Assistant)   / Program Assistant | 2 | In excess of at least 50% of the standard ratio for RSWs/Programs Officers, the SW Assistant/ Program Assistant shall assist in the case management of the excess caseload. However, only the RSW / Program Officer shall sign and submit pertinent documents.  MOV: Profile of Employees/Group or Communities |  |  |
| 1. Program or Administrative Supervisor | 3 | **For Program Supervisor**, supervise Program Officers in the implementation of programs and services, as applicable or necessary.  **For Administrative Supervisor,** supervise administrative staff providing support in the operation of the agency, as applicable or necessary.  MOV: Profile of Employees |  |  |
| 1. Volunteers | 4 | A volunteer-beneficiary ratio of 1:30 is observed by the agency for individual beneficiaries  MOV: Profile of Volunteers vs. Beneficiaries |  |  |
| 1. Other support staff | 5 | Support personnel/staff such as Finance Officer, Administrative Clerk, Liaison Officer and/or Driver is/are hired as necessary i.e. part-time or on call.  MOV: Organizational Chart/Profile of Employees |  |  |
| **B. Case Management Strategies** | | | | | |
| 1. Assessment Phase | 6 | This phase determines the client’s presented problem. This is conducted to collect information that will be helpful in treatment and determine the beneficiary’s strengths and weaknesses in order to identify the areas needed to work on in the treatment.[[1]](#footnote-1)   * Preparation of Social Case Study Report (SCSR) or Progress Report/Family/Group/Community Development Plan:   For individual beneficiary not needing intensive case management (ex. educational program, medical assistance)- an updated intake sheet or progress report or case summary is prepared by the RSW/Program Officer within thirty (30) days upon admission to the program.  For individual beneficiary with or needing intensive case management, a social case study report including an intervention program/plan that addresses the beneficiaries’ situation and need/s is prepared by the RSW within fifteen (15) days upon admission to the program. The SCSR is signed and updated as necessary based on the results of monitoring of program/service implementation.  For Family Case Management - Family Development Plan that provides information on the family and the family’s problem area/s including priorities to be worked upon as agreed is prepared within thirty (30) days upon admission to the program.  The Family Development Plan is enhanced/updated based on the results of monitoring of program/service implementation.  For Group Case – Group Development Plan that provides information on the group, their situation and needs including the agreed development plan is prepared within thirty (30) days upon signing of contract or agreement with the group.    The Group Development Plan is enhanced/updated based on the result of monitoring of program/service implementation  For the Community- Community Development Plan that provides information on the community, their situation and needs including the agreed development plan is prepared within thirty (30) days upon immersion in the community.  The Community Development Plan is enhanced/updated with the participation of the beneficiaries and based on the results of monitoring of program/service implementation.  There is an available informed consent signed by the beneficiary, if applicable.  MOV: Signed Social Case Study Report (Date Stamp) with intervention program / Updated Social Case Study Report (Date Stamp), Family Assessment Report/ Family Development Plan/ Enhanced/Updated Family Development Plan , Group Assessment Report/ Group Development Plan/ /Enhanced/Updated Group Development Plan, Community Assessment Report/ Community Development Plan/ enhanced/ updated Community Development Plan / accomplished informed consent/ Case Summary/ Progress report |  |  |
| 7 | For individual beneficiaries: initial assessment is conducted by the RSW or Program Officer using the Intake Sheet. It solicits information on the individual and his/her situation and needs to be written completely and properly accomplished.  For family: Family assessment is conducted using the family profile. It gathers information on the family’s problem areas including priorities to be worked upon.  For Group or Community: A situational analysis and/or participatory community needs assessment (CNA) that gathers information on the situation and needs of the group or community including development issues and concerns to be able to identify their problem and formulate actions to address the problem is conducted  MOV: Completely filled-up Intake Sheet / homevisit reports/ collateral interview, Completely filled-up Family Assessment Form, Group or Community Needs Assessment/Analysis/ Documentation of Participatory Needs Analysis conducted with the community members |  |  |
| 2. Intervention Plan | 8 | This refers to the planning of the treatment, that includes setting goals and objectives. hence making an action plan for the next steps in treatment of the beneficiary.[[2]](#footnote-2)  Rehabilitation/intervention/ development direction/s are clearly discussed and agreed with the beneficiaries including tasking, timelines and the needed resources  MOV: Signed Helping Contract/Signed Agreement or Kasunduan |  |  |
| 3. Implementation Phase | 9 | Actively working with the beneficiary, utilizing a variety of techniques/ strategies to work towards established goals.[[3]](#footnote-3) To act on the plans made for a particular beneficiary.[[4]](#footnote-4)  Individual beneficiaries who do not require intensive case management (for example, educational programs or medical assistance) receive appropriate implementation as outlined in the intervention plan.  For the individual as the beneficiary with or needing intensive case management, involvement of inter-disciplinary Team in Case Management, appropriate intervention/s is/are provided with the involvement of identified multi-disciplinary team which can easily be mobilized, as necessary.  For the family as the beneficiary, employment of Family Case Management in Family Development Program. Family Case Management is supported with funds for capacity building and livelihood support, if applicable.  For the group as the beneficiary, group work is utilized. Group Development Program is supported with funds for capacity building and other needed support activity.  For community as the beneficiary, the Community Organizing (CO) /Community Development (CD) approach is conducted. Community Development Program is supported with funds for capacity building and other needed support activities.  Beneficiaries are organized into groups to serve as vehicles/venues for the provision of interventions or development programs.  MOV: Helping/Intervention Plan/ MOA/MOU with other discipline/ Networking document/s, Family Development Plan /Family Development Plan, Group Development Plan / Group Development Plan, Community Development Plan / Community Development Plan/ Activity Report/Process Recording/ Approved WFP |  |  |
| 10 | The formulated helping intervention or development program is implemented according to the prescribed timeline.  Intervention/development plans are enhanced based on the results of monitoring of implementation of programs and services.  MOV: Activity Report/Process Recordings vs. Intervention/Development Plan/  Enhanced Intervention/ Development Plan |  |  |
| 11 | The agency provides coordination and steering roles to beneficiaries working on their socio-economic uplift, improvement and/or development, if applicable.  Community volunteers that help implement programs and services and facilitate group activities, are identified, if applicable.  MOV: Activity Reports/Minutes of Meeting/ MOA/MOU with partner agency / List/Pool of Volunteers |  |  |
| 12 | All activities conducted are documented and filed.  MOV: Activity Report/Process Recording |  |  |
| 13 | A referral system/pathway is in place to properly address and respond to the immediate problem and needs of the beneficiary.  MOV: Referral Process Mechanism/System/Referral System Flow/MOO |  |  |
| 4. Monitoring | 14 | Monitoring occurs throughout the entire process and is related to seeking ongoing feedback and conducting follow-up as necessary to how the plan of care is being implemented and producing results.[[5]](#footnote-5)  A monitoring tool is developed by the agency and used to track the progress of the program implementation. Monitoring activities are conducted monthly using the monitoring tool developed by the agency.  Monitoring Report is prepared and approved by the Supervisor or Head of Agency, whichever is applicable that captures the effect of the helping intervention or development program and is used as a reference or guide in enhancing interventions  MOV: Accomplished Monitoring Tool / approved Monthly Monitoring Report/s, Monitoring/Progress Report/Updated Intervention Plan |  |  |
| 15 | Consultations or processes that elicit the effect of the intervention/ development program are conducted based on the intervention/development plan (monthly, quarterly, Semi-annually, or Annually).  Formal, informal groups, stakeholders and organizations present in the community are consulted/solicited, quarterly or as need arises, on matters relevant to the resolution of the problem.  MOV: Activity Report/Process Recording |  |  |
| 5. Evaluation | 16 | Evaluation is closely related to monitoring but occurs at specific milestones during the case management process to formally determine if the care plan helps the patient/beneficiary achieve progress towards goals and outcomes.[[6]](#footnote-6)  Impact evaluation using the evaluation tool developed by the agency is conducted based on the intervention/development plan to determine the effect of program implementation on beneficiaries.  Gaps are identified and used to enhance programs/services formulation.  Feedback from the beneficiary on the processes and the results is elicited and responded to.    Activities and timelines identified and reflected in the intervention/development plan are carried out. Any changes should be properly documented, filed, and agreed upon by the agency’s concerned staff.    MOV: Proceedings of Impact Evaluation / Evaluation Report/Process Recording / Intervention Plan and Contract/ Updated IP/ Progress Notes/Documentation Reports |  |  |
| 6. Termination of Program/Service and Closure of Case/s | 17 | The end of the social worker-beneficiary relationship system that had previously characterized all interactions between the two individuals. Under the ideal circumstances, the process of termination is a signal that the goals of the treatment plan have been met, and the final assessment will have shown client success or significant improvement in dealing with their mental, emotional, and social problems.[[7]](#footnote-7)  Preparation of Termination plan is formulated with the beneficiary prior to actual termination.  Termination is appropriately done through the preparation of Terminal Report.  Provision of necessary services outside of the agency is arranged prior to termination.  MOV: Termination Program / Terminal Report/Closing Summary / After-Care Service Program/Agreement, if applicable |  |  |
| 18 | If applicable (ex. individual, family or group beneficiaries), closure is done after receipt of two (2) positive feedback reports on the beneficiaries’ successful endeavors or situation in the community. Feedback reports may be received from the beneficiary, through e-mail, their social media account, from the partner LGU social worker, or via phone call as verified by the LGU social worker.  Conduct an exit conference/meeting with the beneficiaries prior to the project/program termination/closure, whichever is applicable or practiced/ for individual casework, Parenting Capability Report (PCAR), if applicable  MOV: approved Closing Summary with the Feedback Reports / Process Recording/Activity Log or Documentation |  |  |
| 7. Case Recording | 19 | Individual Beneficiaries:   * Admission slip with date and time of admission, that to include: * Contact person, active number and present address; * Case number, if applicable * 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 beneficiary. * A Social Case Study Report (SCSR) - with the agreed intervention/helping plan as the basis for providing intervention for the beneficiary. An updated Social Case Study Report (SCSR) with an enhanced intervention plan based on the result of monitoring and evaluation, as necessary. * Case Summary or Progress Report/s prepared on a quarterly basis providing information on the effect/impact of the implementation of intervention programs or delivery of programs and services to individuals.   Other pertinent documents relative to the case management of the individual such as referral letters, home visit reports, medical/health or school records, and others.  MOV: Updated and approved SCSR/ Progress Report/Journal/ Monthly/Quarterly Progress Reports/ Referral Letters/ Home Visit Reports, etc., Intervention plan  Family  A family profile that provides information on the family and problem areas that are being addressed in the intervention program is available and updated as necessary.  Activity report or documentation of Family Sessions including homevisit/s conducted is available and properly filed.  There are available document/s for review and analysis of family sessions and home visits conducted.  Progress Report/s that highlight the effects/ impact of the delivery of programs and services to the family are available and properly filed.  Other pertinent documents relative to family case management such as referral letters and the like are available and properly filed in corresponding folders.  MOV: Family Profile/ updated family Profile, Activity Report/Documentation of family sessions, Documentation of family sessions/Homevisit Report/s, Progress Reports/Journal, Referral letters, etc.  Group/ Community  Group or Community Profile that provides information on the group, their situation and needs, and the agreed development plan is available and updated as necessary.  Availability of approved Activity Reports or Minutes of Meeting of the group or community activity/ meetings  Availability of approved Progress Report/s that highlight the effect / impact of the implementation of activities and delivery of programs and services to the group or community  Other pertinent documents relative to the group/community such as referral letters, organization chart, schedule of activities and others are available and properly filed in corresponding folders.  MOV: Group or Community Profile, Approved Activity Reports/Minutes of Meeting (MOM), Approved Progress Report/Activity Report with Photo-Documentation, Referral letters, etc. |  |  |
| C. Records Management and Confidentiality | 20 | There are written policies on case records access, use and disposal and on data privacy to ensure security of beneficiary information disclosure.  Case folders/records are marked “Confidential” and are properly kept and maintained in a location that can be monitored easily and in designated cabinets marked with “for authorized personnel only”.  Only authorized users are allowed to access records.  MOV: Observation/Sample of Case Folders / MOO/Interview with records custodian |  |  |
| **SUB-TOTAL** | **20** | **No. of complied Standards on Case Management** |  |  |
| **IV. HELPING STRATEGIES AND INTERVENTIONS**    The following are the menu of programs, services or interventions that are necessary for the beneficiaries’ upliftment, rehabilitation, and/or development. The assessor/accreditor shall check on the social welfare agency’s (SWA) compliance to the set of standards/indicators corresponding to the needs of its chosen beneficiaries. Indicators not applicable to the program/service delivery of the SWA 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 agency’s programs and services. | | | | | |
| **A. Interventions for Individuals and Groups** | | | | | |
| 1. Education  a. Formal and Non-Formal Education | 1 | The agency ensures that primary school-age children have access to formal education.  School supplies that include school uniforms, shoes, etc. and/or Transportation and/or meal allowances are also provided to student beneficiaries, if applicable.    MOV: List of Beneficiaries/Enrollment List,Signed Distribution List |  |  |
| 2 | Housing arrangements are made for students who live far from the school where daily transportation to and from the school is disadvantageous to the students, if applicable.  MOV: Helping Contract / Intervention Program |  |  |
| 3 | The agency, if needed, coordinates, taps or links with other institutions that provide free formal and non-formal education for its beneficiaries.  Provision of/or access to formal and non-formal education such as Alternative Learning System (ALS) appropriate to beneficiaries' age and developmental capacities is facilitated.  Functional literacy program is provided/facilitated by the agency to children on the street and out-of-school youth (OSY).  MOV: Referral Letters/MOA/U, List of Beneficiaries, Activity Report/Attendance Sheet |  |  |
| 4 | Periodic dialogue with the Teachers and/or the Parent-Teachers Association or other similar organizations to assess progress or challenges affecting beneficiaries to come up with possible workable solutions, are conducted.    MOV: Activity Report |  |  |
| 5 | Lectures, seminars or training workshops on topics appropriate to the beneficiaries age, gender and situation are provided (e.g. Children’s Rights, Life Skills, Personality Awareness and Family Life Orientation).  Venue for development or reflection that raise the awareness of the street children/dwellers on their situation is provided through alternative education sessions.  The agency provides orientation programs and services for women empowerment, such as gender sensitivity, equality and development in the community, Men Opposed to Violence Everywhere (MOVE) and/or other similar activities  Beneficiaries are trained on personal safety and protective behavior such as life skills, survival, etc.    MOV: Activity Report/Attendance Sheet/FGD or Interview with Social Worker and Beneficiary Activity Report/FGD with beneficiaries |  |  |
| 2. Health Programs/ Services | 6 | The agency ensures that the service/s of health professional/s to examine the health conditions, including oral health, and needs of the beneficiaries are provided.  For Senior Citizens, the agency facilitates/access the free registration of Senior Citizens to PhilHealth and to the local Office of the Senior Citizens Affairs (OSCA) for the issuance of Senior Citizens Identification Card to avail discounts and privileges.  They are accessed/ provided with free dental, eye and hearing care services including provision of false dentures, reading glasses or hearing aid as necessary.  For pregnant/expectant mothers, the agency conducts seminars/ trainings on pregnancy (i.e. safe pregnancy, pre and post-natal care) and child care.  For Persons with Disabilities, provision of financial assistance for the acquisition of assistive devices and medical intervention on specialty services to improve their physical residual capacity.  MOV: Philhealth and Senior Citizens ID Cards/Referral Letters/Accomplishment Report/ Activity Reports/List of Beneficiaries/Participants |  |  |
| 7 | Functional referral mechanism for emergency health cases e.g. to appropriate doctor or hospital for timely and proper treatment.  Logistics are ready and available for emergency health cases (e.g. first aid kit)  MOV: Referral Letters/Logbook/ Observation |  |  |
| 8 | Referral for medical/surgical interventions such as surgery for cataract patients, cleft palate, harelip, clubfoot and hands, etc.  MOV: Activity Reports/List of Beneficiaries |  |  |
| 3. Nutrition Program | 9 | The agency ensures access to adequate, safe, nutritious and fortified food that is appropriate for the beneficiaries’ age and developmental stage, nutritional requirements and cultural/ religious beliefs.  Supplementary Feeding Program is initiated as soon as there are identified wasted, severely wasted and totally wasted, stunted, moderately stunted, and/or severely stunted beneficiaries  MOV: Activity Reports/List of Beneficiaries / Cycle menu |  |  |
| 10 | The agency provides beneficiaries with seminar/training on the value of nutrition and healthy eating habits.  Orientation on dietary requirements and/or restrictions are provided to beneficiaries  MOV: Activity Reports/List of Participants |  |  |
| 11 | Parents of children are educated on the preparation of adequate, safe, nutritious and fortified food and in proper-feeding of children and/or the sick and persons with disability.  MOV: Activity Reports/List of Participants |  |  |
| 1. Provision of Clothing and Personal Items | 12 | The agency provides/accesses beneficiaries decent, clean, culture-sensitive and appropriately-sized clothing and personal items to augment the need for physical protection, good grooming, personal health and sanitation.  In cases of emergency or disasters, immediate provisions of basic necessities like clothing, food, water, and personal items are ensured  .  MOV: List of Beneficiaries/Distribution List |  |  |
| 5. Socio-cultural and recreational activities | 13 | Different socio-cultural activities are introduced/conducted to provide a venue for self-expression e.g. art or dance lessons, theater arts, ecological camping, sports activities, etc.  MOV: Activity Report / Photo documentation |  |  |
| 14 | The agency, if necessary and/or needed, works or partner with other agency for the provision of appropriate activities, equipment or toys for children appropriate to their age level, culture or ethnicity and physical and mental capability  MOV: MOA/MOU/Activity Reports |  |  |
| 6. Moral and Spiritual Welfare Program | 15 | The agency conducts structured/non-structured group activities or work sessions that develop, inculcate, clarify or affirm positive values and virtues necessary for the beneficiaries moral and social growth and development  MOV: Activity Report |  |  |
| 16 | Seminars on graceful aging, preparation for death and support services to the Senior Citizens and their families are provided  MOV: Activity Reports/List of Participants |  |  |
| 17 | Spiritual activities are planned with the beneficiaries and are practiced regardless of religious affiliation and in respect to religious beliefs of the beneficiaries  MOV: Minutes of Meeting/Consultation Report/ Activity Reports/List of Participants |  |  |
| 7. Psychosocial Services | 18 | Psychosocial interventions e.g. counselling, psycho-therapy or psychological testing, are handled by qualified professionals.  The agency facilitates the intervention of a psychologist or developmental pediatrician to assess the developmental requirements of children with disability beneficiaries for the provision of appropriate intervention.  Psychological/psychiatric test results are used in relation to assessment and in planning interventions.  The agency provides counselling services to Person with Disability and his/her family on managing disability    MOV: MOO/Activity Report/Process Recording/Activity Reports/List of Beneficiaries/ Assessment Report from the Psychologist /Developmental Pediatrician, Process Recordings/List of Beneficiaries |  |  |
| 19 | Confidentiality policies are discussed with the beneficiaries and decisions on this matter are made with the beneficiaries’ participation  MOV: Process Recordings/Minutes of Meeting |  |  |
| 20 | The agency facilitates the provision of Person with Disability, Solo Parents, Senior Citizens Identification Cards (IDs) to concerned beneficiaries to avail discounts and other privileges as prescribed by law.  MOV: Activity Report/List of Beneficiaries |  |  |
| 8. Protection Programs and Services | 21 | * A manifesto of support for the Beneficiary Protection Policy (BPP) is signed by the service providers that is strictly observed in dealing with the beneficiaries. * In cases where incidents of abuse are found, immediate actions should be taken in accordance with the Beneficiary Protection Policy. * For facilities with cases on VAWC, the agency ensures that victim-survivors of violence are provided with gender-responsive case management.   MOV: BPP/Code of Conduct of Staff/ Signed agreement of Beneficiary Protection Policy/ Incident Report/Activity Report/ Case folder/SCSR |  |  |
| 9. Legal/Para-legal Services | 22 | Legal/para-legal services are available or accessed, if not provided, by the agency to respond to beneficiaries’ legal concerns.  Options are provided to the beneficiaries before taking legal action/decision  MOV: Activity Report /Progress Report/Notes |  |  |
| 23 | Children in Conflict with the Law (CICL) or victims of abuse and exploitation (CNSP/VAWC) can choose their legal counsel with the help of their parent/s.  Beneficiaries are guided, prepared and accompanied by a staff during legal processes and proceedings and in taking sworn affidavits.  MOV: Process Recording |  |  |
| 10. Livelihood /  Skills Training, and/or Capital Assistance | 24 | The agency provides beneficiaries with community-based training that will equip them with skills to land a job and earn income.  The agency engages/provides beneficiaries in income earning projects or grants capital assistance.  MOV: Activity Reports/List of Participants/beneficiaries |  |  |
| 25 | The agency communicates with beneficiaries clear policies governing profit sharing, income generation, income, and savings and gives due credit to beneficiaries on products they participated in, produced, or made.  The agency observes labor laws and regulations in engaging the beneficiaries' participation in livelihood projects.  MOV: MOO/CPP/Minutes of Meeting/Activity Reports/ Profit Sharing Scheme/Report |  |  |
| 11. Referral Services | 26 | There is a referral system available to help beneficiaries whose needs are not met by the agency.  MOV: Referral Letters/Folder |  |  |
| **B. Interventions for Families and Communities** | | | |  |
| 1. Family Life Development Programs | 27 | Family Life Enrichment Service that promote family solidarity through family activities and dialogues are provided such as:   * Seminar/workshop/group activities on Responsible Parenthood/ Parent Effectiveness Service that provide knowledge and skills to parents and caregivers on parenting to be able to respond to parental duties and other challenges of parenting. * Seminar/workshop/group activities on Empowerment and Affirmation of Paternal Abilities that gives importance and emphasis to the development and expansion of knowledge, skills and appropriate attitude of fathers in performing their paternal roles and responsibilities * Marital Enrichment Counselling Services that provides opportunities for couples to make their marriage grow, renew and enhance their marital relationship and deepen their morality and spirituality. * Training Workshop/ Orientation/ Group Activity on the practice of Positive Parenting   MOV: Activity Reports/List of Participants |  |  |
| 2. Assistance During Disasters/ Calamities | 28 | The agency provides/coordinates with other agency/ies for the provision of the following assistance:  Emergency Assistance in the form of relief goods.  Financial or other forms of assistance for temporary relief of disaster/calamities victims are provided such as:   1. Food for Work – food assistance in exchange for work 2. Cash for Work – cash assistance in exchange for work to provide income to the victims   For Shelter, assistance to repair or re-build their dwellings.    For Livelihood assistance, or Seed Capital, allows victims to restore their economic activity and income is provided to victims of disaster or calamities.  MOV: Activity Reports/List of Beneficiaries |  |  |
| 3. Advocacies | 29 | Conducts seminars/orientations to families and/or communities based on the agency’s vision, mission, and goals, and based on the needs of the beneficiaries.  MOV: Activity Reports/List of Beneficiaries |  |  |
| **SUBTOTAL** | **29** | **No. of Complied Standards for Helping Interventions** |  |  |
| **V.     Physical Structure and Safety** | | | | | |
| **A. Appropriate and ample office facilities, amenities and space for organizational functions and activities** | | | | | |
| 1. Public Areas | 1 | With adequate space or lobby or reception area for beneficiaries and visitors alike  MOV: Observation Results/ Photo Documentation |  |  |
| 1. Office and facility | 2 | The office and facilities are in compliance with the existing laws and have been declared safe by the proper authorities.  MOV: Updated/valid Fire Safety Inspection Certificate (FSIC) |  |  |
| 3. Accommodation Facilities |  |  |  |  |
| 1. Interviewing /   Counselling Area | 3 | If applicable, has a separate room exclusively for counseling or interviewing beneficiaries. It ensures space for social distancing, privacy and confidentiality  MOV: Photo Documentation/Observation Results |  |  |
| 4. Restrooms/  Comfort Rooms | 4 | Has restroom/s or comfort room/s for male and female staff and visitors.  Is properly maintained, clean and sanitized.  MOV: Observation |  |  |
| 5. Accessibility Requirements | 5 | The agency provides Persons with Disability and Senior Citizen beneficiaries with assistive devices such as walkers, canes, crutches, or wheelchairs during visits to the office and its facilities.  The agency’s office facilities are installed with the necessary accessibility requirements (ramps and rails) per Batas Pambansa 344 or the Accessibility Law.  MOV: Observation Results/ Photo Documentation |  |  |
| 6. Emergency Exits | 6 | With an evacuation/emergency exit floor plan in case of disasters posted and installed in the admin office.  Exit signs or arrows are properly and visibly installed for directions.  For two (2) or more floor areas, Emergency exits are available and accessible on all floor areas.  MOV: Evacuation/Emergency Exit Floor Plan / Observation/Documentation |  |  |
| **B. Community Infrastructure/Evacuation Area for Emergency/Disaster** | | | | | |
| 1. Venue for Training/   Seminars | 7 | In cases where there are provisions for trainings, seminars or alternative learning system (ALS), the venue where these activities are conducted should be regularly disinfected, properly space and provide a conducive learning system or materials.  MOV: Observation |  |  |
| 2. Evacuation Area | 8 | An evacuation area that is accessible to the community, free from all hazards, and is identified/known to beneficiaries for any eventuality.  With pre-identified child/women-friendly facilities and amenities and with a pre-identified area for breastfeeding/lactating mothers. *(per JMC no. 2 s2021 Guidelines on Camp Coordination and Camp Management (CCCM) and Internally Displaced persons protection)*  MOV: Identified Evacuation Area / Observation |  |  |
| **SUB-TOTAL** | **8** | **No. of Complied Standards on 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 previous situation and compare with current situation)

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**Table of Scores per Work Area**:

|  |  |  |
| --- | --- | --- |
| ***Work Areas*** | ***Mandatory Requirements or Standards*** | |
| ***Total Score*** | ***Actual Score*** |
| 1. Administration and Organization | 34 |  |
| 1. Program Management | 14 |  |
| 1. Case Management | 20 |  |
| 1. Helping Interventions | 29 |  |
| 1. Physical Structure and Safety | 8 |  |
| Total | **105** |  |

**Note: All applicable indicators must be met before the issuance of Certificate of Accreditation.**

**Recommendations**:

A. ***For Issuance of Accreditation Certificate***

In view of the above findings, the

(Name of SWA)

has satisfactorily met the standards for accreditation. The issuance of Certificate of Accreditation is hereby recommended with a validity

**synchronized with the validity of Certificate of Registration and License to Operate (CRLTO)** or **period of three (3) years**

(for private SWA) (for public SWA)

for implementing Communityl-based Facilities’ programs and services for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

(Type of beneficiaries)

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

In view of the above findings, the application for accreditation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is hereby disapproved.

(Name of SWA)

The agency shall comply with the agreed action plan within thirty (30) calendar days after the assessment visit:

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

**Prepared/ Assessed by**:

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

(Name and Signature of DSWD SB Accreditor/Position/Designation) / Date

**Concurred by**:

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

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

1. The Social Work “Helping Process”- Engagement, Assessment, Planning, Intervention, Evaluation, and Termination ASWB [↑](#footnote-ref-1)
2. The Social Work “Helping Process”- Engagement, Assessment, Planning, Intervention, Evaluation, and Termination ASWB [↑](#footnote-ref-2)
3. The Social Work “Helping Process”- Engagement, Assessment, Planning, Intervention, Evaluation, and Termination ASWB [↑](#footnote-ref-3)
4. Case Management Process in Social Work: 8 Essential Steps [↑](#footnote-ref-4)
5. Case Management [↑](#footnote-ref-5)
6. Case Management [↑](#footnote-ref-6)
7. Termination of Services in Social Work: Ethical and Legal Issues [↑](#footnote-ref-7)