***Annex 24. DSWD-RLA-F024***

 ***Accreditation Tool - COMBASED***

**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* | *Total* |
|  | * Children
 |  |  |  |
| Accreditation No: \_\_\_\_\_\_\_\_\_\_ | * Youth
 |  |  |  |
|  Date of Issuance : \_\_\_\_\_\_\_\_\_\_ | * Women
 |  |  |  |
|  Date of Expiration: \_\_\_\_\_\_\_\_\_\_***Scope/Coverage of Accreditation:***  | * Older Person/s
 |  |  |  |
| * Area of Operation

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* Programs/Services/Projects

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | * Person/s with Disability
 |  |  |  |
|  | * Indigenous People
 |  |  |  |
|  | Total  |  |  |  |
|  | * Family
 |  |  |
|  | * Groups / Community
 |  |  |
|  |
|  | Total |  |  |

**Identifying Information:**

1. *Name of SWA’s Office/Unit/Branch****:*** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. *Address of Office/Unit/Branch being Accredited:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. *Office/Unit/Branch Head and Designation:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. *Telephone/Mobile Number/s:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. *Social Media Account:*

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

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

**Documentary Requirements:**

Put a *check (√) or (X)* mark in the corresponding box whether the document is ***available*** or ***not***. If available, please indicate under findings/observations whether such document contains the complete or needed information. If not, indicate under recommendation/s the necessary rectification/and or requirement/s that need/s to be complied or submitted:

| ***Requirements*** | ***Available*** | ***Findings/ Observations***Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. | ***Recommendation/s***Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited.Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| --- | --- | --- | --- |
| ***Yes*** | ***No*** |  | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| 1. **Mandatory Requirements**
 |
| 1. Basic Documents
 |
| 1. Duly Notarized Accomplished Application Form
 |  |  |  |  |
| 1. Pre- accreditation Assessment Report from the concerned DSWD Field Office (*for new applicant*)
 |  |  |  |  |
| 1. Duly accomplished Pre-Accreditation Assessment Tool signed by the SWAs Head of Agency or Authorized Representative (*for renewal of accreditation*)
 |  |  |  |  |
| 1. Photocopy of Official Receipt issued by the concerned DSWD Office as proof of payment for processing fee
 |  |  |  |  |
| 1. Documents Establishing Corporate Existence
 |
| 1. Certification of No Derogatory Information issued by the SEC (except those in operation for less than six (6) months)
 |  |  |  |  |
| 1. ABSNET Membership

Certification from the ABSNET Cluster Chairperson attesting for the active membership of the applicant based on the invitation of the ABSNET Cluster/DSWD FO to ABSNET members vis-à-vis their attendance to any ABSNET initiated activities per clarification on the DSWD MC 17 series of 2018 issued by the Undersecretary of Standards and Capacity Building last August 6, 2019.  |  |  |  |  |
| 1. Documents Establishing Track Record and Good Standing
 |
| 1. Work and Financial Plan for the succeeding two (2) years
 |  |  |  |  |
| 1. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization’s operation for at least two (2) years

*(not applicable to Public SWDAs)*  |  |  |  |  |
| 1. Annual Accomplishment Report (AAR) of the previous year.

If the SWDA is operating for less than a year, Accomplishment Report (AR) shall cover the ***entire*** period of operation prior to the accreditation assessment. |  |  |  |  |
| 1. Audited Financial Report/ Statement of the previous year
 |  |  |  |  |
| 1. Profile of clients/community being served for the preceding and current year
 |  |  |  |  |
| 1. Documents Establishing Corporate Existence and Regulatory Compliance
 |
| 1. Certification from SWAs Head of Agency on their observance and compliance to the provisions of Executive Order No. 26 series of 2017 (Providing for the Establishment of Smoke Free Environment in Public and Enclosed Places and in R.A. 9211 (Tobacco Regulation Act of 2003)
 |  |  |  |  |
| 1. **ADDITIONAL REQUIREMENTS**
 |
| 1. Basic Documents
 |
| 1. Manual of Operation (MOP)
 |  |  |  |  |
| 1. Profile of the Board of Trustees or its equivalent
 |  |  |  |  |
| 1. Profile of Employees and Volunteers

(Staffing requirement shall be based on the staff-client ratio per set standards on the accreditation of specific programs and services) |  |  |  |  |
| 1. Documents Establishing Corporate Existence and Regulatory Compliance
 |
| 1. Certified true-copy (CTC) of General Information Sheet (GIS) issued by SEC or other regulatory agencies

(*not applicable to Public SWDAs*)  |  |  |  |  |
| 1. Photocopy of NGO-Certification from the National Council on Indigenous People (IP) – for applicant serving within the Ancestral Domains of the Indigenous People
 |  |  |  |  |
| 1. Documents Establishing Track Record and Good Standing
 |
| 1. Certification from Financial Management Service (FMS) of DSWD Central Office or Financial Management Unit –Accounting Office (FMU-AO) of the DSWD Field Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.
 |  |  |  |  |

***NOTE*:**

In compliance to R.A. No. 11032 or the Ease of Doing Business Act, documentary requirements earlier submitted during the licensing process shall be accepted in the application for accreditation provided that, no changes are made within the time of application for accreditation, as attested by the applicant.

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| **FOREWORD**This accreditation assessment tool provides the standards in the implementation of community-based social welfare and development (SWD) programs and services. Hence, it shall be used in the assessment for the accreditation of the programs and services being implemented by social welfare and development agencies (SWDAs) implementing community-based programs and services. **INSTRUCTION:**A **check** **(✓) mark** shall be put inside the ***Compliance Column*** on the ***Minimum/Mandatory Indicators*** or on the ***Higher Set of Standards,*** if the requirement has been complied, and a **cross** **(X) mark**, if not. However, if a certain standard or requirement is being complied by the SWDA under a different Means of Verification (MOV) not specified in this tool, the assessor shall put a check inside the compliance column with the specific Means of Verification (MOV) written/stated in the **Specific Findings/Remarks Column**. On the other hand, findings and/or the needed actionfor the requirement to be complied shall also be indicated in the Specific Findings/Remarks Column, if the requirement has not been complied. Further, should the agency being assessed is certain that the set standard or requirement does not apply to their operation and/or implementation of programs and services, a ***n/a*** **(not applicable) mark** shall be put inside the compliance column. To avoid argument or unnecessary discussion with the agency, the assessor shall refrain from the exaggerated interpretation of the standards or requirement as listed. Should a different interpretation is necessary, the assessor shall distinctively indicate in the ***Specific Findings/Remarks*** the interpretation of the standard/requirement and the corresponding compliance. All ***check*** **(✓) mark** representing complied items and ***n/a*** shall be summed-up to arrive at the ***total score*** garnered during the assessment.  |

| **Key Results Area** (KRA)  | **No. of Items** No of Items . | **Minimum/Mandatory Indicators***(for Level 1 Accreditation)* | Compliance | **No. of Items**  | **Higher Set of Standards** *(for Level 2 and 3 Accreditation)*  | Compliance | **SPECIFIC FINDINGS / REMARKS** Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited.Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **I. Administration and Organization**  |
| 1. Vision, Mission, Goals and Administrative Policies
 |
| 1. SWDAs Vision, Mission and Goal
 | 1 | The Vision, Mission and Goal (VMG), as written in the Manual of Operation, is posted on a conspicuous area at the office of the SWA.MOV: Posted VMG |  | 1 | The VMG is translated into an information, education and communication (IEC) materialMOV: Pamphlets/Brochures/Online Prints |  |  |
| 1. Organizational Chart
 | 2 | The updated organizational chart is posted on a conspicuous area at the office of the SWA.MOV: Posted Organizational Chart |  | 2 | The updated organizational chart is completely filled-up and has the names and pictures of officers and staff. MOV: Completely Filled-up Organizational Chart |  |  |
|  |  |  | 3 | Program or Project Management Structures are indicated/ illustrated on the Organizational Chart MOV: Updated Organizational Chart  |  |  |
| 1. Policy Making Body
 | 3 | Governing Board/Trustees address organizational issues and concerns MOV: Approved Board Resolutions/Minutes of Meeting |  |  |  |  |  |
| 4 | The Governing Board/Trustees ensures continuous operation of the agency for one (1) more year aside from the current year. MOV: Bank Account/ A Record of Trust Fund/Certification from the Board or Donors  |  | 4 | The Governing Board/Trustees ensures continuous operation of the agency for two (2) more years aside from the current year. MOV: Bank Account/A Record of Trust Fund/Certification from the Board or Donors  |  |  |
| 4. Manual of Operations/ Programs Manual/User’s Handbook  | 5 | The agency has an updated Manual of Operations (MOO) that provides the direction in its operation and implementation of programs and services to its chosen beneficiaries MOV: Updated Manual of Operations  |  | 5 | Important information/provisions in the Manual of Operations such as description of the agency, the clientele group/s it serve/s, programs and services, service protocol, client protection policy, code of conduct of staff and employees, etc. are translated into information, education and communication (IEC) materials readily available for staff and clients alike MOV: IEC Materials e.g. brochures, pamphlets, etc. |  |   |
| 6 | Said Manual of Operation provides information on the agency’s policies and procedures in times of local or national emergencies (i.e. health emergencies, disasters and calamities) MOV: MOO - Policies and Procedures in times of Emergency/Calamity  |  |  |  |  |  |
| 7 | The agency includes in its MOO, compliance to set new normal, social distancing or other emergency requirements/standards as prescribed by the concerned government agency/ies in its day to day operation and implementation of programs and services to its chosen beneficiariesMOV: Policies and Procedures in times of Emergency/Calamity  |  | 6 | As stated in the MOO, the agency provides for its staff the necessary support in time of emergency such as alternative work arrangement, emergency leave or other similar work arrangement that allow the staff to adjust/recover from emergency/calamity or other incremental situation/condition MOV: Policies and Procedures in times of Emergency/Calamity  |  |  |
| 8 | The MOO also indicates agency’s policy of providing the community and chosen beneficiaries with information, education and communication materials on adapting and managing health and other emergencies MOV: Policies and Procedures in times of Emergency/Calamity  |  | 7 |  |  |  |
| 9 | The MOO also indicate agency’s policy of providing the community with regular bulletin or updates in community emergency situations or conditions with recommendations on acceptable norms in such situation/s MOV: Policies and Procedures in times of Emergency/Calamity  |  |  |  |  |  |
| 5. Strategic and Operational Planning System  | 10 | There is available Strategic Plan which provide the direction in the agency’s operation and implementation of programs and services MOV: Available Strategic Plan |  |  |  |  |  |
| 11 | The Strategic Plan is reviewed and updated annually based on the result of evaluation of operation and implementation of programs and servicesMOV: Updated Strategic Plan/Proceedings of the Review Process or Annual PREW |  |  |  |  |  |
| B. Financial Resource Management  |
| 1. Financial Management System
 |
| 1. Fund Sourcing
 | 12 | The agency’s source/s of funds are clearly indicated in the Audited Financial Statement/Report (AFS/R) or any official document of the agencyMOV: Audited Financial Report/Statement (AFR/S) duly received by the BIR/SEC or other official document |  |  |  |  |  |
| 1. Control
 | 13 | Written internal control systems are being implemented MOV: Agency Policy |  |  |  |  |  |
| 14 | The agency’s financial transactions are transparent and properly documented MOV: Vouchers and Ledgers |  |  |  |  |  |
| 15 | Internal and external auditing of financial transactions are documented and done at least annually MOV: Audit Reports |  | 7 | Internal and external auditing of financial transactions are done semi-annually or quarterly MOV: Audit Reports |  |  |
| 16 | Annual Financial Report/Statement is certified by an independent Certified Public Accountant (CPA) should the gross income of the agency goes beyond PhP500,000.00, or in government program or project Approved Office Budget vs. Fund Utilization Report or any applicable Approved/signed Financial Report MOV: Audited Financial Statement/  Report/Approved Budget vs. Fund  Utilization Report  |  | 8 | Regular reporting or feedbacking to donors/sponsors of private agencies, or in government agencies, submission of fund utilization report is being done at least annuallyMOV: Financial/Annual Report to Donor/ Fund Utilization Report  |  |  |
| 1. Fund Liquidation
 | 17 | Disbursements are covered by duly authorized vouchers and are subjected to annual internal/external auditing.MOV: Vouchers/Ledgers/Audit Reports |  |  |  |  |  |
|  18 | Duly signed Updated Fund Utilization Report (FUR) or its equivalent in the private sector is available MOV: Signed FUR |  | 9 | Fund Utilization Report or its equivalent in the private sector is submitted quarterly, semi-annually or annuallyMOV: Available Quarterly, Semi-annual and Annual Reports.  |  |  |
| C. Material Resource Management  |
| 1. Facilities / Assets
 | 19 | An inventory of the agency’s facilities and physical assets is being keptMOV: Inventory of Assets |  | 10 | The inventory of facilities and physical assets is updated annually MOV: Updated Inventory of Assets |  |  |
| 20 | Utilization, distribution, disposal, repair and replacement of physical assets are documented MOV: Distribution/Disposal Slips/Report |  |  |  |  |  |
| 1. Donation Management
 | 21 | There are written policies for securing, acknowledging and distribution of monetary and in-kind donations.MOV: MOO |  | 11 | Records also indicate just and equitable distribution of donations and is properly recorded and accounted.MOV: Donation Distribution and Utilization Records/List |  |  |
| 22 | Utilization of donations are transparent and according to policies and rules MOV: Donation Utilization Records vis a vis MOO |  |  |  |  |  |
| 23 | Personnel/staff of the agency are excluded as beneficiaries of donations, as stated in the MOOMOV: MOO-Policy on Donation Management/Distribution List  |  |  |  |  |  |
| 24 | Distribution list are available MOV: Distribution List |  |  |  |  |  |
| D. Human Resource Management and Development |
| 1. Human Resource Policies
 |
|  | 25 | The agency’s personnel/human resource policies, guidelines and procedures are consistent with organizational policies and goals. They are applicable, understandable and reasonable. MOV: MOO/Personnel Policies  |  | 12 | Personnel/human resource policies, guidelines and procedures are regularly communicated to all levels of personnel in the organizationMOV: Circulated/Acknowledged Memoranda/e-mails  |  |  |
| 1. Human Resource Management Systems
 |  |  |  |  |  |
| 1. Recruitment, selection, hiring and retention system
 | 26 | The agency follows a functional system of hiring new staff and personnel in accordance to their Human Resource Policies as stated in their Manual of Operation MOV: MOO/Human Resource Policies  |  |  |  |  |  |
| 27 | The written policy specifies qualifications standards that also meet PRC/CSC/TESDA standards, whatever is applicableMOV: MOO/Human Resource Policies  |  | 13 | The agency follows a system of hiring new staff and personnel based on Magna Carta for PWDs and Labor Laws, whatever is applicableMOV: MOO/Human Resource Policies Profile of Employees/File 201 |  |  |
| 28 | Each position has its equivalent written Job Description/Terms of Reference (TOR) MOV: MOO/Human Resource Policies/Job Description/TOR  |  | 14 | Tasks of personnel are aligned with what is written in their job description MOV: Profile of Employees/Job  Description |  |  |
| 1. Training and Development
 | 29 | Training Needs Analysis (TNA) is conducted regularly as stated in their Manual.MOV: Result of TNA |  |  |  |  |  |
| 30 | A training plan is developed. MOV: Training Plan/Roadmap |  | 15 | Prepared training plan is based on training needs analysis.MOV: Activity Report/Process  Recordings |  |  |
| 31 | Staff and personnel attend trainings/seminars as planned MOV: Feedback Report/Training Certificates |  |  |  |  |  |
| 32 | Funds for staff training are included in the WFP MOV: Approved WFP |  |  |  |  |  |
| 33 | The staff including volunteers are given orientation/training on first-aid and disaster mitigation and management MOV: Activity Report/Accomplishment Report/Photo documentation  |  |  |  |  |  |
| 34 | Orientation on Client Protection Policy and GAD Training are provided to all staffMOV: Feedback Report/Training Certificates |  | 16 | Re-orientation on Client Protection Policy and GAD Training are provided to the staff at least once a year.MOV: Feedback Report/Training Certificates |  |  |
| 1. Staff Support Services
 | 35 | The staff receive regular supervision which are recorded to help ensure good performance and delivery of programs and services MOV: Supervision Logbook/Supervisory Notes |  | 17 | One on one coaching and mentoring are conducted and documented MOV: Folder/Logbook of Notes and Agreements with the Supervisor |  |  |
| 36 | Monthly staff meetings are conducted to allow the discussion of key issues and find solutions to problems MOV: Minutes of Meeting |  |  |  |  |  |
| 37 | Emergency staff meetings are conducted as necessary MOV: Minutes of Emergency Staff  Meetings |  |  |  |  |  |
| 38 | Staff support mechanism such as stress debriefing (peer support, Special Leave Privileges, among others) are provided to the staff especially to those who suffer stress and/or injury MOV: Approved WFP/Process Recording  |  | 18 | Stress debriefing activities (i.e. Rest and Recreation, Brown Bag Session, etc.) funded by the agency, are provided to all staff at least twice a year MOV: Approved WFP/Process  Recordings/Activity Report  Accomplishment Report  |  |  |
| 39 | A grievance system/mechanism as written in the Manual of Operation is established and operational in the agencyMOV: MOO/Grievance System  |  | 19 | A grievance committee is organized/established in the agency MOV: MOO/Organized Grievance Committee |  |  |
| 1. Compensation System
 | 40 | Compensation policies are developed and written as general guideline to govern pay, incentives and benefitsMOV: MOO |  | 20 | Salaries and benefits are based on government rates or higher for both technical and administrative staff MOV: MOO/Profile of Employee/Payroll |  |  |
| 41 | Salaries and benefits are based on existing laws and categorized according to different job assignments in the agency. MOV: MOO/Profile of Employee/Payroll |  | 21 | There are policies that provide retirement benefits to staff/employees who have rendered at least ten (10) years of service to the agencyMOV: MOO |  |  |
|  |  |  | 22 | There are policies that provide rewards/incentives to outstanding performances of employeesMOV: MOO |  |  |
| 1. Performance Appraisal
 | 42 | Performance assessment tool is developed and utilized by the agency MOV: MOO/Tool for Appraisal |  |  |  |  |  |
| 43 | Assessment of staff performance is conducted annuallyMOV: MOO/Performance Appraisal System/ Signed Performance Appraisal Tool  |  | 23 | Assessment of staff performance is conducted semi-annuallyMOV: Signed Performance Appraisal Tool with dates |  |  |
| 44 | Staff that exhibits exemplary performance is recognizedMOV: Accomplishment/Activity Report |  | 24 | Exemplary Performance are rewarded/provided with incentives MOV: Accomplishment/Activity Report  |  |  |
| 45 | Recognition of staffs’ exemplary performance is documented MOV: Documented Activity Reports |  |  |   |  |  |
| 1. Volunteer and Internship Management Program
 | 46 | There are written policies on the recruitment of volunteers including on-the-job trainees and student interns, as applicable MOV: Volunteer Management Policies/MOO |  | 25 | Policies on volunteers are disseminated MOV: Commitment Form  |  |  |
| 47 | Criteria for selection and placement, task and responsibilities, training and development, monitoring and evaluation of performance of volunteers including student interns, practicumers and on-the-job trainees (OJT) are in placeMOV: MOO/Volunteer Management Policies  |  |  |  |  |  |
| 48 | Volunteers are accessed to or provided with orientation or training on laws related to their beneficiariesMOV: Activity Report/Training Certificates/Accomplishment Report |  |  |  |  |  |
| 49 | Activities of volunteers are fully documented MOV: Activity Report/s/Logbook |  | 26 | Outstanding performance of volunteers are recognizedMOV: Activity Report/Photo Documentation |  |  |
| 50 | Support mechanisms for volunteers are in place to include intermittent processing of experiences and exit interviewMOV: MOO/Process Recording/s |  |  |  |  |  |
| 51 | A database of volunteers/interns are maintained and updated MOV: MOO/Updated Database of Volunteers |  |  |  |  |  |
| 1. Personnel Competencies and Qualification Standards
 |
|  Personnel at different level of functions have the following qualification and competencies: |
| 1. Executive Director/

Head of the Agency  | 52 | A graduate of bachelor’s degree or any 4-year course qualifies if he/she has any of the following: * + 1. Three (3) year accumulated experience in managing a social welfare and development agency (SWDA)
		2. At least 80 hours of training on topics relevant to the services being provided to the clients of the agency

MOV: College Diploma/Certificate of Training/Profile of Employee  |  | 27 | A graduate of social work or any behavioral science courses (i.e. psychology, anthropology, cognitive science, sociology, social science, applied behavioral science, etc.) with the following additional qualification:1. With earned units in a Masteral Program or with a Master’s Degree
2. Five (5) years accumulated experience in managing a social welfare and development agency
	* 1. At least 120 hours of training on topics relevant to the services being provided to the clients of the agency

MOV: College Diploma/Transcript of Records/Profile of Employee |  |  |
| b. Program or Administrative Head/ Supervisor | 53 | Program Head or Supervisor is a bachelor’s degree holder with at least three (3) years supervisory experience in social welfare and development agency MOV: Profile of Employee/File 201 |  | 28 | Program Head or Supervisor is registered social worker (RSW) with at least three (3) years supervisory experience in a social welfare and development agency MOV: Profile of Employee/File 201 |  |  |
| 54 | Administrative Supervisor must have at least three (3) years of relevant supervisory experienceMOV: Profile of Employee/File 201 |  |
| c. Program Officers/Social Welfare Officers  | 55 | For agencies implementing programs and services requiring case management, a full and/or part-time registered social worker (RSW) is hired MOV: MOO/Profile of Employee/File 201 |  | 29 | Hired registered social worker (RSW) renders full-time services to the clients of the agency MOV: MOO/Profile of Employee/File 201 |  |  |
| 56 | For agencies 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, the RSW is hired on a full-time basis. MOV: MOO/Profile of Employee/File 201 |  | 30 | Hired RSW has at least one (1) year experience in handling specific casesMOV: MOO/Profile of Employee/File 201 |  |  |
| 57 | For agencies that implement community organization/development (CO/CD), any of the following is hired in full and/or part-time basis:1. Graduate of Bachelor’s Degree in Social Work or Community Development
2. Other professionals who have at least three (3) years of experience in social welfare and development

MOV: Profile of Employee/File 201 |  | 31 | Hired CO-CD Worker/s render full-time servicesMOV: MOO/Profile of Employee/File 201 |  |  |
| d. Program or Administrative Support Staff | 58 | 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/File 201 |  |  |  |  |  |
| e. Other support staff  | 59 | With the required training or license necessary for his/her job/function (i.e. driver’s license, TESDA certificate/s)MOV: Profile of Employee/File 201 |  |  |  |  |  |
|  | No. of complied **Minimum** Standards on Administration and Organization  |  |  | No. of complied **Higher** Standards on Administration and Organization |  |  |
| **II. Program Management** |
| 1. Program 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 using data on the client/clientele group’s situation gathered thru intake, community profiling, baseline survey or any method of assessment MOV: Annual Program Plan/Approved WFP |  | 1 | The program plan is enhanced as necessary based on the situations and needs of the program/service beneficiaries MOV: Enhanced Program Plan |  |  |
| 1. Identification of Program Funds
 | 2 | The program plan is being supported with funds that ensure its delivery and implementation.MOV: Program Plan/Approved WFP  |  | 2 | The allocated funds is supported with contingency funds that ensures programs/services delivery MOV: Annual Budget/Approved WFP |  |  |
| 1. Collaboration and Networking
 | 3 | Collaboration with stakeholders is done for an efficient and sustained delivery of programs and servicesMOV: Activity/Implementation Report/MOA/MOU |  | 3 | Long-time collaboration with stakeholders is established thru Partnership or Memorandum of Agreement/Understanding (MOA/MOU) ensuring sustained delivery of programs and servicesMOV: MOA/U/Program Plan/WFP |  |  |
| 1. Programs/Services Implementation
 |
| 1. Program / Service Implementation
 | 4 | Programs and services being implemented reflect the need/s of the client/clientele groupMOV: Assessment Report vs. Program Plan vs. Accomplishment Report  |  | 4 | Improvement in the situation/ condition of client/clientele groups is documented providing reason/s for its continuous implementation or review for possible enhancement or revision MOV: Progress/Development Report  |  |   |
| 1. Data Banking of Programs and Services, and Beneficiaries
 | 5 | A data-bank or list of implemented programs and services vis-à-vis beneficiaries is available MOV: Updated Profile of Beneficiaries  |  | 5 | The data-bank or list of implemented programs and services vis-à-vis beneficiaries is maintained and updated MOV: Updated Profile of Beneficiaries  |  |  |
| 1. Submission of Reports
 | 6 | Annual Accomplishment Report (AAR) that 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 |  |  |  |  |  |
| 1. Monitoring
 | 7 | The Head of the Agency conducts monitoring of implementation of all activities, programs and services MOV: Accomplished Monitoring Tool  |  | 6 | Appropriate action is undertaken to remedy deficiencies in program implementation and safeguard the interest and welfare of the client/sMOV: Enhanced Program Plan  |  |    |
| 8 | A monitoring tool for program implementation existsMOV: Approved Monitoring Tool |  |
| 1. Evaluation
 | 9 | A participatory year-end evaluation program workshop/group session is conducted with clients, staff and other stakeholders MOV: Summary Result of Evaluation/Documentation of Evaluation Activities |  | 7 | Periodic evaluation (pre, mid and post implementation) of program/ service implementation is conducted as necessary with the clients. MOV: Activity Report/Process Recording |  |  |
| 8 | Activities and strategies are redirected base on the result of the evaluationMOV: Enhanced Program Plan |  |  |
| 1. Community Integration
 | 10 | Immediate community and concerned LGU are aware of the agency’s operation and activities in the community and there is evidence of agency coordination with LGU or community leadersMOV: MOA/MOU/Invites to Community  Activities/Mayor’s Permit/Certification  |  | 9 | The agency cooperates in relevant community projectsMOV: Feedback Report/Accomplishment Report  |  |  |
| 10 | Community participation in the delivery of programs and services is promotedMOV: MOO/Accomplishment Report/Activity Reports |  |  |
| 1. Resource Generation
 | 11 | Internally generated or externally outsourced resources are provided by the agency to support program implementation MOV: Resource Generation Report/AFR/S  |  |  |  |  |  |
| 12 | Outsourced resources comply with existing guidelines/laws on resource generation MOV: Project Proposal/Solicitation Permit |  |  |  |  |  |
|  |  | No. of complied **Minimum** Standards on Program Management  |  |  | No. of complied **Higher S**tandards on Program Management  |  |  |
| **III. Case Management** |
| 1. Caseload of Workers
 |
| 1. Registered Social Workers (RSWs)
 | 1 | For agencies that implement generalist approach, a **part-time** registered social worker (RSW) reporting at least twenty-four (24) hours or not less than three (3) days a week, assisted by appropriate number of volunteers shall simultaneously manage the following:a. For Casework = 100 individualsb. For Family Casework = 10 families with five (5) members each c. For Group Work = 5 groups with  25 members eachMOV: Profile of Employees vs. Profile of Beneficiaries  |  | 1 | The registered social worker/s (RSWs) is/are hired on a **full-time** **basis**, assisted by trained volunteers simultaneously managing the prescribed client-worker ratio as stated on the opposite columnMOV: Profile of Employees/Beneficiaries |  |   |
| 2 | For agencies that handles special cases such as Children in Need of Special Protection (CNSP), Children in Conflict with the Law (CICL) and Violence Against Women and Children (VAWC), the RSW is hired on a full-time basis following the client worker ratio of 1:25 at a time. MOV: Profile of Employees/Beneficiaries |  |  |  |  |  |
| 1. Program Officers
 | 3 | For agencies that implement community organization/development (CO/CD), **a part-time** Program Officer assisted by trained volunteer/s manages the following:a. Five (5) groups with a maximum of twenty-five (25) members each * 1. Two (2) communities of about 100 families each

MOV: Profile of Employees/ Group or Communities  |  | 2 | A **full-time** Program Officer assisted by trained volunteer/s manages the following:a. Five (5) groups with a maximum of twenty-five (25) members each a. Two (2) communities of about 100 families each MOV: Profile of Employees/ Group or Communities |  |  |
| 4 | For agencies implementing CO/CD, **a full-time Program Officer** assisted by trained volunteers manages:a. Ten (10) groups with a maximum of twenty-five (25) members each b. Four (4) communities of about 100 families each MOV: Profile of Employees/Group or Communities  |  |  |  |  |  |
| 1. For Program or Administrative Supervisor
 | 5 | As applicable or necessary, a Program Supervisor is hired to supervise the implementation of programs and services, as neededMOV: Profile of Employees |  | 3 | As applicable or necessary , Program Supervisor is hired to supervise every five (5) Program Officers in the implementation of programs and services MOV: Profile of Employees |  |  |
| 6 | As applicable or necessary, an Administrative Supervisor is hired to supervise staff providing administrative support in the agency, as needed MOV: Profile of Employees |  | 4 | As applicable or necessary, an Administrative Supervisor is hired to supervise every ten (10) administrative staff providing support in the operation of the agency MOV: Profile of Employees |  |  |
| 1. For Volunteers
 | 7 | A volunteer-client ratio of 1:20 is observed by the agency for individual clients MOV: Profile of Employees vs. Beneficiaries |  |  |  |  |  |
| 1. For other support staff
 | 8 | 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  |  | 5 | Full-time support personnel/staff such as Finance Officer, Administrative Clerk, Liaison Officer and/or Driver is/are hired.MOV: Organizational Chart/Profile of Employees |  |  |
| 1. Case Management Strategies
 |
| 1. Assessment Processes
 |
| 1. Individual Client/s
 | 9 | Assessment is conducted using the Intake Sheet. It solicits information on the individual and his/her situation and needs MOV: Intake Sheet |  | 6 | The concerned RSW clarifies the background of the problem as well as the difficult situation the client faces through validation of gathered data and collated informationMOV: Homevisit Reports/Collateral Interview  |   |   |
| 1. Family
 | 10 | Family assessment is conducted using the family profile. It gathers information on the family’s problem areas including priorities to be worked upon MOV: Family Assessment Form  |  |  |  |  |  |
| 1. Group or Community
 | 11 | A situational analysis and/or community needs assessment (CNA) that gathers information on the situation and needs of the group or community including development issues and concerns, is conductedMOV: Group or Community Needs Assessment/Analysis |  | 7 | A participatory need analysis was conducted for the group/community to be able to identify their problem and formulate actions to address the problemMOV: Documentation of Participatory Needs Analysis conducted with the community members  |  |  |
| 1. Contract Setting and Case Planning
 |
|  | 12 | Rehabilitation/intervention/ development direction/s are clearly discussed and agreed with the client/beneficiaries including tasking, timelines and the needed resources MOV: Signed Helping Contract/Signed Agreement or Kasunduan |  |  |  |  |  |
| 1. Preparation of Social Case Study Report/Family/Group/Community Development Plan
 |
| 1. Preparation of SCSR for individual client/s
 | 13 | A written social case study report (SCSR) including intervention program/plan that addresses client’s situation and need/s is prepared within 30 days upon admission to the program MOV: SCSR with Intervention Program |  | 8 | The SCSR including the Intervention Program is enhanced/updated based on the result of monitoring of program/service implementation MOV: Updated SCSR  |  |  |
| 1. Preparation of Family Development Plan for Family Case Management
 | 14 | A 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 30 days upon admission to the program MOV: Family Assessment Report  |  | 9 | The Family Development Plan is enhanced/updated based on the result of monitoring of program/service implementation MOV: Updated SCSR  |  |  |
| 1. Preparation of Group Development Plan for Group Case Management
 | 15 | A Group Development Plan that provides information on the group, their situation and needs including the agreed development plan is prepared within 30 days upon signing of contract or agreement with the groupMOV: Group Assessment Report  |  | 10 | The Group Development Plan is enhanced/updated based on the result of monitoring of program/service implementation MOV: Updated SCSR  |  |  |
| 1. Preparation of Community Development Plan for the Community as beneficiary
 | 16 | A Community Development Plan that provides information on the community, their situation and needs including the agreed development plan is prepared within 30 days upon immersion to the communityMOV: Community Assessment Report |  | 11 | The Community Development Plan is enhanced/updated with the participation of the beneficiaries and based on the result of monitoring of program/service implementation MOV: Updated SCSR  |  |  |
| 1. Implementation of Intervention/Development Plan
 |
| 1. Involvement of inter-disciplinary Team in Case Management
 | 17 | For the individual as the beneficiary, appropriate intervention/s is/are provided with the involvement of a multi-disciplinary team MOV: Helping/Intervention Plan |  | 12 | The agency has an identified members of inter-disciplinary team which can easily be mobilized as necessary MOV: MOA/MOU with other discipline/ Networking document/s  |  |  |
| 1. Employment of Family Case Management in Family Development Program
 | 18 | For the family as the beneficiary, the family case management is employedMOV: Family Development Plan  |  | 13 | Family Case Management is supported with funds for capacity building and livelihood support MOV: Family Development Plan/ Approved WFP  |  |  |
| 1. Utilization of Group Work in Group Development Program
 | 1915 | For the group as the beneficiary, group work is utilizedMOV: Group Development Plan  |  | 14 | Group Development Program is supported with funds for capacity building and other needed support activity MOV: Group Development Plan/ Approved WFP  |  |  |
| 1. Application of CO/CD Approach in Community Development Program
 | 20 | For community as the beneficiary, the CO/CD approach is conductedMOV: Community Development Plan |  | 15 | Community Development Program is supported with funds for capacity building and other needed support activity MOV: Community Development Plan/ Approved WFP  |  |  |
| 21 | Beneficiaries are organized into groups to serve as vehicle/venue for the provision of interventions or development programs MOV: Activity Report/Process Recording  |  |  |  |  |  |
| 1. Timeliness of Program/ Service Implementation
 | 22 | The formulated helping-intervention or development program is implemented according to prescribed timeline MOV: Activity Report/Process Recordings vs. Intervention/Development Plan  |  |  |  |  |  |
| 1. Coordination and Steering Role of the SWA
 |  |  |  | 16 | The agency provides coordination and steering role to beneficiaries working on their socio-economic uplift, improvement and/or development MOV: Activity Reports/Minutes of Meeting  |  |  |
| 1. Identification of Community Volunteers
 |  |  |  | 17 | Community volunteers that help implement programs and services and facilitate group activities, are identified MOV: List/Pool of Volunteers  |  |  |
| 1. Enhancement of Intervention/ Development Program
 |  |  |  | 18 | Interventions/development plan are enhanced based on the result of monitoring of implementation of programs and servicesMOV: Enhanced Intervention/ Development Plan |  |  |
| 1. Documentation of Activities
 | 23 | All activities conducted are documented and filed MOV: Activity Report/Process Recording  |  |  |  |  |  |
| 1. Referral System
 | 24 | Referral system is in place MOV: Referral Letters, Folder/Logbook |  | 19 | Collaboration/networking with the stakeholders in the community are institutionalized through signed Memorandum of Agreement/ Understanding (MOA/MOU) MOV: MOA/MOU with partner agency |  |  |
| 1. Monitoring
 |
| 1. Use of Monitoring Tool
 | 25 | Monitoring activities are conducted and documented using a monitoring tool MOV: Accomplished Monitoring Tool |  |  |   |  |  |
| 1. Frequency of Monitoring Activities
 | 26 | Monitoring activities are conducted monthly and reports are preparedMOV: Monthly Monitoring Report/s  |  |  |  |  |  |
| 1. Preparation of Monitoring Report
 | 27 | Monitoring Report that captures the effect of the helping, intervention or development program is used as reference or guide in enhancing interventionsMOV: Monitoring/Progress Report/Enhanced Intervention Plan  |  |  |  |  |  |
| 1. Conduct of Consultation Activities
 | 28 | Consultation or processes that elicit the effect of the intervention/ development program are regularly conducted MOV: Activity Report/Process Recording  |  | 20 | Consultation processes are conducted monthly MOV: Activity Report/Process Recording |  |  |
|  |  |  |  | 21 | Formal, informal groups, stakeholders and organizations present in the community are consulted/solicited on matters relevant to the resolution of the problem. MOV: Activity Report/Minutes of Meeting  |  |  |
| 1. Evaluation
 |
|  | 29 | Evaluation of program implementation and its effect to beneficiaries is done MOV: Evaluation Report  |  | 22 | Impact evaluation is conducted to determine the effect of program implementation with beneficiaries MOV :Proceedings of Impact Evaluation |  |  |
| 30 | Evaluation is done using a toolMOV: Accomplished Evaluation Tool  |  |  |  |
| 31 | Gaps are identified and used to enhance programs/services formulation MOV: Evaluation Report/Process Recording  |  | 23 | Feedback of the beneficiary on the processes and the results are elicited and responded MOV: Evaluation Report/Process Recording  |
| 1. Termination of Program/Service and Closure of Case/s
 |
| 1. Termination/

Closure Policies | 32 | There are written policies/procedures on the termination of delivery of development program or closure of the helping intervention MOV: MOO/Termination/Closure of Cases  |  |   |  |  |    |
| 1. Preparation of Termination Plan
 | 33 | Termination plan is formulated with the client-beneficiary prior to actual terminationMOV: MOO/Termination Program  |  |  |  |  |  |
| 1. Provision and sustainability of necessary services on Termination of Services
 | 34 | Provision of necessary services outside of the agency is arranged prior to terminationMOV: After-Care Service Program/Agreement |  | 24 | Sustainability of necessary services outside of the agency is ensuredMOV: After-Care Service Program/Agreement |  |  |
| 1. Preparation of Terminal Report
 | 35 | Termination is appropriately done through the preparation of Terminal Report MOV: Terminal Report/Closing Summary  |  |  |   |  |  |
| 1. Closure and Preparation of Closing Summary/

Report  | 36 | Closure is done after receipt of two (2) positive feedback reports on the beneficiaries successful endeavor or situation in the community. Feedback reports maybe receive 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 workerMOV: Closing Summary with the Feedback Reports |  |  |  |  |  |
| 1. Case Recording - case folders shall have the following documents that provide evidence of appropriate and efficient management of cases:
 |
| * 1. Individual Beneficiaries
 | 37 | 1. Intake Sheet - that provide information and assessment of the individual’s situation and needs. It is properly and completely accomplished within 24 hours after the initial contact with the client

MOV: Intake Sheet  |  |  |  |  |  |
| 38 | 1. A written Social Case Study Report (SCSR) - with the agreed intervention/helping plan as basis in providing intervention for the client

MOV: SCSR |  | 25 | An updated Social Case Study Report (SCSR) with enhanced intervention plan based on the result of monitoring and evaluationMOV: Updated SCSR |  |  |
| 39 | 1. Activity Report/s or Process Recording/s - that capture the events/activities in the implementation of intervention plan or delivery of programs/services

MOV: Activity Report/Process Recordings  |  |  |  |  |  |
| 40 | 1. Progress Report/s - that provide information on the effect of the implementation of intervention program or delivery of programs and services to the individual

MOV: Progress Report/Journal |  | 26 | Progress Report is submitted monthly or quarterly MOV: Monthly/Quarterly Progress Reports |  |  |
| 41 | 1. Other pertinent documents relative to the case management of the individual such as referral letters, homevisit reports, medical/health or school records, etc.

MOV: Referral Letters, Homevisit Reports, etc. |  |  |  |  |  |
| * 1. Family
 | 42 | * 1. A family profile that provide information on the family and problem areas that is being addressed in the intervention program

MOV: Family Profile  |  | 27 | The Family Profile is updated as necessary MOV: Updated Family Profile  |  |  |
| 43 | * 1. Activity report or documentation of Family Development Sessions (FDS) including homevisit/s conducted

MOV: Activity Report/Documentation of FDS |  | 28 | Available document/s of review and analysis of FDS and homevisits conducted MOV: Documentation of FDS/Homevisit Report/s |  |  |
| 44 | * 1. Progress Report/s that highlight the effect of the delivery of programs and services to the family

MOV: Progress Reports/Journal  |  |  |  |  |  |
| 45 | * 1. Other pertinent documents relative to the family case management such as referral letters and the like

MOV: Referral letters, etc. |  |  |  |  |  |
| * 1. Group/ Community
 | 46 | 1. Group or Community Profile that provide information on the group, their situation and needs and the agreed development plan

MOV: Group or Community Profile  |  | 29 | Updated Group or Community Profile that provide information on the current situation, membership, activities of the group MOV: Updated Group Profile  |  |  |
| 47 | 1. Activity Reports or Minutes of Meeting of the group or community activity/ meetings

MOV: Activity Reports/MOM |  | 30 | Activity or Accomplishment Report/s that indicate/s the agency’s participation in community activity/iesMOV: Activity/Accomplishment Report/ Participation Tracking Matrix  |  |  |
| 48 | 1. Progress Report/s that highlight the effect of the implementation of activities and delivery of programs and services to the group or community

MOV: Progress Report/Activity Report with Photo-Documentation  |  |  |  |  |  |
| 49 | 1. Other pertinent documents relative to the group/community such as referral letters, organization chart, schedule of activities and others

MOV: Referral letters, etc. |  |  |  |  |  |
| 1. Records Management
 | 50 | There are written policies on records access, use and disposal MOV: MOO  |  |  |  |  |  |
| 51 | Case folders/records are marked “Confidential” and are properly kept and maintained in a location that can be monitored easilyMOV: Observation  |  | 31 | Case folders/records are kept in designated cabinets MOV: MOO/Observation |
| 52 | Only authorized users are allowed to access records MOV: MOO/Interview with records custodian |  | 32 | A records section only accessible to designated staff is established in the agencyMOO: MOO/Observation |
|  | No. of complied **Minimum** Standards on Case Management  |  |  | No. of complied **Higher** Standards on Case Management  |  |  |
| **IV. HELPING 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. |
| 1. **Interventions for Individuals and Groups**
 |
| 1. Education * 1. Formal and Non-Formal Education
 | 1 | The agency ensures that primary school-age children are accessed to formal education MOV: List of Beneficiaries/Enrollment List  |  | 1 | School supplies that include school uniforms, shoes, etc. are provided to the beneficiariesMOV: Signed Distribution List / Photo-documentation of distribution |  |  |
| 2 | Transportation and/or meal allowance are also provided to student beneficiaries MOV: Signed Distribution List  |  |  |
| 3 | Housing arrangements is done for students that live afar from the school where daily transportation to and from the school is disadvantageous to the studentsMOV: Helping Contract / Intervention Program |  |  |
| 2 | The agency coordinate, tap or link with other institutions that provide free formal and non-formal education for its beneficiariesMOV: Referral Letters/MOA/U |  |  |  |  |  |
| 3 | 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 |  |  |  |  |  |
| 4 | Provision of/or access to formal and non-formal education such as Alternative Learning System (ALS) appropriate to client’s age and developmental capacities is facilitated. MOV: List of Beneficiaries |  |  |  |  |  |
| 5 | Functional literacy program is also provided/facilitated by the agency to children on the street and out-of-school youth (OSY) MOV: Activity Report/Attendance Sheet  |  |  |  |  |  |
| 6 | Lectures, seminars or training workshops on topics appropriate to the client’s age, gender and situation are provided (e.g. Children’s Rights, Life Skills, Personality Awareness and Family Life Orientation) MOV: Activity Report/Attendance Sheet  |  |  |  |  |  |
| 7 | Venue for development or reflection that raise the awareness of the street children/dwellers on their situation is provided through alternative education sessionsMOV: Activity Report/Attendance Sheet  |  |  |  |  |  |
| 2. Health Programs/ Services  | 8 | 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 providedMOV: Referral Letters/List of Beneficiaries |  |  |  |  |  |
| 9 | The agency facilitates/access the free registration of older persons 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 privilegesMOV: Philhealth and Senior Citizens ID Cards Referral Letters/Accomplishment  Reports/List of Beneficiaries |  | 4 | Older persons are accessed/ provided with free dental, eye and hearing care services including provision of false dentures, reading glasses or hearing aid as necessary.MOV: Referral Letters/List of Beneficiaries |  |  |
| 10 | Health education is provided to beneficiaries MOV: Activity Reports/Attendance Sheet  |  |  |  |  |  |
| 11 | The agency conducts seminars/ trainings for mothers/expectant mothers for proper care of children and prevention of disability MOV: Activity Reports/List of Participants  |  | 5 | The agency provides IEC materials on breastfeeding to mother beneficiaries MOV: Sample IEC materials on breastfeeding |  |  |
| 12 | Provision of financial assistance for the acquisition of assistive devices and medical intervention on specialty services to improve PWD/Older Person’s physical residual capacity MOV: List of Beneficiaries/ Accomplishment Report |  | 6 | Provision of assistive device or prosthetics to needy PWDs for confidence building and productivityMOV: List of Beneficiaries/ Accomplishment Report |  |  |
| 13 | Functional referral mechanism for emergency cases e.g. to appropriate doctor or hospital for timely and proper treatmentMOV: Referral Letters/Logbook |  | 7 | Logistics are ready and available for emergency cases (e.g. first aid kit, vehicle for transportation)MOV: Observation |  |  |
| 14 | Referral for medical/surgical interventions such as surgery for cataract patients, cleft palate, harelip, clubfoot and hands, etc.MOV: Activity Reports/List of Beneficiaries |  | 8 | Cash or financial assistance for hospitalization, medicines and other needs are available MOV: Vouchers/List of Beneficiaries |  |  |
| 3. Nutrition Program | 15 | 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 belief.MOV: Activity Reports/List of Beneficiaries  |  |  |  |  |  |
| 16 | Supplementary Feeding Program is initiated as soon as there are identified wasted, severely wasted and totally wasted beneficiariesMOV: Activity Reports/List of Beneficiaries  |  |  |  |  |  |
| 17 | The agency provides beneficiaries with training on the value of nutrition and healthy eating habitsMOV: Activity Reports/List of Participants |  | 9 | Facilities and activities are established for beneficiaries to participate in food preparation according to their development capacitiesMOV: Activity Reports/List of Participants |  |  |
| 18 | Orientation on dietary requirements and/or restrictions are provided to beneficiaries MOV: Activity Reports/List of Participants |  |  |  |  |  |
| 19 | 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 disabilityMOV: Activity Reports/List of Participants |  | 10 | Cooking Festival and similar activities that feature indigenous food/s available in the area are conducted. MOV: Activity Reports/List of Participants |  |  |
| 1. Provision of Clothing and Personal Items
 | 20 | The agency provides/accesses children clients decent, clean, culture-sensitive and appropriately-sized clothing and personal items to augment the need for physical protection, good grooming, personal health and sanitationMOV: List of Beneficiaries/Distribution List  |  |  |  |  |  |
| 21 | In cases of emergency or disasters, immediate provisions of clothing and personal items are ensuredMOV: Distribution List |  |  |  |  |  |
| 1. Socio-cultural and recreational activities
 | 22 | 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  |  |  |  |  |  |
| 23 | The agency work 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 capabilityMOV: MOA/MOU/Activity Reports |  | 11 | Expression and practice of client’s own ethnicity/culture is encouraged and respected by others. Time/opportunity to hold their special cultural practice, is allottedMOV: Activity/Accomplishment Reports |  |  |
| 1. Moral and Spiritual Welfare Program
 | 24 | 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  |  |  |  |  |  |
| 25 | Seminars on graceful ageing, preparation for death and support services to the older persons’ and their families are provided MOV: Activity Reports/List of Participants |  | 12 | The agency facilitates the holding of special celebration to recognize the contributions of the senior citizens MOV: Activity Reports/List of Participants |  |  |
| 26 | Spiritual activities are planned with the beneficiaries regardless of religious affiliation MOV: Minutes of Meeting/Consultation Report  |  | 13 | Practice/celebration of beneficiaries respective religious beliefs are encouraged/conductedMOV: Activity Reports/List of Participants |  |  |
| 1. Psycho-social Services
 | 27 | Psycho-social interventions e.g. counselling, psycho-therapy or psychological testing are handled by qualified professionals MOV: MOO/Activity Report/Process Recording  |  |  |  |  |  |
| 28 | Psychological/psychiatric test results are used in relation to assessment and in planning interventions MOV: MOO/Activity Report  |  |  |  |  |  |
| 29 | Confidentiality policies are discussed with the beneficiaries where decisions on this matter are arrived with the beneficiaries’ participationMOV: Process Recordings/Minutes of Meeting |  |  |  |  |  |
| 30 | The agency facilitates the intervention of psychologist or developmental pediatrician to assess the developmental requirements of children with disability beneficiaries for provision of appropriate intervention MOV: Activity Reports/List of Beneficiaries Assessment Report from the Psychologist/Developmental Pediatrician  |  |  |  |  |  |
| 31 | The agency provides counselling services to Person with Disability and his/her family on managing disability MOV: Process Recordings/List of Beneficiaries |  |  |  |  |  |
| 32 | 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 |  | 14 | The agency provides financial assistance for transportation and fiscal clearances to Persons with Disability looking for job. MOV: List of Beneficiaries/ Accomplishment Report |  |  |
| 1. Protection Programs and Services
 | 33 | The agency ensures that children beneficiaries are registered, if not, it helps facilitate their birth registrationMOV: Activity Report  |  |  |  |  |  |
| 34 | A Client Protection Policy (CPP) is in place and beneficiaries are shielded from undue harm or risk in any activity conducted, organized or participated in by the SWAMOV: Client Protection Policy |  | 15 | The agency has a written Code of Conduct for staff and employees that serve as mechanism for protection from physical, mental, emotional and/or sexual abuse and other forms of exploitation from both beneficiaries and staffMOV: Code of Conduct of Staff  |  |  |
| 35 | Service providers must observe protective behavior based on the Client Protection Policy (CPP) in dealing with the beneficiaries MOV: CPP/Code of Conduct of Staff |  | 16 | A manifesto of support to the Client Protection Policy is signed and posted on a conspicuous place in the agencyMOV: Signed and posted Manifesto of Support |  |  |
| 36 | In cases when incident of abuse is found, action should be taken in accordance to the Client Protection Policy MOV: Incident Report/Activity Report  |  | 17 | The agency facilitates or assist the victim in filing a case/s against the perpetratorMOV: Activity Report  |  |  |
| 37 | Client/s/Beneficiary/ies are ensured with confidentiality and protection from undue harm or risk on activities conducted, organized or participated by the agencyMOV: MOO/CPP |  |  |  |  |  |
| 38 | The agency ensures that victim-survivor of violence are provided with gender-responsive case managementMOV: Casefolder/SCSR |  |  |  |  |  |
| 39 | The agency provides orientation programs and services for women empowerment such as gender sensitivity, equality and development in the communityMOV: Activity Reports/Attendance Sheet  |  | 18 | The agency provides Male beneficiaries with orientation on Men Opposed to Violence Everywhere and/or other similar activities MOV: Activity Reports/Attendance Sheet |  |  |
| 40 | Confidentiality policies are discussed with the beneficiaries where decisions on this matter are arrived with the beneficiaries’ participationMOV: Activity Reports/List of Participants |  |  |  |  |  |
| 41 | Beneficiaries are trained on personal safety and protective behavior such as life skills, etc. MOV: Activity Report  |  |  |  |  |  |
| 42 | Beneficiaries are ensured of confidentiality from media exposure MOV: MOO/CPP |  |  |  |  |  |
| 1. Legal/Para-legal Services
 | 43 | Legal/para-legal services are accessed if not provided, by the agency MOV: Activity Report  |  |  |  |  |  |
| 44 | The client, who is in conflict with the law (CICL) or a victim of abuse and exploitation (CNSP/VAWC) with the assistance of their parent/s is involved in choosing his/her legal counsel.MOV: Process Recording |  |  |  |  |  |
| 45 | The client, who is in conflict with the law or a victim of abuse and exploitation is guided, prepared and accompanied by a staff during legal processes and proceedings and in taking sworn affidavitsMOV: Activity Report  |  |  |  |  |  |
| 46 | Options are provided to the clients before taking legal action/decisionMOV: Activity Report  |  |  |  |  |  |
| 1. Livelihood/

Skills Training, and/or Capital Assistance  | 47 | The agency provides beneficiaries with community-based training that will equip them with skills to land a job and earn income.MOV: Activity Reports/List of Participants |  |  |  |  |  |
| 48 | The agency engages/provides client-beneficiaries in income earning projects or grants capital assistance MOV: List of Beneficiaries  |  | 19 | The agency communicates with clients clear policies governing profit sharing, income generation, income and savings. MOV: Minutes of Meeting/Activity Reports |  |  |
| 20 | The agency gives due credit to clients on products they participated, produced or madeMOV: Profit Sharing Scheme/Report |  |  |
| 49 | The agency observes labor laws and regulations in engaging the client’s participation in livelihood projects MOV: MOO/CPP/Profit Sharing Scheme |  |  |  |  |  |
| 1. Referral Services
 | 50 | Referral system to access the clients with their needs that are not being provided by the agency, is available.MOV: Referral Letters/Folder  |  |  |  |  |  |
| 1. **Interventions for Families and Communities**
 |
| * + 1. Family Life Development Program
 |
| * 1. Family Life Development Programs
 |
| a.1. Family Enrichment Service | 51 | Family Life Enrichment Service that promote family solidarity through family activities and dialogues are provided such as: * 1. 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

MOV: Activity Reports/List of Participants |  |  |  |  |  |
| a.2. Empowerment and Capability Building  | 52 | * 1. Seminar/workshop/group activities on Empowerment and Affirmation of Paternal Abilities that gives importance and emphasis on the development and expansion of knowledge, skills and appropriate attitude of fathers in performing their paternal roles and responsibilities

MOV: Activity Reports/List of Participants |  |  |  |  |  |
| a.3. Marital Enrichment Program | 53 | * 1. 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

MOV: Activity Reports/List of Participants |  |  |  |  |  |
| a.4. Positive Parenting | 54 | * 1. Training Workshop/ Orientation/ Group Activity on the practice of Positive Parenting

MOV: Activity Reports/List of Participants |  |  |  |  |  |
| 2. Assistance During Disasters/Calamities  |
| 1. The agency provides/coordinates with other agency/ies for the provision of the following assistance:
 |
| a.1. Emergency Assistance  | 55 | Emergency Assistance in a form of relief goods MOV: Activity Reports/List of Beneficiaries |  | 21 | 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

MOV: List of Beneficiaries |  |  |
| 22 | 1. Cash for Work – cash assistance in exchange for work to provide income to the victims

MOV: List of Beneficiaries |  |  |
| a.2. Shelter Assistance  | 56 | Shelter Assistance to repair or re-build their dwellings MOV: List of Beneficiaries |  |  |  |  |  |
| a.3. Livelihood Assistance  | 57 | Livelihood Assistance or Seed Capital to allow victims to restore their economic activity and income is provided to victims of disaster or calamitiesMOV: List of Beneficiaries |  |  |  |  |  |
| a.4. Seminar on Camp Management and Operation | 58 | The agency provides seminar on camp management and operation; assisting in the relief operations and facilitation of activities in evacuation centers; and establishment of child /women friendly spacesMOV: Activity Reports/List of Beneficiaries |  |  |  |  |  |
| 3. Advocacy Activities |
|  | 59 | The agency conducts community activities that increase awareness of stakeholders on child’s rights, women’s rights, etc. MOV: Activity Reports/List of Participants  |  | 23 | The agency provides/distributes IEC materials to increase community awareness on important laws and issuancesMOV: Activity Reports/List of Participants  |  |  |
| 60 | The agency conducts advocacy services that help mitigate vulnerability to natural or man-made disaster or calamities such as disaster preparedness and management training MOV: Activity Reports/List of Participants  |  |  |  |  |  |
|  |  | No. of Complied **Minimum** Standards for Helping Interventions |  |  | No. of Complied **Higher** Standards on Helping Interventions  |  |  |
| **V.     Physical Structure and Safety** |
| 1. Appropriate and ample office facilities, amenities and space for organizational functions and activities
 |
| 1. Office Space
 | 1 | Available office space/s with tables and chairs for all of the staff and properly observing/complying minimum public health standards on physical distancing or other requirement set by the concerned government agency MOV: Observation |  | 1 | Available space/mode for holding meeting/s and conferences MOV: Observation |  |  |
| 1. Office Amenities
 | 2 | With functional computer, printer and communication systemMOV: Observation |  |  |  |  |  |
| 3 | With records section and/or filing cabinets for all documents and records MOV: Observation |  |  |  |  |  |
| 4 | Office/s and/or rooms are adequately lit and ventilated MOV: Observation |  | 2 | The office is equipped with air-conditioning system MOV: Observation |  |  |
| 1. Public Areas
 | 5 | With lobby or reception area following the minimum physical distancing standardsMOV: Observation |  | 3 | Activity area for clients appropriate to current social distancing standards are identified/installed/established MOV: Observation |  | Note: Due to the sensitive and confidential nature of information contained herein (inclusive of attachments), all recipients hereof shall access and use the information obtained herein strictly in pursuance of the DSWD’s mandate to register, license and accredit social welfare and development agencies (SWDAs). Without prejudice to the provisions of the Republic Act 10173 (Data Privacy Act of 2012), any processing, disclosure, copying or distribution of the contents hereof for any other purpose is strictly prohibited. |
| 1. Interviewing/

Counselling Area | 6 | Has room or space for interviewing clients. It ensures space for social distancing, privacy and confidentiality MOV: Observation |  | 4 | Physical barrier is installed to insure compliance to physical distancing standards MOV: Observation P |  |  |
| 1. Safety and Security
 | 7 | The office and facilities are regularly disinfected and declared safe by the proper authorities with updated safety certificatesMOV: Valid Building and Fire Safety  Certificate |  |  |  |  |  |
| 1. Restrooms/

Comfort Rooms  | 8 | Has rest rooms or comfort rooms for male and female staff and visitorsMOV: Observation  |  |  |  |  |  |
| 1. Accessibility Requirements
 | 9 | The agency provides Persons with Disability and Elderly beneficiaries with assistive devices such as walkers, canes, crutches or wheelchairs during visit to the office and its facilities MOV: Observation |  | 5 | The agency’s office facilities is installed with the necessary accessibility requirements (ramps and rails) per Batas Pambansa 344 or the Accessibility Law MOV: Observation |  |  |
| B. Community Infrastructure/Evacuation Area for Emergency/Disaster |
| 1. Venue for Training/

Seminars  | 10 | 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 spaced and provide conducive learning system or materialsMOV: Observation  |  |  |  |  |  |
| 2. Evacuation Area  | 11 | An evacuation area that is accessible to the community, free from all hazards and certified safe by authorized agency is identified/known to beneficiaries for any eventuality MOV: Identified Evacuation Area  |  | 6 | With pre-identified child/women friendly facilities and amenities MOV: Observation |  |  |
| 7 | With pre-identified area for breastfeeding/lactating mothers.MOV: Observation |  |
|  |  | No. of Complied **Minimum** Standards on Physical Structure and Safety  |  |  | No. of Complied **Higher** Standards on Physical Structure and Safety  |  |  |

**OTHER FINDINGS:**

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**HIGHLIGHTS OF FOCUSED GROUP DISCUSSION (FGD)**

**Table of Scores per Work Area**:

|  |  |  |
| --- | --- | --- |
| ***Work Areas*** | ***Mandatory Requirements or Standards*** | ***Higher Set of Requirements or Standards***  |
| ***Level 1***  | ***For Level 2 and 3***  |
| ***Total Score*** | ***Total Score***  | ***Level 2******(50%)*** | ***Level 3******(90%)*** | ***Actual Score*** |
| ***Level 1*** | ***Level 2*** | ***Level 3*** |
| 1. Administration and Organization
 | 59 | 31 | 16 | 28 |  |  |  |
| 1. Program Management
 | 12 | 10 | 5 | 9 |  |  |  |
| 1. Case Management
 | 52 | 32 | 16 | 29 |  |  |  |
| 1. Helping Interventions
 | 60 | 23 | 12 | 21 |  |  |  |
| 1. Physical Structure and Safety
 | 11 | 7 | 4 | 6 |  |  |  |
| **Total**  | **194** | **103** | **53** | **93** |  |  |  |

**Scores for each Level of Accreditation:**

1. **For Level 1 Accreditation**– compliance to the Mandatory Requirements or an actual score of **194** points
2. **For Level 2 Accreditation** – compliance to the Mandatory Requirements plus at least 50% from each of the Work Area of the Higher Set of Standards or an actual score of at least **247 (194 + 53) points.**
3. **For Level 3 Accreditation** – compliance to the Mandatory Requirements plus at least 90% from each of the Work Area of the Higher Standards or an actual score of at least **287 (194 + 93) points.**

**Recommendations**:

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

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

(Name of SWA)

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

 (Type of beneficiaries/clients)

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

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

 (Name of SWA) .

 The agency shall comply with the agreed action plan within six (6) months after the assessment visit. Likewise, non-compliance to the agreed action plan after two (2) consecutive monitoring visits shall subject the SWA to monitoring and technical assistance and/or shall be subjected to reprimand, suspension and revocation of License to Operate per Memorandum Circular No. 16 series of 2018 entitled Guidelines on Handling Complaints against Social Welfare and Development Agencies.

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

**Prepared by**:

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

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

**Concurred by**:

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