

9. Licensing of Foster Parents

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office/Division/Unit/Section	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS)	
Classification	Highly Technical	
Type of Transaction	Government to Citizens	
Who May Avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Copy of Original Duly Accomplished Application Form		Adoption Resource and Referral Section (ARRS) or DSWD Website https://adoption.dswd.gov.ph
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)
1 Copy of Original Medical Certificate issued at least 6 months		Public or Private Clinics/Hospitals
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)		Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance		National Bureau of Investigation (NBI) / Philippine National Police (PNP)
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length		Barangay where the applicant/s reside

of his/her residence therein, he/she is of good moral character	
3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant
1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Section (ARRS)
Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others Note: Other document/s may be required is/are necessary on the case management of intensive cases	Philippine Statistics Authority Applicant
Additional Requirements for Alien Applicants:	
1 Photocopy of Certificate of Residence in the Philippines	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years	Applicants *Bureau of Immigration/Department of Foreign Affairs
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship	Applicant
1 Original Copy of Certificate of Travel Records Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application	Bureau of Immigration (BI)
1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License	Applicant
Such other documents that the Department/Agency/Local Government Units may require	Applicant

Note: Other document/s may be required is/are necessary on the case management of intensive cases				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	ARRU Social Worker on duty
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	Bleza Mae T. Anza, AA II
2. Filling-up of Application Form and Submission of Documents	2.1. Receipt of the duly accomplished application form and documentary requirements from the client	None	10 minutes	Bleza Mae T. Anza, AA II
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the Unit Head	None	15 minutes	Bleza Mae T. Anza, AA II
	2.3. Review of application and delegation of case to the ARRU Social Worker			
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the	None	1 hour, 30 minutes	ARRU Social Worker on duty

	receipt thereof and informing the applicant on a scheduled home visit			
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Bleza Mae T. Anza, AA II
	2.6. Review and recommending approval of the Unit Head	None	1 hour	Marissa A. Garay, SWO III
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	Bleza Mae T. Anza, AA II
	2.8. Review and recommending approval of the Division Chief	None	1 hour	Jessie Catherine B. Aranas, DC/SWO V
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	Bleza Mae T. Anza, AA II
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	Jean Paul S. Parajes, ARDO/SWO V
	2.11. Database logging of the			

	Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	Bleza Mae T. Anza, AA II
	2.12. Approval of the Regional Director	None	2 hours	Mari-Flor A. Dollaga-Libang, Regional Director
	2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRU Social Worker	None	20 minutes	Bleza Mae T. Anza, AA II
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.	None	8 hours	ARRU Social Worker on duty
	3.2. Preparation of the Home Study Report (HSR)	None	Within 20 days	ARRU Social Worker on duty
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID	None	8 hours	ARRU Social Worker on duty
	3.4. Database logging of the draft	None	10 minutes	

	HSR, pre-signed, and draft letter for onward endorsement to the Unit Head			Bleza Mae T. Anza, AA II
	3.5 Review and recommending for approval of the Unit Head	None	4 hours	Marissa A. Garay, SWO III
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	10 minutes	Bleza Mae T. Anza, AA II
	3.7. Review and recommending approval of the Division Chief	None	4 hours	Jessie Catherine B. Aranas, DC/SWO V
	3.8. Database logging of draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	Bleza Mae T. Anza, AA II
	3.9. Review and recommending approval of the Assistant Regional Director for Operations	None	4 hours	Jean Paul S. Parajes, ARDO/SWO V
	3.10. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to	None	10 minutes	Bleza Mae T. Anza, AA II

	the Regional Director			
	3.11. Approval of the Regional Director	None	4 hours	Mari-Flor A. Dollaga-Libang, Regional Director
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	10 minutes	Bleza Mae T. Anza, AA II
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	20 minutes	Bleza Mae T. Anza, AA II
	TOTAL	None	21 days, 21 hours, and 35 minutes	

ARRU SOCIAL WORKERS ON DUTY
Emily A. Sanogal, SWO II
Lexshen C. Yacapin, SWO II
Amormia J. Quinimon, SWO III
Mary Jane Romulo, SWO III
Chuchie E. Leopoldo, SWO II
Divine Grace Dayrit, SWO II
Jurice Jane E. Papa, PDO I

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance

How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph