

### 13. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

Direct assistance and services that will be extended to victim-survivors of trafficking. These includes logistical support during and post-rescue operation, psychosocial, support services such as medical, educational, legal, protective custody and economic reintegration services that will better enable the clients to recover from their traumatic experiences. Multi-sectoral approach is applied in order to maximize existing programs and services for victim-survivors of trafficking.

Office or Division:	Recovery Reintegration Program For Trafficked Persons		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizens		
Who May Avail:	<ul style="list-style-type: none"><li>• TIP Victim-Survivors</li><li>• Families of the victim-survivor of trafficking</li><li>• Witnesses of cases of human trafficking</li><li>• Communities with incidence of human trafficking</li></ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Medical Assistance:</b> 2 photocopies of Valid ID (original ID must be presented upon claiming of assistance)		Any Government issued ID	
Social Case Study Report		DSWD Social Worker	
2 copies (1 original copy and 1 photocopy) of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedure)		Hospital where client/patient was admitted.	
2 copies (1 original copy and 1 photocopy) of Clinical Abstract/Medical Certificate with signature and license number of attending physician (issued within three months.			
2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency		Office of the Barangay Captain	
<b>Educational Assistance:</b> 2 copies (1 original copy and 1 photocopy) of School Registration/or Certificate of Enrollment		School where the client is enrolled	
Social Case Study Report		RRPTP DSWD Social Worker	
2 copies of Statement of Account for tertiary Education		School where the client is enrolled	
2 photocopies of Valid School ID		School issued ID	
2 photocopies of Valid ID of the parent/guardian( original ID must be presented upon claiming the assistance)		Any government issued ID Pantawid ID	
<b>Livelihood Assistance:</b> Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.		Social Worker of RRPTP DSWD	
Result of Handa Ka na Bang Magnegosyo? The client scores 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.		Social Worker of RRPTP DSWD	

Social Case Study Report					
2 photocopy of Valid ID (original ID must be presented upon claiming of assistance)					Any government issued ID Pantawid ID
<b>Skills Training:</b> Official receipt from the training school (TESDA/CHED accredited training school)					TESDA/accredited training school where the client is enrolled
2 photocopy of valid school ID (original ID must be presented upon claiming the assistance)					
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.):</b> 1. Contract of Employment or any similar document which indicates that they are hired					Employer of the client
2 photocopy of valid ID (original ID must be presented upon claiming the assistance)					Agency issued ID
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking:</b> Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration. <b>NO DOCUMENTS NEEDED</b>					DSWD
<b>Provision of Temporary Shelter</b> 1. Medical Certificate 2. Case Summary 3. Referral Letter					LGU Social Worker
<b>Support for Victim-survivors/Witness and Transportation Assistance</b>					
1. Valid ID					Any Government issued ID
2. Social Case Study Report					RRPTP-DSWD Social Worker
2 photocopy of Official Receipt of the Client's board and lodging					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<b>1. Victim-survivors of Trafficking reached out, referred to by the RRPTP Social Worker</b>	1.1 Interview of the client.	<b>NONE</b>	<b>15 minutes</b>	<b>RRPTP Social Worker On-Duty</b>	
	1.2 Provide psychosocial counselling.		<b>30 minutes</b>		
	1.3 Assessment		<b>30 minutes</b>	<b>RRPTP Social Worker On-Duty and Residential Care Social Worker On-Duty</b>	
	1.3.1 If the client needs Temporary Shelter refer to Residential Care Facility		<b>30 minutes</b>		
	1.3.2 The Social Worker provides a list of documentary		<b>15 minutes</b>		

	requirements depending on the assistance to be provided. Refer to list of requirements			
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	NONE	10 Minutes	RRPTP Social Worker/Case Manager
	2.1.1 For the livelihood assistance, the RRPTP Social Worker will coordinate with SLP for technical assistance re: Social Preparation (BBMT).	NONE	7-15 Days	
	2.2 Processing of the assistance being sought; <div>             a. Preparation of Voucher (if financial related)             b. Social Case Study Report             c. Preparation of referral letter (if needs other program assistance)           </div>	NONE	3 working days	
	2.3 PSU/CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	NONE	1-2 working days	Jessie Catherine B. Aranas, SWO-V/PSD Chief  Ryan V. Piamonte Budget Officer
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	NONE	1-2 working days	Mari-Flor A. Dollaga-Libang Regional Director
	2.5 Releasing of the assistance to the client (Cash or Non-Cash)	NONE	1-2 working days	RRPTP Social Worker/Case Manager
TOTAL FOR TEMPORARY SHELTER		NONE	2 Hours	
TOTAL FOR LIVELIHOOD ASSISTANCE		NONE	15 Days	
TOTAL FOR OTHER ASSISTANCE		NONE	5 Days	

Name of Social Workers On-Duty/ Case Managers	Designation
1. Bernape C. Bantayan	RRPTP Focal, SWO I
2. Aileen Rhea P. Ginete	Social Welfare Officer II
3. Arnel B. Delgado	Social Welfare Officer II

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO.
How to send feedback is processed	AA clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the HRMDD to be processed for immediate action (if there are any)
How to file a complaint	ARTA-Recovery Reintegration Program for Trafficked Persons (RRPTP) Protective Services Division 1 <sup>st</sup> Floor Lumilihok Building DSWD Field Office Caraga R. Palma Street, Butuan City CSC-0917-839-8272   Para sa taumBAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 PCC- 8888
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact information	<b>Ms. Bernape C. Bantayan</b> SWO II/RRPTP Focal 0918-947-3954 <a href="mailto:blairebantayan@gmail.com">blairebantayan@gmail.com</a> Through Telephone No. 303-8620 Email Address: <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a>
Contact info of ARTA, PCC and CCB	Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565