

HELPS

Frequently Asked Questions (FAQs)

How do I **apply** for registration and licensing?

All applications for registration, licensing, and accreditation (RLA) and application for amendments of certificate shall be done online via the **DSWD Harmonized Electronic License and Permit System (HELPS)**.

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HELPS

Frequently Asked Questions (FAQs)

What is the accreditation of SWD programs and services of SWDAs?

Accreditation is when a Social Work Agency's (SWA) programs and services are evaluated to ensure they meet DSWD standards.

A SWDA with an accredited program or service will receive a Certificate of Accreditation.

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When should I apply for a Certificate of Accreditation?

Assessment for accreditation shall be **automatic for first time applicant** as a private SWA with CRLTO issued via HELPS, while the schedule for the assessment visit will be based on your chosen date following a set timeline.

For private SWAs for renewal, they need to apply for a CRLTO and accreditation within **21 working days before their current one expires**.

Public SWAs, whether new or renewing, must apply for accreditation **21 working days** before their current one expires. And for private SWAs with valid RL certificates under the previous guidelines, they should apply for accreditation through DSWD HELPS within **21 days after the new guidelines taking effect**.

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What is the validity of Certificate of Accreditation?

The Certificate of Accreditation will match the validity of the CRLTO. If the CRLTO lasts for **three years**, so will the Certificate of Accreditation.

Even if the CRLTO is perpetual, the Certificate of Accreditation will still be valid **for three years**.

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How many days my application for accreditation be processed?

1. For first-timer Private SWA applicants whose CRLTO was issued through the DSWD HELPS, the process will take seven **(7) working days** counted from the date of the assessment visit.
2. For Private SWA with renewal application, the process will take **seven (7) working days** counted from the date of the assessment visit.
3. For the public, whether new or renewal application, the process will take **seven (7) working days** starting from the filing of the application.

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Harmonized Electronic License and Permit System
Online Integrated DSWD Permit System

Frequently Asked Questions (FAQs)

**Don't fall in line,
go online!**

HELPS

Frequently Asked Questions (FAQs)

What is a Social Welfare and Development Agency?

A **Social Welfare and Development Agency (SWDA)** is a non-stock, non-profit organization that offers social welfare and development programs to clients. They receive funding from government agencies or other authorized sources.

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Frequently Asked Questions (FAQs)

What are the types of SWDAs?

There are two (2) major types of SWDAs being regulated by the DSWD:

- 1. Social Work Agency (SWA)** whether private or government, that employs social work methods such as case work, group work, or community work. They receive funding from the government and/or the community through donations or fundraisers, or private endowments. They are classified into different categories; Public and Private SWA.
- 2. Auxiliary SWDA** which provides indirect SWD programs and services that are classified into People's Organization, Resource Agency, and SWD Network.

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Can a SWDA be classified as a **SWA** and as an **auxiliary** at the same time?

Yes, a SWDA can be classified both as a SWA and as an Auxiliary SWDA as long as the applicant has **satisfied the requirements for both SWDA types.**

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How much is the **processing fee** for the application of CRLTO and accreditation?

The processing fee for **CRLTO** is **Php2,000** valid for thirty (30) calendar days.

While private SWAs applying for accreditation for the first-time and public SWAs are exempted to pay the processing fee.

The private SWAs **renewing their accreditation shall pay a processing fee of Php 1,000.00 per program/facility/area of operation.**

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Frequently Asked Questions (FAQs)

What is **registration** **and licensing** of SWDAs?

Registration is when the applicant agency is evaluated to see whether its intended purpose is within the purview of social welfare development.

Licensing is when a private agency or organization is assessed and authorized to operate as a SWDA, with the ability to function administratively, technically, and financially.

If an applicant agency **meets the requirements** for DSWD Registration and Licensing, they will receive a **Certificate of Registration and License to Operate (CRLTO)** as a SWDA.

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Frequently Asked Questions (FAQs)

How should I know if **my agency needs to be registered and licensed** by DSWD?

To register and obtain a registration and license, an agency must **meet specific criteria outlined in R.A. 10847 and Professional Regulatory Board Resolution No. 3 series of 2017**. These criteria include:

- Engaged primarily in social welfare and development (SWD) activities;
- Has employed qualified staff and Registered Social Workers with at least two years of SWD experience to oversee and manage SWD activities and interventions;
- Demonstrating through a certified financial statement that at least 70% of funds are used for direct social work services, with the remaining 30% allocated for administrative services;
- Maintaining records of all implemented social development and welfare activities.

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Frequently Asked Questions (FAQs)

Why does my agency **need to be registered and licensed** by the DSWD?

Based on RA 10847, no **social welfare and development agency can operate and be accredited without registering and obtaining a license from the Department of Social Welfare and Development (DSWD)**. The DSWD issues a registration certificate and license to agencies that comply with the set of requirements.