

PRE-ACCREDITATION OF THE SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES OF LICENSED PRIVATE SWA AND PUBLIC SWDA OPERATING WITHIN THE REGION

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none">Government to Client (G2C)Government to Government (G2G)
Who may avail:	New applicant Registered and licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII,

	VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) <ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none">For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of OperationFor Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/#MCsFor Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standardson Residential Care ServiceFor Community Based Please email sb@dswd.gov.ph

<p>3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA))</p> <p>b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA)</p> <p>3. Annual Accomplishment Report previous year</p> <p>4. Audited Financial Report of the previous year</p> <p>5. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served

<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment
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<p>compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 4. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees

<p>by the hired RSW related to child placement service.</p> <p>5. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>6. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.
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j. Signed Data Privacy Consent Form	<ul style="list-style-type: none"> • Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Jolibee D. Dagani, AA III Support Staff in charge of all incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgement letter indicating the	None	6 days, 7 hours 30 minutes	Emelyn L. Mintal, SWO II Technical Staff Standards Section-DSWD Field Office Caraga Aldie Mae A. Andoy, SWO IV Division Chief Mari-Flor A. Dollaga Regional Director

	schedule of the pre-assessment;			
	1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents to be submitted			
Step 4: Receive the acknowledgment letter from the DSWD Field Office: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.	Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.	None	Depends on the SWDA	Emelyn L. Mintal, SWO II Nikki C. Alfante, SWO I Technical Staff Standards Section- DSWD Field Office Caraga

pre-accreditation assessment to the DSWD Field Office.

If the acknowledgement letter indicates

that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.

STEP 5: For the SWDA complete compliant documents, participate in the conduct of pre-accreditation assessment	the with and the pre-	Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients Interview with the staff Review of documents Ocular Inspection Action Planning/ Exit Conference	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Emelyn L. Mintal, SWO II Nikki C. Alfante, SWO I Technical Staff Standards Section-DSWD Field Office Caraga SWDA
Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	Answer Client	Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.	None	After the pre-accreditation assessment	Emelyn L. Mintal, SWO II Nikki C. Alfante, SWO I Technical Staff Standards Section-DSWD Field Office Caraga SWDA
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.					
STEP 7: Wait for the result of assessment.	of	If the result of the pre-accreditation assessment is favorable, the	None	11 working days	Technical Staff (Standards Bureau - SB)

technical staff to prepare the following:

- Confirmation Report to the SWDA
- Transmittal memo to Standards Bureau attached the confirmation report, complete documentary

Section Head/Division Chief/Bureau Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements including the accomplished pre-accreditation assessment tool. If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.			
TOTAL		None	20 working days	
Social Work Agency:				
Senior Citizen Center:		None	19 working days	

**The number of minutes shall be included on the total number of working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">• Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)• DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none">• FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback• Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback

How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> • The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. • Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. • The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) <u>complaints@arta.gov.ph</u> 8-478-5093</p> <p>Presidential Complaint Center (PCC) <u>pcc@malacanang.gov.ph</u> 8888</p> <p>Contact Center ng Bayan (CCB) <u>email@contactcenterngbayan.gov.ph</u> before CSC (Civil Service Commission)- 0908-881-6565</p>