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**ADMINISTRATIVE ORDER**

No. 5

Series of 2008

**SUBJECT: OMNIBUS GUIDELINES ON THE MANAGEMENT OF  
DSWD-OPERATED CRISIS INTERVENTION UNITS**

**I. RATIONALE**

The welfare of the disadvantaged sectors is of primary concern of the Department of Social Welfare and Development (DSWD). The Department as mandated, is continuously providing augmentation assistance to the local government units despite of the devolution of social services to the latter. As such, the Crisis Intervention Units (CIU) is maintained to provide material, psychosocial and other interventions to individuals, families and groups in crisis situation.

Due to rapid changes in the environment, needs of people have been difficult to sustain considering the increase in prices of basic commodities and other factors. Because of this, people seek assistance from the LGUs but the latter hardly provide funds, thus, people depend on the help of the national government. Further, in order to institutionalize a uniform schedule and system of operation, there is a need to update and amend some policies and procedures in the existing guidelines pertaining to CIU operation.

**II. LEGAL BASES**

1. Executive Order No. 221, series of 2003 Amending EO #15, series of 1998, entitled "Redirecting the Functions and Operations of the Department of Social Welfare and Development" mandates the DSWD to provide assistance to Local Government Units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life as well as implement statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to LGUs.
2. RA 7610, known as the Special Protection of Children Against Child Abuse, exploitation and Discrimination Act and for other purposes, mandated the Department of Social Welfare and Development to formulate a comprehensive program against abuse and exploitation.
3. Administrative Code of 1997, Title XVI, Section 2 Chapter 1- mandates the DSWD to provide a balanced approach to welfare whereby the needs and

interests of the population are addressed not only at the outbreak of crisis but more importantly at the stage that would inexorably lead to such crisis.

4. RA 8505, Rape Victim Assistance and Protection Act of 1998 – an act providing assistance and protection for rape victims, establishing for the purpose a rape crisis center in every province and city, authorizing the appropriation of funds therefore, and for other purposes, mandated the DSWD to provide support services to rape victims and their families such as residential service and community-based service and establish linkage with the academe and all NGOs for the necessary support services to rape victims/survivors and their families.

### **III. DESCRIPTION**

The Crisis Intervention Unit (CIU) is a special unit of the DSWD which serves as an action center to immediately respond to cases of individuals and families in crisis situations. It provides integrated services such as immediate rescue and protection, augmentation assistance during disasters, provision of direct financial and material assistance, and referrals for medical, legal, psychosocial, temporary shelter, and other services to clients.

### **IV. OBJECTIVES**

#### *General:*

To provide a comprehensive and integrated program for the rescue, protection and provision of immediate psychosocial intervention as well as limited financial and material assistance to individuals and families in crisis situation, including disaster victims.

#### *Specific:*

1. To provide immediate and appropriate interventions to help individuals and families cope with social, psychological, physical and economic problems arising from crisis situations.
2. To establish an appropriate and workable inter-unit coordination system and maintain and strengthen a network and referral system with GOs, NGOs, law enforcements, private organization and others towards expeditious and efficient service delivery.
3. To maintain databank of clients, services and resources.

### **V. DEFINITION OF TERMS**



For the purpose of this order, the following shall mean:

1. Abandoned individual- refers to a person who has been deserted or left behind by his/her family and relatives
2. Child sexual abuse- is the employment, use, persuasion, inducement, enticement, or coercion of a child to engage in sexual intercourse or lascivious conduct. It includes molestation and prostitution of, or incestuous relations with children (RA 7610, 1994).
3. Crisis Situation- pertains to a condition whereby an individual, family, or group of persons face a difficult and stressful situation resulting to the impairment of their psycho-social functioning, requiring immediate or urgent interventions to prevent aggravation of the problem and exposure to exploitation, abuse and neglect.
4. Deportee- refers to an individual who has been involuntarily returned or sent back to the Philippines due to lack of necessary legal documents or involvement in illegal or criminal activities in the host foreign country.
5. Disaster Victims- refer to individuals, families or groups of people who are victims of any misfortunes and natural and manmade calamities.
6. Displaced person- refers to an individual, a family or group who has been displaced physically and emotionally as result of armed struggle, disasters and other similar circumstances.
7. Exploitation- the unjust or improper use of another person for one's own profit or advantage.
8. Incest- (a) is defined as sexual intercourse between persons too closely related for legal marriage. (Philippine Encyclopedia of Social Work, Volume II, page 985, 2000 edition). (b) "Every one commits incest who, knowing that another person by blood relationship is his or her parent, child, brother, sister, grandparent or grandchild, as the case may be, has sexual intercourse with that person." (Section 155, Phil. Criminal Code)
9. Rape- is committed (1) By a man who shall have carnal knowledge of a woman under any of the following manner: (a) through force, threat, or intimidation; (b) when the offended party is deprived of reason or otherwise unconscious; (c) by means of fraudulent machination or grave abuse of authority; and (d) when the offended party is under twelve (12) years of age or is demented, even though none of the circumstances mentioned above be present; (2) By any person who, under any of the circumstances mentioned in no. 1, shall commit an act of sexual assault by inserting his penis into another person's mouth or anal orifice, or any instrument or object, into the genital or anal orifice of another person. (Article 266-A, RA 8353)

10. Repatriates-refers to individuals, families and groups who were sent back to the Philippines due to the presence of war, calamities and other circumstance of similar nature in the host foreign country.
11. Strandeers- refer to individuals, families, or groups of people who are in need of temporary shelter until they are able to trace/locate their lost relative and friends.
12. Transients- refer to individuals, families or groups of people who have no place to stay and who are in need of temporary shelter.
13. Client- refers to a person, family, group or community that needs help and social protection from a professional social worker and/or the Department's staff.
14. Dependent/s – refers to member/s of the family of DSWD employee who sought the assistance of CIU.
15. Trafficking in Persons- refers to recruitment, transportation, transfer or harboring, or receipt of persons, with or without the victim's consent or knowledge, within or across national borders by means of threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person, or, the giving on receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation which includes at a minimum, the exploitation or the prostitution of others or other forms of sexual exploitation, forced labor or services, slavery, servitude or the removal or sale of organs.

## **VI. GENERAL POLICIES**

### **A. Target Beneficiaries/Clientele Groups**

Target clientele of the CIU, who are categorized as either walk-in, rescued and referred client, includes the following:

1. Individuals and families in crisis situation needing social welfare and development intervention especially those who cannot be accommodated by the LGUs and clientele groups wherein DSWD is mandated by law to serve;
2. Abandoned, abused, neglected and exploited children and adults;
3. Victims of disasters;
4. Individuals and families categorized as transient, strandeers and displaced;
5. Deportees, repatriates and victims of trafficking;



6. Individuals and families with no adequate means to provide for medical, hospitalization, transportation, burial and other immediate needs; and
7. DSWD employees and their dependents who are in crisis situation, in need of assistance and assessed to be eligible and meeting criteria should be treated as CIU regular clients who should go through the regular CIU process.

B. Programs/Services and Strategies/Interventions

1. Rescue operation to respond to cases needing immediate action in coordination with law enforcers and other government agencies. This refers to the conduct of rescue of cases/clients reported by concerned citizens, law enforcement agencies, local government units, or NGOs such as sexually physically/battered and illegally recruited clients.
2. Counseling/Critical Incident Stress Debriefing (CISD) which includes the provision of emotional/psychological support to individuals and families in stressful situations so as to assist them in overcoming and relieving their anxieties, thus, enhancing their capability to lay down plans and make appropriate decisions to resolve their problems.
3. Limited Financial and Material Assistance

This is the provision of limited assistance either in cash or in kind for food, clothing, medicines, transportation, burial and other immediate needs to individuals and families, whose normal functioning has been hampered due to stressful situations brought about by socio-economic difficulties.

Utilization of Regular funds shall only allow a maximum of P5,000.00 per form of assistance as indicated herein which shall be determined thru the social worker's assessment. However, the social worker can recommend beyond the maximum amount of assistance depending on the need and assessment and availability of funds subject to the approval of the Assistant Regional Director/Director of the Program Management Bureau (PMB). Further, needs and requirements over the maximum rate of assistance shall be referred to other charitable organizations, other agencies and legislator's Priority Development Assistance Fund (PDAF). Meanwhile, financial assistance chargeable against PDAF may vary in amount depending on the legislator's recommendation and social worker's assessment and the availability of funds as governed by the Memorandum Circular covering the PDAF. A revolving fund in the form of cash advance, which amount shall be determined by both the Crisis Intervention Unit (CIU) and the Finance Management Service (FMS) shall be made available for the purpose of expediting delivery of service.

3.1. Limited Financial Assistance:

a. Burial Assistance

Outright cash not exceeding P3,000.00 may be extended to the client. Amounts between P3,001.00 and P5,000.00 shall be issued thru a check payable to the funeral parlor. A guarantee letter shall be issued to the hospital through the client when funds are not available at the time of need. The social worker may refer client to existing partner agencies to complement the services provided.

b. Transportation Assistance

Outright cash not exceeding P3,000.00 may be extended to the client. Amounts between P3,001.00 and P5,000.00 shall be issued thru a cheque payable to the transport company and/or client shall be escorted by the CIU staff to purchase ticket.

c. Medical Assistance

c.1. Medicines

This refers to the provision of financial assistance to individuals and families for the purchase of medicines needed for their medical treatment.

Patients with Philhealth cards who need medicines for in-patient treatment may not avail of assistance to purchase medicines except in instances when the medicine is not available in the hospital.

A revolving fund amounting to P300,000.00 every quarter shall be established with all duly accredited drug store accompanied with a Memorandum of Agreement (MOA). Fund for this shall be the regular funds of DSWD and shall only be utilized for walk-in clients including those referrals from legislators without PDAF.

Outright cash not exceeding P3,000.00 may be provided to the client. Amounts between P3,001.00 and P5,000.00 shall be issued through a check payable to the accredited drugstore. A guarantee letter shall be issued to the accredited drug store through the client when cash is not available at the time of need.

c.2. Hospitalization

This refers to the provision of financial assistance to individuals and families to support their medical treatment and other medical expenses incurred due to and during hospital confinement. Assistance shall be issued through a check payable to the hospital. A guarantee letter shall be issued to the hospital through the client when funds are not available at the time of need.



CIU clients with chronic illnesses may be provided with Philhealth insurance coverage. They will no longer be entitled to in-patient financial assistance except for instances when the drug or treatment is not available in the hospital. The procedures for availment of a Philhealth card shall be as follows:

- Indigent client shall submit the filled up application form upon advice that he/she is potentially qualified to receive Philhealth medical insurance. The social worker shall review all documents for completeness to determine the client's qualification to the program.
- Social worker shall assign appropriate case number in the logbook for Philhealth clients upon determination/assessment of the client's eligibility for health card.
- Client will be notified within 15 days through phone call, text or letter to pick up their Philhealth card at the CIU.
- Coordination with PHIC will be made to assure that there is no duplication of Philhealth benefits.

The FO/CIU shall encourage legislators to earmark funds from PDAF for their constituents' Philhealth coverage.

d. Educational Assistance

This refers to the provision of financial assistance for school tuition fee payments of individuals only.

Assistance shall be issued through a check payable to the school. A guarantee letter may be issued to the school when funds are not available at the time of need.

e. Other Emergency needs

This refers to the provision of outright cash not exceeding P2,000.00 to emergency cases not within the categories mentioned herein such as milk for babies, impending eviction from houses, etc.

3.2. Limited Material Assistance:

a. Food Assistance

Refers to the provision of food to clients who expressed need for food and are assessed to be in need of such for at least one and a half day subsistence. Clients shall be provided based on the following food composition for an average family of six:

Rice	-	3 kilos/day
Sardines	-	6 tins/day
Noodles	-	3 packs/day
Or other substitutes		

b. Clothing Assistance

This refers to the provision of clothing to clients based on the need.

c. Provision of Meal

The rate of assistance shall be at least P50.00/person/meal.

4. Referral Services

This pertains to a process/strategy of linking the client to other agencies in order to avail of assistance/needed service such as discounted fees or the availment of burial, medical, transportation, educational, temporary shelter and other forms of assistance that are not provided at the CIU.

The social worker handling the case shall prepare a case summary indicating her assessment and recommendation. An endorsement letter to the identified agency shall also be prepared by the social worker, which will be hand carried by the client in a sealed envelope. Transportation fare shall be afforded to the client if necessary. The social worker may escort the client to the identified agency if necessary.

Referral services include the following:

a. Referral for Temporary Shelter

Clients who are categorized as displaced, strandeers or transients or those who were rescued shall be referred to appropriate centers/institutions for temporary shelter and protective custody. The referral shall be accompanied by a thorough assessment/diagnosis of the case as well as the worker's recommendations. Management of the case will then be turned over to the social worker at the centers/institutions.

b. Referral for other services/assistance to other agencies for availment of needed/additional services such as legal, psychological, medical and transportation.

5. Monitoring and augmentation assistance to disaster victims.

6. Coordination/networking with other agency for the conduct of home-visitation to families and relatives for their reintegration.



7. Referral of clients to other agencies providing assistance for their rehabilitation and appropriate assistance.

## **VII. IMPLEMENTING PROCEDURES**

CIU operates generally on weekdays from 8:00 am to 5:00 pm except for FO-NCR which maintains a 24-hour schedule. CIU staff are on call at all to render duty in case of emergencies and/or disasters to provide augmentation and assistance to the local government units. There shall be an existing schedule of the staff on call for the day. Security guards on duty shall be provided contact details of the staff who shall be available within one hour to attend to cases especially those who are rescued minors or physically abused cases.

The following are the procedures to be undertaken:

1. Referred or Walk-in Clients

- 1.1. Data gathering/documentation

- a. Intake interview

The social worker on duty will conduct the intake interview using the prescribed General Intake Sheet (GIS) (see attached). The social worker may, if necessary, gather collateral information about the client from immediate family members, relatives, referring parties and other sources.

- b. Assessment/Evaluation

The social worker shall prepare the worker's assessment/impression of the case, which will be the basis for the recommendation. The assessment/impression will be based on the data gathered. Assessment shall likewise include family's capacity to address their problem, resources available that the family can tap to address the problem as well as the social worker's judgment and recommendation.

- c. Provision of Assistance

Processing of financial assistance shall be facilitated and fast tracked. Clients shall be assessed and provided assistance within the working day as long as documents are complete and funds are available for disbursement.

2. Rescued Clients

- 2.2. Receipt of Call/Report

The social worker shall immediately relay to the concerned law enforcement agency, barangay/LGU and other NGOs providing rescue operation, reported incidents of abuse or exploitation for on site verification and action upon receipt of call from the victim or any concerned party.

Information about the call shall be immediately entered in the logbook for reference purposes, which shall include the name of caller, date and time of the call, complete address and the nature of the problem/concern presented and the advice/information given by the worker and the agreements reached between the worker and the caller.

Collateral information may also be gathered from the referring party, immediate relatives and neighbors.

### 2.3. Conduct of Actual Rescue

Upon verification of information, the social worker will coordinate with the law enforcement authorities such as the NBI, PNP and Barangay Officials, as well as the local social welfare office for the conduct of rescue operation.

The social worker shall wait for the turn over of the clients rescued by the law enforcement authorities. However, in cases where there is a need for the presence of a social worker in the rescue operation to safeguard the welfare of the clients and ensure proper handling of their cases, i.e. child abuse and domestic violence cases, the social worker shall join the rescue operation. Otherwise, the agency that conducted the operation shall prepare the report prior to the turnover of the clients to DSWD.

After the conduct of rescue, the social workers shall prepare a brief assessment report incorporating summary of actions taken and ensure the proper turn over of rescued clients to the concerned unit or appropriate centers/institutions of the DSWD or accredited NGO facilities available in the Region.

## **VIII. ROLES AND RESPONSIBILITIES**

The following are the roles and responsibilities of the staff at the Central Office and Field Office-CIU.

### 1. Clerk

- 1.1 Register the name of clients in the logbook based on the number sequence
- 1.2 Check the completeness of the documents presented by the client vis-à-vis the CIU requirement based on the checklist.



- 1.3 Verify the client's name in the databank for the past records.
  - 1.4 Facilitate/follow up the processing of financial assistance.
  - 1.5 Assist the client in claiming the financial assistance at the Cash Division and in the bank.
  - 1.6 Escort client for temporary billeting at the centers/institutions when needed.
  - 1.7 Purchase client's tickets
2. Social Worker
- 2.1 Conduct intake interview and accomplish GIS summarizing the case
  - 2.2 Conduct collateral interview, if necessary
  - 2.3 Prepare Certificate of Eligibility
  - 2.4 In case of client's temporary accommodation or stay in a residential facility, prepare Social Case Summary and referral letter for endorsement to centers/institutions.
3. Unit Head
- 3.1 Review GIS, Certificate of Eligibility and Social Case Summary
  - 3.2 Approve the GIS, and Certificate of Eligibility
4. Assistant Regional Director/Director of the Program Management Bureau which manages CIU-CO and has an oversight function over the Regional CIUs
- 4.1 Direct the Unit Head on matters needing immediate response/action
  - 4.2 Certify the vouchers for financial assistance
  - 4.3 Ensures the efficient and effective operation of the CIU
5. Finance Unit/Service
- 5.1 Certify the availability of allotments and obligation incurred Obligation Request and certify the availability of cash and completeness of supporting documents in the Disbursement Voucher
  - 5.2 Process the financial assistance in accordance with budgeting, accounting, auditing and other existing laws, rules and regulations
  - 5.3 Release the financial assistance to clients based on identifying and other documents presented and with the endorsement of CIU
6. Security Guard on Duty
- 4.1 Issues queuing number to clients entering the DSWD premises to request for assistance

## **IX. REQUIRED SUPPORTING DOCUMENTS**

The following original or certified true copy forms/documents shall be required from the clients based on assistance requested:

1. Any valid ID (i.e. Postal ID, Driver's License, SSS ID, Senior Citizen's ID or Barangay Certificate in the absence of any valid ID)
2. Clinical Abstract/Medical Certificate from a licensed physician for request for medical assistance
3. Funeral Contract and Registered Death Certificate for burial assistance
4. Enrollment assessment form for educational assistance
5. Referral from legislator if funding is chargeable against PDAF managed by DSWD

The duly accomplished GIS and Certificate of Eligibility shall be signed by the client and shall serve as the basis for release of assistance as long as there is consistency of the claimant's signature in case the latter cannot produce a valid ID.

A Social Case Study Report or case summary in the absence of case study report shall be required if funding assistance amounts to more than P5,000.00 but not over P25,000.00 for PDAF cases. Maximum funding assistance for PDAF cases is P25,000.00.

The above supporting documents shall be submitted to the Finance Management Service for auditing purposes except for the prescribed GIS and Social Case Study Report or case summary which shall remain in the CIU file for confidentiality purposes.

#### **X. REPORTING AND DOCUMENTATION**

1. Ensure accuracy/authenticity/appropriateness of required documents in the provision of services/assistance to the clients.
2. Reports required from the Region shall be submitted to the Program Management Bureau (PMB) on or before the set deadline:
  - Quarterly Accomplishment Report which consists of narrative and statistical report using the attached reporting format (every 1<sup>st</sup> week of the 1<sup>st</sup> month of the succeeding quarter.
  - Feedback Report on the cases referred by the Central Office as need arises
3. Data sharing shall be established and maintained where CIU-CO and FOs can share data to determine extent of services provided to CIU clients, protect the CIU from abuse i.e. taking advantage of the programs and services and help the CIU in identifying perennial cases. The following data can be shared:
  - Name, address, and contact number of client



- Assistance Requested/provided
- Source of assistance/funds
- Date of assistance

## **XI. MONITORING AND EVALUATION**

### **1. Monitoring**

- 1.1 Monitoring and field visit at client's residence as necessary shall be conducted by the CIU social workers in coordination with the LGU social workers before and after the provision of assistance.
- 1.2 The CIU social workers shall also coordinate with the LGUs for after-care services of the client
- 1.3 A feedback report on monitoring activities conducted by the social workers shall be submitted to the Unit Head or the Officer of the day immediately
- 1.4 A referral form with return slip shall be prepared to monitor/verify the actions taken by the concerned office where the client was referred.

### **2. Evaluation**

- 2.1 The Program Management Bureau (PMB) shall conduct an annual evaluation on the CIUs of Central Office and Field Offices with the following objectives:
  - To determine/assess appropriate services/assistance extended to the clients;
  - To analyze the type and number of cases served per city/municipality, as well as identification of perennial cases
  - To assess the gaps/problems encountered and recommend the necessary solution
  - To further enrich/improve the services/interventions at CIUs
- 2.2 The financial aspect of CIU shall also be reviewed by the PMB to check and assess the extent of financial assistance and to recommend for possible increase in the budget.
- 2.3 The Field Offices shall do the semi-annual evaluation given the said objectives and submit corresponding reports to PMB.

### **3. Conduct of Research**

- 3.1 Research shall be conducted, as may be necessary using the outcome of the annual evaluation to further enhance strategies and intervention being provided.
- 3.2 The Policy Development and Planning Bureau (PDPB) shall be the responsible office to conduct the necessary research.

## **XII. EFFECTIVITY**

This order shall take effect immediately and revokes or amends all previous orders or issuances inconsistent thereto.

*Cabral* 4/2/08  
**ESPERANZA I. CABRAL**  
Secretary *ly*

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