



Administrative Order No. 02
Series of 2010

Subject: Framework for Social Welfare Standards Development

I. Rationale

Under the Department of Social Welfare and Development (DSWD) Reform Agenda, the DSWD through the Standards Bureau ensures that the poor and vulnerable are provided with quality social protection programs and services by the government and partner agencies. As such, it sets standards and provides consultative services to enable institutions, organizations and persons engaged in social welfare activities both in public and private settings to comply with said standards. As part of our commitment in reform agenda, we also strengthen the regulatory function of the Department, hence this framework for social welfare standards development.

II. Legal Bases

The following laws make up the legal bases that authorize the DSWD to provide the framework for Social Welfare Standards Development:

1. *Republic Act 4373 series of 1965 entitled An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies in the Philippines and for Other Purposes*, regulates and provides for high quality of ethical and professional standards for practice of social workers and registration and accreditation of social work agencies as stated in Sections 8 and 23 of the Act, respectively.
2. *Republic Act No. 5416 series of 1968 entitled Providing for Comprehensive Social Services for Individuals and Group in Need of Assistance, Creating the Department of Social Welfare*, mandates the DSWD to set standards and policies to insure effective implementation of public and private social welfare programs and accredit institutions and organizations, public and private, engaged in social welfare activity including the licensing of child caring and child placement institutions and provide consultative services thereto.
3. *Executive Order 123 series of 1987 entitled Reorganizing the Ministry of Social Services and Development*, now referred to as the Department of Social Welfare and Development which provides for a balanced approach to welfare intervention while it seeks to address the needs and interests of the population

not only during crisis situation but more importantly at the time when it could be prevented.

4. *Executive Order 292 series of 1987 entitled the Administrative Code of 1987*, which renamed the Ministry to Department, reiterates the basic mandate and the structural and functional authority of DSWD under EO 123. It also directed the DSWD to set standards, accredit and monitor performance of all social welfare activities in both public and private sectors.
5. *Executive Order No 15 series of 1998 Redirecting the Function and Operations of the Department of Social Welfare and Development. Section 3. Power and Function (f) Set standards, accredit and provide consultative services to institutions, organizations and persons engaged in social welfare activities and monitor performance of institutions, organizations and persons engaged in social welfare activities both public and private*".
6. *Presidential Decree 603, the Child and Youth Welfare Code as amended* states that "no private, natural or judicial shall establish any child welfare agency without first securing a license from the DSWD. The law also provides that the DSWD may, after notice and hearing, suspend and revoke the license of a child welfare agency on grounds it has stipulated.

III. Definition of Terms

1. *Standards Development* – is a process of planning, designing, development and testing of social welfare standards and enrichment of existing standards to ensure quality in the implementation of programs and services by private SWDAs, Local Government Units (LGUs) and DSWD. It also involves the formulation of minimum conditions that afford the attainment of the rights of an individual in a particular context (claim – holder or level of service delivery).
2. *Social Welfare and Development Standards* – are the identified key business areas essential in operating an agency and implementing social welfare and development programs and services. These include: Organization and Administration, Program Management, Case Management, Helping Interventions, and Physical Structures and Safety.
3. *Service Delivery Mode* – refers to the means by which social welfare and development programs and services are delivered which include but not limited to residential and community based.
4. *Residential Care Service* – refers to the programs and services where individuals or group care is provided to residents under the guidance of a trained staff and within a structured therapeutic environment with the objective of reintegrating his/her with the family or community or in the cases of children, it is until such time when a better alternative parental care has been identified for them.

5. *Community Based* - refers to the programs and services rendered when the helping process takes place in the community as the primary client system or when social welfare and development activities are provided in individual, group or families while they remain in their home. It is characterized by interaction between the client and worker in the community in relation to the resolution of identified problems and concerned.
6. *Intermediary* – in relation to standards development refers to a person, group, network of SWDA's e.g. DSWD Area Based Standards Network (ABSNET) or local government units (LGUs) authorized or deputized by the DSWD to perform specific function/s in the process of registration, licensing and accreditation.

IV. Social Welfare and Development Standards Framework

The framework considers the systems perspective which recognizes that the whole process involves several people and units from among external and internal stakeholders which interact in certain ways to define the conditions for the attainment of the rights of a particular claim holder group.

In the development of standards, the Standards Bureau operates on the following framework for the two (2) service delivery mode in addressing the social welfare needs of stakeholders which are the residential and the community based programs and services:

1. Rights Based Approach

The Standards Bureau is required to develop standards based on accepted and universal principles. These standards are formulated to ensure that intermediaries/duty holders provide services to their beneficiaries effectively. These standards undergo several processes and procedures into its development.

The standards development process considers the rights-based approach (RBA). This particular approach considers and understands the economic, social, cultural, and political context of achieving the universal realization of human rights and freedom.

The RBA is person-centered with the fulfillment of the intermediary's rights as the end and the means. The standards therefore include outcomes and process indicators. The approach considers the intermediaries as having certain duties or responsibilities with stakeholders in the fulfillment of their rights.

2. Life Course Perspective

The stakeholder group addressed by the Department considers vulnerabilities due to several factors. One factor is the life cycle (or stage) which

include stakeholders group like children, youth, women, persons with disabilities and older persons. Communities are seen as extension of the family structure. Life transitions would then include person's interactions within the family and between him or herself, the family, the community and the greater society. The life course is a culturally defined set of normal passages from one age category (life cycle or stage) to another. It reflects the transitions occurring in the different domains of life through which individuals make adjustments to changes in their social environment and through which their status in education, employment, relationships, family life and health are maintained and developed.

The life course perspective tries to see the effects of social interactions between biological predispositions, personal agency and the social environment.

3. ***Gender-Based Perspective***

A gender perspective is "the ability to analyze the socio-economic, political, cultural and psychological implications of an issue to understand how the difference between the sexes affects and is affected by policies, programs and projects, and assesses how these factors relate to discrimination based on sex and how they impose obstacles to the person's opportunities and self-development." (National Commission on the Role of Filipino Women).

Women and girls have the same social, economic, civil and political rights as their male counterparts. These rights are inherent, interrelated, indivisible, and non-derogable. GAD uses the rights based approach as a common framework for assessing and guiding sustainable development initiatives. From this perspective, the ultimate goal of development is to guarantee all human rights for everyone.

V. **Standards Development Process**

The process of standards development follows the program development cycle which entails (1) review of related laws, policies and guidelines, (2) drafting of concept paper, (3) consultation with Policy and Programs Group (PPG) members, (3) consultation with selected stakeholders particularly the Area-Based Standards Network (ABSNET), (4) field validation, (5) consultation with Field Offices (FOs) and Management Committee, (6) review/approval and endorsement by Head of PPG to Executive Committee (EXECOM), and (7) approval by the EXECOM and the Department Secretary.

The following are the key elements in the standards development process:

Key Elements	Indicators/Outcomes
1. Review of related laws, policies and guidelines and issuances	<ul style="list-style-type: none"> • Documentation as a result of review • Establishment of benchmark

Key Elements	Indicators/Outcomes
	<ul style="list-style-type: none"> • Drafted concept paper
2. Goal Formulation	<ul style="list-style-type: none"> • Goal and objectives are well defined
3. Mandate of the Agency	<ul style="list-style-type: none"> • The proposal is consistent with the function and mandate of the agency
4. Service Delivery Mode	<ul style="list-style-type: none"> • Draft standards guidelines for residential and community based programs and services
5. Proposed Identified Standards	<ul style="list-style-type: none"> • Standards to address specific service delivery mode for every sector are right based, life course and gender-based perspective
6. Clear delineation of authority	<ul style="list-style-type: none"> • Clear institutional arrangement among the DSWD office/bureaus/services/units and other public and private SWDAs
7. Consultation and capability building of stakeholders and intermediaries	<ul style="list-style-type: none"> • Enhanced knowledge, skills and understanding in the proposed SWD standards
8. Advocacy for Compliance to Standards	<ul style="list-style-type: none"> • DSWD and other public and private SWDAs SWDAs compliance to SWD standards • Registration and licensing SWDAs, and accreditation of programs and services

VI. Standards Development Cycle

The standards development cycle involves a cyclical process and procedures in determining quality assurance measures in all aspects of SWD program implementation to ensure quality services for stakeholders.

1. Policy Review and Analysis

This involves a review of past and present social welfare policies, programs and standards, researches, recent socio economic condition of the country and existing laws that serve the best interests of the disadvantaged sectors of society. It involves the review and analysis of existing policy and standards to determine and identify the gaps, establish the need and clarify the rationale. Internal review and analysis of the proposed standards is done through environmental scanning on emerging social welfare standards, issues and trends in aid of standards development and analysis.

A social welfare and development standards situationer can already be designed. This should provide the data for identifying standards needs and how they are to be developed.

2. *Development of Concept Paper*

This involves the study and analysis of key business areas identified to be essentials in the management of an agency implementing SWD programs and services. Major key result areas are identified including sub key result areas believed to be a prerequisite on the process.

The following activities are undertaken by the Standards Bureau:

- a. Review of administrative and program records and document.
- b. Observe/inspect the physical facilities and structures of the agency.
- c. Interview key persons of the agency which includes the members of the Board of Directors, employees, local social welfare officers, barangay officials, and beneficiaries, among others.
- d. Development of concept paper.

3. *Presentation of Draft Guidelines to Policy and Programs Group (PPG) for Comments*

The standards developed concretize the obligation of the government and its partners as duty bearers who undertake necessary measures to ensure the respect, protection and fulfillment of the rights of the poor, the vulnerable and the disadvantaged who we consider as beneficiaries. To comply with this obligation and to guarantee high-quality care for these beneficiaries, the social welfare agencies are assessed according to five major areas of standards of services. These are:

- a. *Administration and Organization* – there is clear statement of Vision, Mission and Goals (VMG) of the organization indicating the desired outcomes for its beneficiaries and the programs and services it offers to operationalize the VMG. It has a well defined organizational structure that operates towards an efficient and effective implementation and management of programs and services, with sufficient number of trained and competent staff organized to give the best possible care to the beneficiaries. Policies are consistent with the VMG and supportive of international conventions, declarations, and other relevant instruments wherein the government is a signatory, and other national and local legislations. Appropriate internal and external mechanisms for efficient and effective operations are in place.
- b. *Program Management* – projects and activities are responsive to the needs of the beneficiaries, appropriate resources are allocated and utilized

efficiently towards attaining the agency's VMG as well as in improving the total well being of the beneficiaries.

- c. *Case Management* – a manageable number of beneficiaries are handled by social workers and other allied professional staff with direct care giving functions applying specific social work methods, innovative approaches/strategies and processes in accordance with the assessment of their problems and written treatment plan, This also includes the systematic documentation of the helping process as basis for determining appropriate interventions and their effects on the beneficiaries being cared for.
- d. *Helping Strategies/Interventions* – provision of any or a combination of services/interventions done by qualified staff taking into consideration the age, gender, nature of the case and the physical and intellectual attributes of the beneficiaries and should be based on the treatment plan to ensure that this/these will contribute to the attainment of the helping goals.
- e. *Physical Structures and Safety* – physical facilities shall be kept in good condition and designed in such a way that will promote the physical, cultural, emotional and psychosocial well-being of the beneficiaries and of the staff. It shall conform to the basic standards and program requirements for the day to day operation of the agency and implementation of its programs and services.

4. *Consultation with Selected Stakeholders*

Once the guideline is approved by the head of the PPG it will be then subject for consultation with the stakeholders. Consultation with stakeholders comes into two ways: the Standards Bureau conducts its own consultation dialogue while the Standards Unit of the DSWD Field Office consults their ABSNET members. ABSNET are composed of DSWD and local government unit's heads of centers and institutions and Provincial/City/Municipal Social Welfare and Development Officers (P/C/MSWDOs) and the registered, licensed and accredited SWDAs.

5. *Field Validation*

After incorporating the comments of the stakeholders on the draft standard guidelines this will now be validated by SB technical staff with the stakeholders and clients.

6. *Consultation with Field Offices (FOs) and Management Committee (ManCom)*

After collating and incorporating the comments of the PPG and stakeholders and the result of the field validation, the guidelines will be submitted to the FOs and ManCom for their review and comments. The draft standards is then revised based on the inputs of the different units and stakeholders, after which, it will also be presented during the ManCom meeting for their approval and

endorsement to head of PPG concern for approval and endorsement to Executive Management (ExeCom)

7. *Review/Approval and Endorsement by PPG Head to Executive Committee (ExeCom)*

The draft standards will then be reviewed/approved by the Head of PPG and endorse to ExeCom members for their comments and approval.

8. *Approval by ExeCom*

The draft standards will be reviewed by the ExeCom members for its finalization and approval of the Department Secretary. Once approved, a numbered Standard Guidelines is issued.

9. *Approval of the Assessment Tool for Pilot Testing*

The Standards Bureau simultaneously prepares the corresponding accreditation assessment tool. The draft tool is pilot tested in selected public and private SWDAs in various regions.

As a result of the pilot testing, inputs are reviewed and considered those variables and indicators that fall within the social welfare and development standards and adaptable in the area for the enrichment of the assessment tools. An enhanced assessment tools is endorsed to the Undersecretary for PPG for his/her further comments and approval.

10. *Adoption and Utilization of the Assessment Tool*

The Standards Bureau to conduct an orientation of the approved guidelines and accreditation assessment tool to the DSWD authorized accreditors and intermediaries for common interpretation and understanding. Likewise, copy of said documents is forwarded to concerned OBSUs and Field Offices for utilization as well as to the public and private SWDAs for their reference.

VII. **Effectivity:**

This guideline shall take effect immediately.

Issued this 13th day of January, 2010.


DR. ESPERANZA I. CABRAL
Secretary

Social Welfare and Development Standards Frameworks

CLAIM HOLDERS

