

1. Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focus on facilitating the delivery of needed social services to said clientele at the regional and local level.

In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

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| Office or Division: | DSWD Field Office (ISS FO Focal Persons) |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| 1. A photocopy of Passport/Travel Doc. (when necessary)/Govt.'s issues ID | <ul style="list-style-type: none">ClientClient/Hospital/ClinicClient/SWAtt/LGU/CO, and other concerned agencies/entitiesBarangay HallFO/provincial Sub-Office |
| 2. A photocopy of Medical Records including Medical Certificate (when necessary) | |
| 3. Original/photocopy of Referral Letter (when applicable) | |
| 4. Barangay Indigency Certificate | |
| 5. Filled out intake and Crisis Intervention Forms | |

| CLIENT STEPS | AGENCY ACTIONS | FEES | PROCESSING TIME | PERSON RESPONSIBLE |
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| FIELD OFFICE SERVICE DELIVERY (ISS FOCAL PERSONS) | | | | |
| 1. Received /Initial Contact with Client | 1. Initial contact. 1. With security guard on duty (walk-in/ referred) for service sequence number. | None | 2 Minutes | Security Guard or Desk Officer of the Day (Public Assistance and Complaint Desk Unit or PACDU |
| 2. Intake Interview and Screening | 2. Intake Interview and Screening | None | 20 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal |
| 3. Case Assessment | 3. Assessment 3.1. Problem identification 3.2. Intervention Identification 3.3. Identification of appropriate DSWD Office, partner agencies, and concerned entities that can be tapped for case referral | None | 5 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal |
| 4. Service Delivery | 4. Service Delivery 4.1. ISSAFP direct services - psychosocial, airport assistance, and referral to other agencies) 4.2. Other unit/service using their established SOPs | None | 20 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal and Concerned unit/service |

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| 5. Administration of CSMF | 5. Administration of CSMF and analysis. | None | 5 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal |
| 6. Inclusion to Clients Profile | 6. When there is no need for further assistance: <ul style="list-style-type: none"> Case closure in case it was assessed that there is no need for further assistance/ intervention Administration of CSMF Encode the details of the ROF to FO profile of clients | None | 3 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal |
| 7. Monitoring and Feedbacking | 7. Monitoring, and feedbacking to referring parties/ agencies/entities. | None | 20 Minutes | Reysthy Gundaya, SWO II/Alternate Focal Person OR Raffy C. Vigil, SWO IV/ISS Focal |
| 8. Fills out CSMF | 8. Administration of CSMF. | None | 3 Minutes | Client |
| | 9. Inclusion to clients' profile | None | 3 Minutes | Raffy C. Vigil, SWO IV/ISSO FO Focal |
| | 10. Monitoring, and Feedbacking to referring parties/agencies/entities. | None | 20 Minutes | Raffy C. Vigil, SWO IV/ISSO FO Focal |
| | 11. Case Closure | None | | Raffy C. Vigil, SWO IV/ISSO FO Focal |
| Total | 7 Steps | None | 75 Minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | Concerned citizen to send letter/email to: issoinquiries@gmail.com |
| How feedbacks are processed | A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours. |
| How to file a complaint | Concerned citizen to send letter/email to: issoinquiries@gmail.com |
| How complaints are processed | A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours. |
| Contact Information of: ARTA, PCC, CCB | <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p> |

| Directory of SWAtts and ISS Field Office Focal Persons | | |
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| Office | Address | Contact Information |
| Social Welfare Attaché Office in PCG- Dubai, UAE | Al Qusais 3 Dubai, United Arab Emirates P.O. Box 94778 | Mobile No.: +971-566356505 Email: jybacwaden@dswd.gov.ph |
| Social Welfare Attaché Office in PCG- Hong Kong | Fourteenth Floor, United Centre 95 Queensway, Admiralty Hong Kong | WhatsApp: +852 9887 4669 Office No: +852 2823 8537 Email: ljvillanueva@dswd.gov.ph |
| Social Welfare Attaché Office in PCG- Jeddah, KSA | 4663 Fajr Street, Al Rehab District 6, Jeddah, KSA | Mobile No.: +966 054 9017782 Office No.: 050-9295339 Email: swatt.pcgjeddah@gmail.com |
| Social Welfare Attaché Office in PE- Kuwait | Bldg. 133, Street 304, Block 3, Street 304 Sabah Al Salem Area, State of Kuwait | Mobile/ WhatsApp/Viber: +96550380346 Roaming: +639162285735/ +639284015013 Email: cjmutia@dswd.gov.ph |
| Social Welfare Attaché Office in PE- Malaysia | No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia | Mobile No.: +601123851662 Email: aemendoza@dswd.gov.ph |
| Social Welfare Attaché Office in PE- Riyadh, KSA | Diplomatic Quarter, Alradaef St, As Safarat, Riyadh KSA | Mobile No.: +966 55 799 1428 Email: swato.riyadhksa@dswd.gov.ph |
| Social Welfare Attaché Office in PE- Qatar | Jelaiah Area, Zone 68, St.860, P.O. Box 24900, Doha, State of Qatar P.O. Box No. 24900 | Vodafone: 974-70437972 Ooredoo : 974-50292533 Email: pvpanganiban@dswd.gov.ph |
| International Social Services Office (ISSO) Central Office | Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila | 9318101 local 322 or 323 Email: isso@dswd.gov.ph |
| DSWD Central Office | Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila | 9318101 |

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| DSWD Central Office - Caraga | R. Palma St., Capitol Drive, Butuan City, Agusan Del Norte | Hotline Number/s Telephone: (085) 342-5619 to 20 (085) 815-9173 Email: focrg@dswd.gov.ph |
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