

[DSWD ADMINISTRATIVE ORDER NO. 11, July 31, 2007]

REVISED STANDARDS ON RESIDENTIAL CARE SERVICE

A. RATIONALE

The Department of Social Welfare and Development (DSWD) is the primary government agency responsible for caring for the marginalized and disadvantaged sectors of society. As such it sets standards and provides consultative services to enable institutions, organizations and persons engaged in social welfare activities both in public and private settings to comply with said standards and monitor compliance. In keeping with these mandates, Administrative Order No. 141, s. 2002, Standards in the Implementation of Residential Care Service was issued. It presents a set of guidelines on the minimum administrative and program requirements for the operation of a 24-hour group care that provides alternative family care arrangements to the poor, the vulnerable and the disadvantaged individuals in crisis whose needs cannot be adequately met by their families and relatives or by any other form of alternative family care arrangements.

Further, indicators for residential care as Centers of Excellence as contained in Administrative Order No. 01, s. 2004 were formulated in line with the Department's effort to improve service delivery and provide the best quality care for the clients being served. It was intended to be used as reference for determining exemplary performance in providing the service and basis for giving awards and recognition. Initially, an assessment of DSWD residential care facilities using these indicators was conducted which provided an opportunity to review the applicability of the various indicators as well as simplify the assessment process.

The revised standards and indicators for Residential Care Service were developed following the rights-based approach of service delivery of Social Work Agencies providing 24-hour residential care.

These standards concretize the obligation of the government and its partners as duty-bearers who undertake necessary measures to ensure the respect, protection and fulfillment of the rights of the poor, the vulnerable and the disadvantaged whom we consider as claimholders. To comply with this obligation and to guarantee high-quality care for these residents, the standards are formulated encompassing five focus areas – 1) Administration and Organization, 2) Program Management, 3) Case Management, 4) Helping Strategies/Interventions and 5) Physical Structures and Safety, of which each focus area is deemed important in effective, efficient and accountable service delivery.

B. LEGAL BASES

1. Republic Act 5416, Providing for Comprehensive Social Service for Individuals and

Groups in Need of Assistance, Creating the Department of Social Welfare, Section 3 – The Department shall... (2) “set standards and policies to insure effective implementation of public and private social welfare programs”; ..(5) “accredit institutions and Organizations, public and private, engaged in social welfare activity including the licensing of child caring and child placement institutions and provide consultative services thereto”.

2. Executive Order no. 292 or the Administrative Code of 1987, Title XVI, Chapter I, Sec. 3. Functions of the Department.... “to set standards, accredit and monitor performance of all social welfare activities both in public and private sectors”.

3. Executive Order No. 15, s.1998 as amended by Executive Order No. 221, s. 2003, Redirecting the Functions and operations of the Department of Social Welfare and Development, Sec. 3 (f) “set standards, monitors, accredit and provide consultative service to institutions, organizations, and persons engaged in social welfare activities, both public and private”.

C. COVERAGE

These standards shall apply to all types of residential care facilities operated and managed by DSWD, LGUs and private social work agencies or NGOs. Residential care shall refer to a service delivery mode that provides 24 – hour group care living as an alternative family care arrangement to residents whose needs cannot be adequately met by their families.

D. OBJECTIVES

These standards are intended to:

1. Protect and promote the best interest and welfare of residents in residential care facilities, recognizing their right to efficient, responsive and effective human services;
2. Ensure that programs and services in residential care facilities will contribute to the healing, recovery and social reintegration of residents;
3. Promote efficiency, effectiveness and accountability in the management and implementation of programs and services in residential care facilities

E. GENERAL POLICIES:

1. In support of DSWD’s policy on de-institutionalization, admission to residential care facilities especially for children should be the last resort and should consider a time frame on the maximum duration of their stay in the facility.
2. Residents who are: a) 15 years old and above; b) who can take care of themselves; c) have no chances for adoption/foster care; and d) those without families/relatives should be prepared for independent or group living.
3. The accreditation of residential care facilities by the Standards Bureau shall have a validity period with a maximum of 5 (five) years.